



# OTRS Configuration Options Reference

*Release 7.0*

**OTRS AG**

24, 2020



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## Contents

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<b>1</b>	<b><i>CloudService</i></b>	<b>3</b>
<b>2</b>	<b><i>CloudService → Admin → ModuleRegistration</i></b>	<b>5</b>
<b>3</b>	<b><i>Core</i></b>	<b>7</b>
<b>4</b>	<b><i>Core → AppointmentCalendar</i></b>	<b>9</b>
<b>5</b>	<b><i>Core → AppointmentCalendar → Plugin</i></b>	<b>13</b>
<b>6</b>	<b><i>Core → AppointmentCalendar → TicketAppointments</i></b>	<b>15</b>
<b>7</b>	<b><i>Core → Auth → Agent → TwoFactor</i></b>	<b>19</b>
<b>8</b>	<b><i>Core → Auth → Customer</i></b>	<b>21</b>
<b>9</b>	<b><i>Core → Auth → Customer → TwoFactor</i></b>	<b>29</b>
<b>10</b>	<b><i>Core → Autoload</i></b>	<b>31</b>
<b>11</b>	<b><i>Core → Cache</i></b>	<b>33</b>
<b>12</b>	<b><i>Core → Chat</i></b>	<b>35</b>
<b>13</b>	<b><i>Core → CommunicationChannel</i></b>	<b>41</b>
<b>14</b>	<b><i>Core → CommunicationChannel → MIMEBase</i></b>	<b>43</b>
<b>15</b>	<b><i>Core → CommunicationLog</i></b>	<b>45</b>
<b>16</b>	<b><i>Core → Crypt → PGP</i></b>	<b>47</b>
<b>17</b>	<b><i>Core → Crypt → SMIME</i></b>	<b>51</b>
<b>18</b>	<b><i>Core → Customer</i></b>	<b>53</b>
<b>19</b>	<b><i>Core → DB → Mirror</i></b>	<b>57</b>
<b>20</b>	<b><i>Core → DocumentSearch → Driver</i></b>	<b>61</b>

21	<i>Core → Draft</i>	63
22	<i>Core → DynamicFields → DriverRegistration</i>	65
23	<i>Core → DynamicFields → ObjectTypeRegistration</i>	69
24	<i>Core → Email</i>	71
25	<i>Core → Email → PostMaster</i>	77
26	<i>Core → Event → AppointmentCalendar</i>	91
27	<i>Core → Event → CustomPage</i>	93
28	<i>Core → Event → CustomerCompany</i>	95
29	<i>Core → Event → CustomerUser</i>	97
30	<i>Core → Event → DynamicField</i>	99
31	<i>Core → Event → FAQ</i>	101
32	<i>Core → Event → LinkObject</i>	103
33	<i>Core → Event → Package</i>	105
34	<i>Core → Event → Queue</i>	107
35	<i>Core → Event → ServiceCatalogueItem</i>	109
36	<i>Core → Event → Ticket</i>	111
37	<i>Core → FAQ</i>	117
38	<i>Core → FAQ → Approval</i>	121
39	<i>Core → FAQ → Explorer</i>	125
40	<i>Core → FAQ → Item</i>	129
41	<i>Core → FAQ → Item → Voting</i>	133
42	<i>Core → FAQ → RelatedArticles</i>	135
43	<i>Core → FAQ → TicketCompose</i>	137
44	<i>Core → GoogleChrome</i>	139
45	<i>Core → LinkObject</i>	141
46	<i>Core → Log</i>	145
47	<i>Core → MailQueue</i>	147
48	<i>Core → PDF</i>	149
49	<i>Core → Package</i>	153
50	<i>Core → PerformanceLog</i>	157

<b>51 Core → <i>Permission</i></b>	<b>159</b>
<b>52 Core → <i>ProcessManagement</i></b>	<b>161</b>
<b>53 Core → <i>Queue</i></b>	<b>165</b>
<b>54 Core → <i>ReferenceData</i></b>	<b>167</b>
<b>55 Core → <i>SLA</i></b>	<b>169</b>
<b>56 Core → <i>SMS</i></b>	<b>171</b>
<b>57 Core → <i>SOAP</i></b>	<b>173</b>
<b>58 Core → <i>Service</i></b>	<b>175</b>
<b>59 Core → <i>Session</i></b>	<b>177</b>
<b>60 Core → <i>Stats</i></b>	<b>181</b>
<b>61 Core → <i>Stats</i> → <i>Reports</i></b>	<b>183</b>
<b>62 Core → <i>SystemMaintenance</i></b>	<b>185</b>
<b>63 Core → <i>Ticket</i></b>	<b>187</b>
<b>64 Core → <i>Ticket</i> → <i>ACL</i></b>	<b>201</b>
<b>65 Core → <i>Ticket</i> → <i>DynamicFieldDefault</i></b>	<b>207</b>
<b>66 Core → <i>Ticket</i> → <i>FulltextSearch</i></b>	<b>213</b>
<b>67 Core → <i>Ticket</i> → <i>Permission</i></b>	<b>235</b>
<b>68 Core → <i>Time</i></b>	<b>239</b>
<b>69 Core → <i>Time</i> → <i>Calendar1</i></b>	<b>245</b>
<b>70 Core → <i>Time</i> → <i>Calendar2</i></b>	<b>249</b>
<b>71 Core → <i>Time</i> → <i>Calendar3</i></b>	<b>253</b>
<b>72 Core → <i>Time</i> → <i>Calendar4</i></b>	<b>257</b>
<b>73 Core → <i>Time</i> → <i>Calendar5</i></b>	<b>261</b>
<b>74 Core → <i>Time</i> → <i>Calendar6</i></b>	<b>265</b>
<b>75 Core → <i>Time</i> → <i>Calendar7</i></b>	<b>269</b>
<b>76 Core → <i>Time</i> → <i>Calendar8</i></b>	<b>273</b>
<b>77 Core → <i>Time</i> → <i>Calendar9</i></b>	<b>277</b>
<b>78 Core → <i>Web</i></b>	<b>281</b>
<b>79 Core → <i>WebUserAgent</i></b>	<b>283</b>
<b>80 Daemon</b>	<b>285</b>

81	<i>Daemon</i> → <i>Log</i>	287
82	<i>Daemon</i> → <i>ModuleRegistration</i>	289
83	<i>Daemon</i> → <i>SchedulerCronTaskManager</i> → <i>Task</i>	291
84	<i>Daemon</i> → <i>SchedulerGenericAgentTaskManager</i>	307
85	<i>Daemon</i> → <i>SchedulerGenericInterfaceTaskManager</i>	309
86	<i>Daemon</i> → <i>SchedulerTaskWorker</i>	311
87	<i>Frontend</i> → <i>Admin</i>	313
88	<i>Frontend</i> → <i>Admin</i> → <i>ModuleRegistration</i>	317
89	<i>Frontend</i> → <i>Admin</i> → <i>ModuleRegistration</i> → <i>AdminOverview</i>	345
90	<i>Frontend</i> → <i>Admin</i> → <i>ModuleRegistration</i> → <i>Loader</i>	367
91	<i>Frontend</i> → <i>Admin</i> → <i>ModuleRegistration</i> → <i>MainMenu</i>	391
92	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>ContactWithData</i>	407
93	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>CustomPage</i>	409
94	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>CustomerCompany</i>	411
95	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>CustomerUser</i>	413
96	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>NotificationEvent</i>	415
97	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>SelectBox</i>	419
98	<i>Frontend</i> → <i>Admin</i> → <i>View</i> → <i>SysConfig</i>	421
99	<i>Frontend</i> → <i>Agent</i>	423
100	<i>Frontend</i> → <i>Agent</i> → <i>ArticleComposeModule</i>	441
101	<i>Frontend</i> → <i>Agent</i> → <i>DocumentSearch</i>	443
102	<i>Frontend</i> → <i>Agent</i> → <i>FAQJournalOverview</i>	445
103	<i>Frontend</i> → <i>Agent</i> → <i>FAQOverview</i>	447
104	<i>Frontend</i> → <i>Agent</i> → <i>FAQRelatedArticles</i>	449
105	<i>Frontend</i> → <i>Agent</i> → <i>FrontendNotification</i>	451
106	<i>Frontend</i> → <i>Agent</i> → <i>LinkObject</i>	457
107	<i>Frontend</i> → <i>Agent</i> → <i>MIMEViewer</i>	461
108	<i>Frontend</i> → <i>Agent</i> → <i>ModuleRegistration</i>	463
109	<i>Frontend</i> → <i>Agent</i> → <i>ModuleRegistration</i> → <i>Loader</i>	491
110	<i>Frontend</i> → <i>Agent</i> → <i>ModuleRegistration</i> → <i>MainMenu</i>	511

111	<i>Frontend</i> → <i>Agent</i> → <i>TicketOverview</i>	525
112	<i>Frontend</i> → <i>Agent</i> → <i>TicketOverview</i> → <i>MenuModule</i>	529
113	<i>Frontend</i> → <i>Agent</i> → <i>ToolBar</i>	533
114	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>CustomerInformationCenter</i>	541
115	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>CustomerUserAddressBook</i>	547
116	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>CustomerUserInformationCenter</i>	549
117	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>CustomerUserSearch</i>	555
118	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>Dashboard</i>	559
119	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>Dashboard</i> → <i>EventsTicketCalendar</i>	573
120	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>Dashboard</i> → <i>TicketFilters</i>	575
121	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQAdd</i>	577
122	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQEdit</i>	579
123	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQExplorer</i>	581
124	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQJournal</i>	583
125	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQPrint</i>	585
126	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQSearch</i>	587
127	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQZoom</i>	593
128	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>FAQZoom</i> → <i>MenuModule</i>	595
129	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>LinkObject</i>	599
130	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>NotificationView</i>	601
131	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>Preferences</i>	605
132	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>Stats</i>	621
133	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketBounce</i>	625
134	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketBulk</i>	627
135	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketClose</i>	631
136	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketCompose</i>	639
137	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketCustomer</i>	643
138	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketEmailNew</i>	645
139	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketEmailOutbound</i>	649
140	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketEmailResend</i>	653

141	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketEscalation</i>	655
142	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketForward</i>	657
143	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketFreeText</i>	661
144	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketHistory</i>	669
145	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketLocked</i>	671
146	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketMerge</i>	673
147	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketMove</i>	675
148	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketNote</i>	679
149	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketOwner</i>	687
150	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketPending</i>	695
151	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketPhoneInbound</i>	703
152	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketPhoneOutbound</i>	711
153	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketPriority</i>	715
154	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketProcess</i>	723
155	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketQueue</i>	725
156	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketResponsible</i>	729
157	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketSMSNew</i>	737
158	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketSMSOutbound</i>	741
159	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketSearch</i>	743
160	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketService</i>	753
161	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketStatus</i>	757
162	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketWatch</i>	759
163	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketZoom</i>	761
164	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketZoom</i> → <i>ArticleAction</i>	769
165	<i>Frontend</i> → <i>Agent</i> → <i>View</i> → <i>TicketZoom</i> → <i>MenuModule</i>	775
166	<i>Frontend</i> → <i>Base</i>	787
167	<i>Frontend</i> → <i>Base</i> → <i>Loader</i>	797
168	<i>Frontend</i> → <i>Base</i> → <i>NavBarModule</i>	803
169	<i>Frontend</i> → <i>Base</i> → <i>OutputFilter</i>	805
170	<i>Frontend</i> → <i>External</i>	811



171	<i>Frontend</i> → <i>External</i> → <i>Auth</i>	817
172	<i>Frontend</i> → <i>External</i> → <i>DocumentSearch</i>	819
173	<i>Frontend</i> → <i>External</i> → <i>Menu</i>	821
174	<i>Frontend</i> → <i>External</i> → <i>PrivacyNotice</i>	825
175	<i>Frontend</i> → <i>External</i> → <i>Route</i>	827
176	<i>Frontend</i> → <i>External</i> → <i>View</i> → <i>KnowledgeBaseDetail</i>	831
177	<i>Frontend</i> → <i>External</i> → <i>View</i> → <i>Preferences</i>	833
178	<i>Frontend</i> → <i>External</i> → <i>View</i> → <i>TicketCreate</i>	837
179	<i>Frontend</i> → <i>External</i> → <i>View</i> → <i>TicketDetail</i>	843
180	<i>Frontend</i> → <i>External</i> → <i>View</i> → <i>TicketOverview</i>	847
181	<i>GenericInterface</i>	849
182	<i>GenericInterface</i> → <i>ErrorHandling</i> → <i>ModuleRegistration</i>	851
183	<i>GenericInterface</i> → <i>Invoker</i> → <i>ModuleRegistration</i>	853
184	<i>GenericInterface</i> → <i>Mapping</i> → <i>ModuleRegistration</i>	855
185	<i>GenericInterface</i> → <i>Operation</i>	857
186	<i>GenericInterface</i> → <i>Operation</i> → <i>Generic</i> → <i>RPC</i>	859
187	<i>GenericInterface</i> → <i>Operation</i> → <i>ModuleRegistration</i>	861
188	<i>GenericInterface</i> → <i>Operation</i> → <i>TicketCreate</i>	865
189	<i>GenericInterface</i> → <i>Operation</i> → <i>TicketSearch</i>	867
190	<i>GenericInterface</i> → <i>Operation</i> → <i>TicketUpdate</i>	869
191	<i>GenericInterface</i> → <i>Transport</i> → <i>ModuleRegistration</i>	871
192	<i>WebApp</i>	873
193	<i>WebApp</i> → <i>API</i> → <i>Customer</i>	875
194	<i>WebApp</i> → <i>API</i> → <i>Customer</i> → <i>Account</i>	877
195	<i>WebApp</i> → <i>APIClient</i>	881





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### 1.1 *CloudServices::Disabled*

```
, OTRS , OTRS , OTRS ,  
, OTRS , OTRS , OTRS ,  
:  
:
```

```
0
```



---

*CloudService → Admin → ModuleRegistration*

---

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

:

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





### 3.1 *ConfigImportAllowed*

„SysConfig” .

:

1

### 3.2 *DemoSystem*

:

0

### 3.3 *FQDN*

OTRS\_CONFIG\_FQDN,

:

```
yourhost.example.com
```

### 3.4 Organization

```
X-Organization
```

```
:
```

```
Example Company
```

### 3.5 ProductName

```
, ProductName, X-Organization
```

```
:
```

```
OTRS 7
```

### 3.6 Secure::DisableBanner

```
, Secure::DisableBanner, OTRS, HTTP, X-Headers
```

```
:
```

```
0
```

### 3.7 SystemID

```
( SystemID, OTRS ID.
```

```
:
```

```
10
```

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

Google

:

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

## 4.2 *AppointmentCalendar::CalendarColors*

RGB

.

:

```
----  
- '#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

10

## 4.4 AppointmentCalendar::Import::RecurringMonthsLimit

OTRS, . , , n ( ICS 120 /10 ) . : .

120
-----



---

*Core → AppointmentCalendar → Plugin*

---

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

:

```
---  
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::TicketAppointmentSearchParams**

:

```
---
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**

:

```
---  
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*

:

```
---  
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*

:

```
---  
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*

:

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

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

:

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



---

*Core → Auth → Agent → TwoFactor*

---

### 7.1 *AuthTwoFactorModule*

:

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

### 7.2 *AuthTwoFactorModule::AllowEmptySecret*

:

```
1
```

### 7.3 *AuthTwoFactorModule::AllowPreviousToken*

30

:

```
1
```

## 7.4 *AuthTwoFactorModule::SecretPreferencesKey*

:

UserGoogleAuthenticatorSecretKey
----------------------------------

---

*Core → Auth → Customer*

---

### 8.1 *Customer::AuthModule*

:

Kernel::System::CustomerAuth::DB

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

„DB” Customer::AuthModule,

:

sha2

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

„DB” Customer::AuthModule,

CustomerKey

:

login

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

„DB” Customer::AuthModule, CustomerPassword .  
:

pw

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

„DB” Customer::AuthModule, DSN .  
:

DBI:mysql:database=customerdb;host=customerdbhost

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

„DB” Customer::AuthModule, .  
:

some\_password

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

„DB” Customer::AuthModule, .  
:

customer\_user

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

„DB” Customer::AuthModule, ( ).  
:

mysql



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

```
„DB” Customer::AuthModule,
```

```
:
```

```
some_user
```

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

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

```
:
```

```
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`).

```
:
```

```
example_domain\\
```

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

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

```
:
```

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

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

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

```
:
```

```
memberUid
```

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

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

:

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

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

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

:

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

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

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

:

```
1
```

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

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

:

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

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

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

```
:
```

```
ldap.example.com
```

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

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

```
:
```

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

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

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

```
:
```

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

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

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

```
:
```

```
some_password
```

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

LDAP Customer::AuthModule,

:

uid

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

LDAP Customer::AuthModule,  
DN.

LDAP posixGroups UID,

:

UID

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

LDAP Customer::AuthModule  
, LDAP user@domain.

, . user

:

@domain.com

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

Radius Customer::AuthModule,

:

1

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

Radius Customer::AuthModule, Radius

:

```
radiushost
```

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

Radius Customer::AuthModule, Radius .  
:  
:

```
radiussecret
```



---

*Core → Auth → Customer → TwoFactor*

---

### 9.1 *Customer::AuthTwoFactorModule*

:

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

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

:

```
1
```

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

30

:

```
1
```

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

.

.

:

UserGoogleAuthenticatorSecretKey
----------------------------------



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

:

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



### 11.1 *Cache::InBackend*

1

### 11.2 *Cache::InMemory*

1

### 11.3 *Cache::Module*

Kernel::System::Cache::FileStorable

## 11.4 *Cache::SubdirLevels*

2

### 12.1 *ChatEngine::Active*

0

### 12.2 *ChatEngine::ChatDecayTime*

365

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

1

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

:

1

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

:

1

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

:

1

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

:

1

## 12.8 *ChatEngine::ChatOrder*

:

1

## 12.9 *ChatEngine::ChatTTL*

:

## 12.10 *ChatEngine::DefaultAgentName*

:

## 12.11 *ChatEngine::DefaultAgentNameNumbers*

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

:

## 12.12 *ChatEngine::DefaultChatChannel*

:

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

:

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

:

1

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

( )

:

5

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

:

1

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

:

users

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

:

users



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

:

users

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

:

1

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

,

:

1

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

:

1

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

:

ro

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

:

0

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

, .  
:  
1

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

, . ,  
.  
:  
1

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

.  
:

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

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

.  
:

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

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

.  
:

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

## 13.4 *CommunicationChannel###Phone*

:

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

## 13.5 *CommunicationChannel###SMS*

SMS

:

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

---

*Core* → *CommunicationChannel* → *MIMEBase*

---

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

„FS” ArticleStorage.

:

<OTRS\_CONFIG\_Home>/var/article

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

„DB” OTRS ( „FS” ;  
 , : „FS” .

:

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

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

:

0

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

(MIMEBase)

:

1

---

*Core → CommunicationLog*

---

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

744

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

168

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

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

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

:

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



# CHAPTER 16

---

*Core → Crypt → PGP*

---

## 16.1 PGP

```
PGP . PGP . OTRS .  
, . .gnupg . , .  
:  
:
```

```
0
```

## 16.2 PGP::Bin

```
PGP .  
:  
:
```

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

## 16.3 PGP::Key::Password

```
PGP .  
:  
:
```

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

## 16.4 PGP::Log

PGP.

.  
:

```
---
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

PGP . : " " .  
. :  
:

```
Detached
```

## 16.6 PGP::Options

PGP .  
. :  
:

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

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

```
PGP .  
:
```

```
sha256
```

## 16.8 *PGP::TrustedNetwork*

```
PGP , .  
:
```

```
0
```



---

*Core → Crypt → SMIME*

---

## 17.1 *SMIME*

Omogućava S/MIME podršku.

:

```
0
```

## 17.2 *SMIME::Bin*

open ssl . HOME (\$ENV{HOME} = ' /var/lib/wwwrun' );

:

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

## 17.3 *SMIME::CacheTTL*

SSL .

:

```
86400
```

## 17.4 *SMIME::CertPath*

SSL

:

/etc/ssl/certs

## 17.5 *SMIME::FetchFromCustomer*

S/MIME

:

0

## 17.6 *SMIME::PrivatePath*

SSL

:

/etc/ssl/private

### 18.1 *Customer::DefaultUserID*

( )

:

1

### 18.2 *CustomerDisableCompanyTicketAccess*

:

0

### 18.3 *CustomerGroupAlwaysGroups*

( CustomerGroupSupport  
).

:

```
---
- users
```

## 18.4 *CustomerGroupCompanyAlwaysGroups*

```

( CustomerGroupSupport
.
:

```

```
---
- users
```

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

```

.
.
:

```

```

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

```

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

```

.
.
:

```

```

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

```

## 18.7 *CustomerGroupSupport*



:

0

## 18.8 *CustomerPreferences*

:

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



---

*Core → DB → Mirror*

---

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

, , .  
.  
:

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

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

, , .  
.  
:

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

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

, , .

:

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

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

:

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

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

:

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

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

OTRS  
DSN

:

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

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

:

some\_password

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

:

some\_user



---

*Core → DocumentSearch → Driver*

---

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

1

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

1

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

MIME

1

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

SMS

:

1

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

:

1

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

:

1

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

:

1

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

:

1



---

*Core → Draft*

---

### 21.1 *FormDraftTTL###Ticket*

:

10080
-------



---

*Core → DynamicFields → DriverRegistration*

---

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

.

:

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

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

.

:

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

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

.

:

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

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

.

:

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

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

.

:

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

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

.

:

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

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

.

:

```
---  
ConfigDialog: AdminDynamicFieldMultiselect  
DisplayName: Multiselect
```

(continues on next page)

(continued from previous page)

```
ItemSeparator: ', '
Module: Kernel::System::DynamicField::Driver::Multiselect
```

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

:

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

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

:

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

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

:

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



---

*Core → DynamicFields → ObjectTypeRegistration*

---

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

.  
:

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

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

.  
:

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

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

.  
:

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

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

.

:

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

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

.

:

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



### **24.1 AdminEmail**

:

```
support@<OTRS_CONFIG_FQDN>
```

### **24.2 CheckEmailAddresses**

:

```
1
```

### **24.3 CheckEmailInvalidAddress**

:

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

## 24.4 *CheckEmailValidAddress*

```

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

```

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

## 24.5 *CheckMXRecord*

```

        MX
    :

```

```
1
```

## 24.6 *CheckMXRecord::Nameserver*

```

        DNS
        , „CheckMXRecord”
    :

```

```
ns.example.com
```

## 24.7 *Fetchmail::Bin*

```

        fetchmail
        : ' fetchmail'
    :

```

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

## 24.8 *NotificationSenderEmail*

```

        otrs@your.example.com).
        OTRS_CONFIG_FQDN
        ( . „OTRS Notifications”
    :

```

```
otrs@<OTRS_CONFIG_FQDN>
```

## 24.9 NotificationSenderName

( . „OTRS Notifications”  
otrs@your.example.com).

:

```
OTRS Notifications
```

## 24.10 Sendmail::DefaultHeaders

:

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

## 24.11 SendmailBcc

(bcc)

:

```
`SendmailEncodingForce`
```

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

:

```
base64
```

## 24.12 SendmailEnvelopeFrom

( - ). ,

:

```
`SendmailModule`
```

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

```

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

### 24.13 *SendmailModule::AuthPassword*

```
        „SMTP”
:

```

```
MailserverPassword
```

### 24.14 *SendmailModule::AuthUser*

```
        „SMTP”
:

```

```
MailserverLogin
```

### 24.15 *SendmailModule::CMD*

```
Sendmail SendmailModule, sendmail
:

```

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

### 24.16 *SendmailModule::Host*

```
        „SMTP”
:

```

```
mail.example.com
```

## 24.17 *SendmailModule::Port*

„SMTP”

:

```
25
```

## 24.18 *SendmailNotificationEnvelopeFrom*

SendmailNotificationEnvelopeFrom::FallbackToEmailFrom ).

:

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

SendmailNotificationEnvelopeFrom ,  
( ).

:

```
0
```



---

*Core → Email → PostMaster*

---

### 25.1 *AutoResponseForWebTickets*

```
1
```

### 25.2 *KeepStateHeader*

```
PostMaster
```

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

### 25.3 *LoopProtectionLog*

```
( LoopProtectionModule „FS” )
```

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

## 25.4 *LoopProtectionModule*

.  
.  
:

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

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

OTRS ' X-OTRS-Bounce' .  
:

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

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

.

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

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

In-Reply-To References .  
:

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

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

.

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



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

:

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

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

:

```
----
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.

:

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

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

ID

:

1

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

SenderType / ( ). isVisibleForCustomer

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

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

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

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

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

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

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

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

RegEx 'NumberRegExp'

:

```

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

```

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

```

: RegEx 'NumberRegExp'

```

:

```

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

```

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

```

: RegEx 'NumberRegExp'

```

:

```

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

```

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

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

```
      : RegEx      ' NumberRegExp'
```

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

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

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

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

```
SMIME
```

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

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

```

      /
      From: noreply@
:

```

```

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

```

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

```

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

```

```

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

```

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

```

      -
      : @example.com
:

```

```

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

```

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

```

      CMD.
      CMD
      STDOUT (
      STDIN some.bin).

```

:

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

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

Spam Assassin.

Spam Assassin.

:

```
---
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.

:

```
---
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*

:

```
Dear Customer,

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

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```
Please create a new ticket via the customer panel.  
  
Thanks for your help!  
  
Your Helpdesk Team
```

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

```
.  
.  
:  
noreply@example.com
```

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

```
.  
.  
:  
Email Rejected
```

### 25.32 *PostMasterMaxEmailSize*

POP3/POP3S/IMAP/IMAPS (KBytes).

```
.  
:  
16384
```

### 25.33 *PostMasterReconnectMessage*

```
.  
:  
20
```

### 25.34 *PostmasterAutoHTML2Text*

HTML

:

1

### 25.35 *PostmasterBounceEmailAsFollowUp*

:

1

### 25.36 *PostmasterDefaultPriority*

:

3 normal

### 25.37 *PostmasterDefaultQueue*

:

Raw

### 25.38 *PostmasterDefaultState*

:

new



### 25.39 *PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner*

( )

:

0

### 25.40 *PostmasterFollowUpState*

:

open

### 25.41 *PostmasterFollowUpStateClosed*

:

open

### 25.42 *PostmasterHeaderFieldCount*

99.

:

12

### 25.43 *PostmasterMaxEmails*

( )

:

40

## 25.44 *PostmasterMaxEmailsPerAddress*

, ( ).

:

```
--- {}
```

## 25.45 *PostmasterUserID*

ID postmaster .

:

```
1
```

## 25.46 *PostmasterX-Header*

:

```
---  
- From  
- To  
- Cc  
- Reply-To  
- ReplyTo  
- Subject  
- Message-ID  
- Message-Id  
- Resent-To  
- Resent-From  
- Precedence  
- Mailing-List  
- List-Id  
- List-Archive  
- Errors-To  
- References  
- In-Reply-To  
- Auto-Submitted  
- X-Loop  
- X-Spam  
- X-Spam-Flag  
- X-Spam-Level  
- X-Spam-Score  
- X-Spam-Status
```

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- X-No-Loop
- X-Priority
- Importance
- X-Mailer
- User-Agent
- Organization
- X-Original-To
- Delivered-To
- Envelope-To
- X-Envelope-To
- Return-Path
- X-OTRS-AttachmentExists
- X-OTRS-AttachmentCount
- X-OTRS-Owner
- X-OTRS-OwnerID
- X-OTRS-Responsible
- X-OTRS-ResponsibleID
- X-OTRS-Loop
- X-OTRS-Priority
- X-OTRS-Queue
- X-OTRS-Lock
- X-OTRS-Ignore
- X-OTRS-State
- X-OTRS-State-PendingTime
- X-OTRS-Type
- X-OTRS-Service
- X-OTRS-SLA
- X-OTRS-Title
- X-OTRS-CustomerNo
- X-OTRS-CustomerUser
- X-OTRS-SenderType
- X-OTRS-IsVisibleForCustomer
- X-OTRS-FollowUp-Owner
- X-OTRS-FollowUp-OwnerID
- X-OTRS-FollowUp-Responsible
- X-OTRS-FollowUp-ResponsibleID
- X-OTRS-FollowUp-Priority
- X-OTRS-FollowUp-Queue
- X-OTRS-FollowUp-Lock
- X-OTRS-FollowUp-State
- X-OTRS-FollowUp-State-PendingTime
- X-OTRS-FollowUp-Type
- X-OTRS-FollowUp-Service
- X-OTRS-FollowUp-SLA
- X-OTRS-FollowUp-SenderType
- X-OTRS-FollowUp-IsVisibleForCustomer
- X-OTRS-FollowUp-Title
- X-OTRS-FollowUp-State-Keep
- X-OTRS-BodyDecrypted

## 25.47 *SendNoAutoResponseRegExp*

,  
.  
:  
:

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

---

*Core → Event → AppointmentCalendar*

---

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

:

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

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

:

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



---

*Core → Event → CustomPage*

---

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

:

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





---

*Core → Event → CustomerCompany*

---

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

:

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

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

:

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

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

:

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

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

( )

:

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

---

*Core → Event → CustomerUser*

---

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

:

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

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

a

:

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

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

:

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

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

:

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

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

( )

:

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

---

*Core → Event → DynamicField*

---

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

( ) .  
:

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



---

*Core → Event → FAQ*

---

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

:

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





---

*Core* → *Event* → *LinkObject*

---

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

( ) .  
:

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



---

*Core → Event → Package*

---

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

:

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

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

:

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

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

( )

:

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

---

*Core → Event → Queue*

---

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

:

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

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

:

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

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

:

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

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

```
( ) .  
:
```

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

---

*Core → Event → ServiceCatalogueItem*

---

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

:

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





---

*Core → Event → Ticket*

---

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

:

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

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

:

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

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

( ).

:

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

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

:

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

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

:

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

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

( )

:

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

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

( )

:

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

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

:  
:

```

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

```

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

0  
:

```

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

```

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

:

```

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

```

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

:

```

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

```

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

DynamicFieldFromCustomerUser::Mapping

:

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

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

:

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

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

” ”

:

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

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

:

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

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

( => ).

:

```

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

```

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

```

. ( => ).
:

```

```

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

```

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

```

. ( => ).
:

```

```

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

```

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

```

( ) .
:

```

```

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

```

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

:

```
---
```

```
Event: ↵
```

```
↳ TicketSLAUpdate | TicketQueueUpdate | TicketStateUpdate | TicketCreate | ArticleCreate | TicketDyn
```

```
Module: Kernel::System::Ticket::Event::TicketEscalationIndex
```

```
Transaction: '1'
```

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

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

### 37.2 *FAQ::CacheTTL*

```
FAQ .  
:  
:  
:  
172800
```

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

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

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

FAQ

:

```
en
```

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

:

```
default comment
```

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

:

```
FAQ
```

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

FAQ

:

```
internal (agent)
```



### 37.8 *FAQ::FAQHook*

FAQ, . FAQ#, KB#, MyFAQ#. FAQ#.

.  
:

FAQ#

### 37.9 *FAQ::MultiLanguage*

FAQ .

.  
:

1

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

.  
:  
:

---  
- public

### 37.11 *FAQ::TitleSize*

FAQ .

.  
:

50

### 37.12 *FAQ::Voting*

FAQ .

.  
:

1

---

*Core → FAQ → Approval*

---

### 38.1 *FAQ::ApprovalGroup*

FAQ .  
:  
:

```
users
```

### 38.2 *FAQ::ApprovalQueue*

FAQ .  
:  
:

```
FAQ_Approval
```

### 38.3 *FAQ::ApprovalRequired*

FAQ .  
:  
:

```
0
```

## 38.4 *FAQ::ApprovalTicketBody*

```
FAQ .
.
:
```

```
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*

```
FAQ .
.
:
```

```
new
```

## 38.6 *FAQ::ApprovalTicketPriority*

```
FAQ .
.
:
```

```
3 normal
```

## 38.7 *FAQ::ApprovalTicketSubject*

```
FAQ .
.
:
```

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

## 38.8 *FAQ::ApprovalTicketType*

FAQ .

.

:

Unclassified



---

*Core → FAQ → Explorer*

---

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

:

```
3
```

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

:

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

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

:

```
1
```

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

...

```
3
```

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

...

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

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

...

```
1
```

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

FAQ / .

...

```
1
```

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

...

```
---- {}
```



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

```
    „ 10” .  
    .  
    :
```

```
10
```

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

```
10 .  
 .  
 :
```

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

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

```
 .  
 .  
 :
```

```
1
```



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

FAQ .  
.  
:

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

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

FAQ .  
.  
:

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

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

FAQ .

.  
:

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

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

FAQ .  
.  
:

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

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

FAQ .  
.  
:

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

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

FAQ .  
.  
:

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

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

FAQ      HTML.

:

1



---

*Core → FAQ → Item → Voting*

---

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

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





---

*Core → FAQ → RelatedArticles*

---

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

1

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

FAQ

5000



---

*Core → FAQ → TicketCompose*

---

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

```
FAQ .  
.  
:
```

```
0
```

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

```
FAQ „ FAQ” , .  
.  
:
```

```
Full
```

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

```
FAQ .  
.  
:
```

```
1
```

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

„ FAQ ” AgentFAQZoomSmall FAQ .  
:

1
---

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

„ FAQ ” / „ FAQ AgentFAQZoomSmall FAQ .  
:

1
---

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

„ FAQ ” / „ FAQ” AgentFAQZoomSmall.  
:

1
---

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

FAQ .  
:

1
---

---

*Core → GoogleChrome*

---

### 44.1 *GoogleChrome::Bin*

Google Chrome Chromium .

:

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



### 45.1 *LinkObject::IgnoreLinkedTicketStateTypes*

:

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

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

2 „Normal” .

:

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

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

2 „ParentChild” .

:

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

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

```
      "      .  
      :
```

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

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

```
      FAQ      FAQ      ' Normal' .  
      :
```

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

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

```
      FAQ a      FAQ      ' ParentChild' .  
      :
```

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

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

```
      FAQ      ' Normal' .  
      :
```



```

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

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

```

FAQ                                ' ParentChild' .
:
    
```

```

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

### 45.9 *LinkObject::ShowDeleteButton*

```

:
    
```

```

1
    
```

### 45.10 *LinkObject::StrikeThroughLinkedTicketStateTypes*

```

:
    
```

```

----
- merged
    
```

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

```

' Normal' .                                ,                                ;
.
:
    
```

```

----
SourceName: Normal
TargetName: Normal
    
```

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

```
    ' ParentChild' .          ,          ;  
.  
.  
:  
:
```

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

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

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

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

## 45.14 *LinkObject::ViewMode*

```
    .  
.  
:  
:
```

```
Simple
```

## 46.1 *CGILogPrefix*

CGI .

.  
:

```
OTRS-CGI
```

## 46.2 *LogModule*

„File” „SysLog” , . syslogd.

.  
:

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

## 46.3 *LogModule::LogFile*

File LogModule, . , .

.  
:

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

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

OTRS

:

0

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

SysLog LogModule,

:

utf-8

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

SysLog LogModule,

:

user

## 46.7 *MinimumLogLevel*

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

:

error

## 47.1 *MailQueue*

·  
·  
:

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



---

*Core* → *PDF*

---

## 48.1 *PDF::LogoFile*

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

.  
:

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

## 48.2 *PDF::MaxPages*

PDF .

.  
:

```
100
```

## 48.3 *PDF::PageSize*

PDF .

.  
:

```
a4
```

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

TTF                      PDF                      .  
.  
:

DejaVuSansMono.ttf

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

TTF                      PDF                      .  
.  
:

DejaVuSansMono-Bold.ttf

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

TTF                      PDF                      .  
.  
:

DejaVuSansMono-BoldOblique.ttf

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

TTF                      PDF                      .  
.  
:

DejaVuSansMono-Oblique.ttf

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

TTF                      PDF                      .  
.  
:

DejaVuSans.ttf



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

TTF                                  PDF                  .

:

DejaVuSans-Bold.ttf

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

TTF                                  PDF                  .

:

DejaVuSans-BoldOblique.ttf

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

TTF                                  PDF                  .

:

DejaVuSans-Oblique.ttf



### 49.1 *Package::AllowLocalModifications*

0

### 49.2 *Package::AllowNotVerifiedPackages*

0

### 49.3 *Package::FileUpload*

1

## 49.4 *Package::Proxy*

```

proxy . „WebUserAgent::Proxy” .
:

```

```

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

```

## 49.5 *Package::RepositoryAccessRegExp*

```

IP . :RepositoryList
host-
:

```

```

127\.0\.0\.1

```

## 49.6 *Package::RepositoryList*

```

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

```

```

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

```

## 49.7 *Package::RepositoryRoot*

```

:

```

```

---- []

```

## 49.8 *Package::ShowFeatureAddons*

```

/

```

```

:

```

1

## 49.9 *Package::Timeout*

( ) . „WebUserAgent::Timeout” .  
.  
:

120



---

*Core* → *PerformanceLog*

---

### 50.1 *PerformanceLog*

( ). Frontend::Module###AdminPerformanceLog

:

0

### 50.2 *PerformanceLog::File*

:

<OTRS\_CONFIG\_Home>/var/log/Performance.log

### 50.3 *PerformanceLog::FileMax*

( ).

:

25





### 51.1 *EditAnotherUsersPreferencesGroup*

rw

:

admin

### 51.2 *SwitchToCustomer*

,

:

0

### 51.3 *SwitchToCustomer::PermissionGroup*

rw

„SwitchToCustomer”

:

admin

## 51.4 *SwitchToUser*

```
    :  
0
```

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

```
    , „rw”  
    :  
----  
- ro  
- rw
```

## 51.6 *System::Permission*

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

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

:

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

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

:

```
3600
```

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

:

```
unlock
```

## 52.4 *Process::DefaultPriority*

:

```
3 normal
```

## 52.5 *Process::DefaultQueue*

:

```
Raw
```

## 52.6 *Process::DefaultState*

:

```
new
```

## 52.7 *Process::DynamicFieldProcessManagementActivityID*

ID

:

```
ProcessManagementActivityID
```

## 52.8 *Process::DynamicFieldProcessManagementActivityStatus*

:

```
ProcessManagementActivityStatus
```

## 52.9 *Process::DynamicFieldProcessManagementProcessID*

ID

:

```
ProcessManagementProcessID
```

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

:

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

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

:

```
900
```

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

( Internal Phone).

:

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

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

,  
:  
:

```
0
```

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

<OTRS\_TICKET\_Priority> . : <OTRS\_TICKET\_Attribute> .  
:  
:

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

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

:

```
debug
```

## 53.1 QueuePreferences###ChatChannel

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

## 53.2 QueuePreferences###Comment2

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

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



### 54.1 *ReferenceData::OwnCountryList*

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



## 55.1 SLAPreferences###Comment2

SLA 2.

:

```
---  
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

SLA

:

```
---  
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

SMS.

.  
:

```
1600
```

### 56.2 SMSTemplate::Types

SMS .  
.  
:

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



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

SOAP .

:

0





## 58.1 *ServicePreferences###Comment2*

2.

:

```
---  
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*

SessionMaxIdleTime.

:

100

### 59.2 *AgentSessionLimitPriorWarning*

SessionMaxIdleTime

:

90

### 59.3 *AgentSessionPerUserLimit*

SessionMaxIdleTime.

:

20

## 59.4 *CustomerSessionLimit*

SessionMaxIdleTime.

:

100

## 59.5 *CustomerSessionPerUserLimit*

SessionMaxIdleTime.

:

20

## 59.6 *SessionAgentOnlineThreshold*

( ) " " ( . " " ).

:

5

## 59.7 *SessionCSRFProtection*

CSRF (Cross Site Request Forgery, Cross-site\_request\_forgery).

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

:

1

## 59.8 *SessionCheckRemoteIP*

IP . , , proxy dialup , IP

:

1

## 59.9 *SessionCustomerOnlineThreshold*

( ) " " ( . " " ).  
:  
:

5

## 59.10 *SessionDeletelfNotRemoteID*

ID IP .  
:  
:

1

## 59.11 *SessionDeletelfTimeToOld*

:

1

## 59.12 *SessionDir*

„FS” SessionModule, .  
:  
:

<OTRS\_CONFIG\_Home>/var/sessions

## 59.13 *SessionMaxIdleTime*

( ) .  
:  
:

7200

### 59.14 *SessionMaxTime*

( ) ID .

:

57600

### 59.15 *SessionModule*

„DB” „FS” .

:

Kernel::System::AuthSession::DB

### 59.16 *SessionName*

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

:

OTRSAgentInterface

### 59.17 *SessionTable*

„DB” SessionModule, .

:

sessions

### 59.18 *SessionUseCookieAfterBrowserClose*

:

0

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

:

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

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

:

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

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

:

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

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

:

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

## 60.5 *Stats::MaxXaxisAttributes*

:

```
1000
```

## 60.6 *Stats::StatsHook*

:

```
Stat#
```

## 60.7 *Stats::StatsStartNumber*

:

```
10000
```



### 61.1 *StatsReportConfig::CacheTTL*

:

3600
------



### **62.1 *SystemMaintenance::IsActiveDefaultLoginErrorMessage***

:

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

### **62.2 *SystemMaintenance::IsActiveDefaultLoginMessage***

:

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

### **62.3 *SystemMaintenance::IsActiveDefaultNotification***

:

We are performing scheduled maintenance.

### **62.4 *SystemMaintenance::TimeNotifyUpcomingMaintenance***

:

30

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

*. . . . .*  
*:*

0

### **63.2 *AgentSelfNotifyOnAction***

*. . . . .*  
*:*

0

### **63.3 *CustomerNotifyJustToRealCustomer***

*. . . . .*  
*:*

0

### 63.4 *DynamicFieldFromCustomerUser::Mapping*

```

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

```

```

----
UserFirstname: CustomerFirstname

```

### 63.5 *OTRSEscalationEvents::DecayTime*

```

1440

```

### 63.6 *StandardTemplate2QueueByCreating*

```

---- []

```

### 63.7 *StandardTemplate::Types*

```

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

```

### 63.8 *Ticket::ArchiveSystem*

0

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

1

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

1

### 63.11 *Ticket::ChangeOwnerToEveryone*

0

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

Kernel::System::Ticket::Custom

### 63.13 *Ticket::CustomQueue*

My Queues

### 63.14 *Ticket::CustomService*

My Services

### 63.15 *Ticket::CustomerArchiveSystem*

0

### 63.16 *Ticket::DefineEmailFrom*

SystemAddressName

### 63.17 *Ticket::DefineEmailFromSeparator*

via



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

:

Realname

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

:

Realname

**63.20 *Ticket::GenericAgentAllowCustomModuleExecution***

:

1

**63.21 *Ticket::GenericAgentAllowCustomScriptExecution***

:

1

**63.22 *Ticket::GenericAgentRunLimit***

:

4000

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

„(key1\*&amp;\*key2)” „(key1\*||\*key2)” .

:

1

### 63.24 *Ticket::Hook*

```

        , . Ticket#, Call#, MyTicket#          Ticket#
        .
        :
    
```

Ticket#

### 63.25 *Ticket::HookDivider*

```

        , . ' : ' .
        .
        :
    
```

`Ticket::IncludeUnknownTicketCustomers`

---

```

        .
        .
        :
    
```

0

### 63.26 *Ticket::IndexModule*

```

        : TicketViewAccelerator . „RuntimeDB” (
          60.000          6.000          ). „StaticDB”
        (          80.000 6.000          ). „bin/otrs.Console.pl
Maint::Ticket::QueueIndexRebuild”
        .
        :
    
```

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

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

```

        .
        .
        :
    
```

```

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

### 63.28 *Ticket::MergeDynamicFields*

```

--- []
    
```

### 63.29 *Ticket::NewArticleIgnoreSystemSender*

```

0
    
```

### 63.30 *Ticket::NumberGenerator*

```

        „AutoIncrement” , ID SystemID. ( . 1010138,
1010139). „Date” , ID . . .SystemID.
( . 2002070110101520, 2002070110101535). „DateChecksum”
ID . : . .SystemID. ( .
2002070110101520, 2002070110101535).
    
```

```

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

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

```

SystemID . , SystemID .
    
```

```

1
    
```

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

( " " ).

:

0

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

10000. „AutoIncrement” TicketNumberGenerator. 5,

:

5

### 63.34 *Ticket::PendingAutoStateType*

:

---  
- pending auto

### 63.35 *Ticket::PendingNotificationNotToResponsible*

(Ticket::Responsible ).

:

0

### 63.36 *Ticket::PendingNotificationOnlyToOwner*

( ).

:

0

### 63.37 *Ticket::PendingReminderStateType*

:

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

### 63.38 *Ticket::Responsible*

:

0

### 63.39 *Ticket::ResponsibleAutoSet*

:

1

### 63.40 *Ticket::Service*

:

0

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

:

```
0
```

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

```
0
```

### 63.43 *Ticket::StateAfterPending*

(Content), (Key).

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

### 63.44 *Ticket::SubjectFormat*

```
, 'Left' [TicketHook#:12345], 'Right' [TicketHook#:12345]', 'None'
PostMaster::CheckFollowUpModule###0200-
```

References

```
Left
```

### 63.45 *Ticket::SubjectFwd*

, . FW, Fwd, WG.

```
Fwd
```

### 63.46 *Ticket::SubjectRe*

, . RE, AW AS.

:

Re

### 63.47 *Ticket::SubjectSize*

:

100

### 63.48 *Ticket::Type*

:

0

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

:

Unclassified

### 63.50 *Ticket::UnlockOnAway*

:

1

### 63.51 *Ticket::UnlockStateType*

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

```

----
- new
- open

```

### 63.52 *Ticket::ViewableLocks*

tmp\_lock. : unlock,

```

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

```

### 63.53 *Ticket::ViewableSenderTypes*

( : ).

```

----
- 'customer'

```

### 63.54 *Ticket::ViewableStateType*

```

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

```



### 63.55 *Ticket::Watcher*

-----  
- admin  
- users  
:

```
0
```

### 63.56 *Ticket::WatcherGroup*

-----  
- admin  
- users  
:

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



---

*Core → Ticket → ACL*

---

### 64.1 *ACL::CacheTTL*

```
ACL .  
:  
:
```

```
3600
```

### 64.2 *ACLKeysLevel1Change*

```
ACL .  
:  
:
```

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

### 64.3 *ACLKeysLevel1Match*

```
ACL .  
:  
:
```

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

## 64.4 *ACLKeysLevel2::Possible*

ACL

:

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

## 64.5 *ACLKeysLevel2::PossibleAdd*

ACL

:

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

## 64.6 *ACLKeysLevel2::PossibleNot*

ACL

:

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

## 64.7 *ACLKeysLevel2::Properties*

ACL

:

```

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

```

## 64.8 *ACLKeysLevel2::PropertiesDatabase*

ACL

:

```

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

```

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

```

' Action'      ACL      .

```

:

```

---
- 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                                     („State”
                                     ).
.
:
```

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

### 64.11 *TicketACL::Debug::Enabled*

```
, ACL .
```

:

0

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

ACL . : <OTRS\_TICKET\_Attribute> .  
<OTRS\_TICKET\_Priority>.

:

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

### 64.13 *TicketACL::Debug::LogPriority*

:

debug

### 64.14 *TicketACL::Default::Action*

ACL .

:

```
--- {}
```





---

*Core → Ticket → DynamicFieldDefault*

---

### 65.1 *Ticket::TicketDynamicFieldDefault###Element1*

```

TicketDynamicField . „Name” . „Value
„Event” . (https://doc.otrs.com/doc), „Ticket
Event Module” .
:

```

```

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

```

### 65.2 *Ticket::TicketDynamicFieldDefault###Element10*

```

TicketDynamicField . „Name” . „Value
„Event” . (https://doc.otrs.com/doc), „Ticket
Event Module” .
:

```

```

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

```

### 65.3 *Ticket::TicketDynamicFieldDefault###Element11*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .
:

```

```

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

```

### 65.4 *Ticket::TicketDynamicFieldDefault###Element12*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .
:

```

```

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

```

### 65.5 *Ticket::TicketDynamicFieldDefault###Element13*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .
:

```

```

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

```

### 65.6 *Ticket::TicketDynamicFieldDefault###Element14*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .

```

:

```

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

```

## 65.7 Ticket::TicketDynamicFieldDefault###Element15

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .

```

:

```

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

```

## 65.8 Ticket::TicketDynamicFieldDefault###Element16

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .

```

:

```

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

```

## 65.9 Ticket::TicketDynamicFieldDefault###Element2

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .

```

:

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

### 65.10 *Ticket::TicketDynamicFieldDefault###Element3*

```
TicketDynamicField . „Name” . „Value”  
„Event” . (https://doc.otrs.com/doc/), „Ticket”  
Event Module” .  
:  
:
```

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

### 65.11 *Ticket::TicketDynamicFieldDefault###Element4*

```
TicketDynamicField . „Name” . „Value”  
„Event” . (https://doc.otrs.com/doc/), „Ticket”  
Event Module” .  
:  
:
```

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

### 65.12 *Ticket::TicketDynamicFieldDefault###Element5*

```
TicketDynamicField . „Name” . „Value”  
„Event” . (https://doc.otrs.com/doc/), „Ticket”  
Event Module” .  
:  
:
```

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

### 65.13 *Ticket::TicketDynamicFieldDefault###Element6*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .
:

```

```

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

```

### 65.14 *Ticket::TicketDynamicFieldDefault###Element7*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .
:

```

```

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

```

### 65.15 *Ticket::TicketDynamicFieldDefault###Element8*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .
:

```

```

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

```

### 65.16 *Ticket::TicketDynamicFieldDefault###Element9*

```

TicketDynamicField . „Name” , „Value
„Event” . (https://doc.otrs.com/doc/), „Ticket
Event Module” .

```

:

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

---

*Core* → *Ticket* → *FulltextSearch*

---

## 66.1 *Ticket::SearchIndex::Attribute*

```

    .           „bin/otrs.Console.pl Maint::Ticket::FulltextIndexRebuild –rebuild”
    .
    .
    :

```

```

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

```

## 66.2 *Ticket::SearchIndex::Filters*

```

    (           )
    .
    .
    :

```

```

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

```

### 66.3 *Ticket::SearchIndex::ForceUnfilteredStorage*

:

```
0
```

### 66.4 *Ticket::SearchIndex::IndexArchivedTickets*

:

```
0
```

### 66.5 *Ticket::SearchIndex::StopWords###Custom*

:

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

### 66.6 *Ticket::SearchIndex::StopWords###de*

:

```
----  
- aber  
- als  
- am  
- an  
- auch  
- auf  
- aus  
- bei  
- bin  
- bis  
- bist  
- da
```

(continues on next page)



(continued from previous page)

- dadurch
- daher
- darum
- das
- daß
- dass
- dein
- deine
- dem
- den
- der
- des
- dessen
- deshalb
- die
- dies
- dieser
- dieses
- doch
- dort
- du
- durch
- ein
- eine
- einem
- einen
- einer
- eines
- er
- es
- euer
- eure
- für
- hatte
- hatten
- hattest
- hattet
- hier
- hinter
- ich
- ihr
- ihre
- im
- **in**
- ist
- ja
- jede
- jedem
- jeden
- jeder
- jedes
- jener

(continues on next page)

(continued from previous page)

- jenes
- jetzt
- kann
- kannst
- können
- könnt
- machen
- mein
- meine
- mit
- muß
- 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
- weshalb

(continues on next page)

(continued from previous page)

```
- wie
- wieder
- wieso
- wir
- wird
- wirst
- wo
- woher
- wohin
- zu
- zum
- zur
- über
```

## 66.7 *Ticket::SearchIndex::StopWords####en*

:

```
---
- a
- about
- above
- after
- again
- against
- all
- am
- an
- and
- any
- are
- aren't
- as
- at
- be
- because
- been
- before
- being
- below
- between
- both
- but
- by
- can't
- cannot
- could
- couldn't
```

(continues on next page)

(continued from previous page)

- did
- didn't
- do
- does
- doesn't
- doing
- don't
- down
- during
- each
- few
- **for**
- **from**
- further
- had
- hadn't
- has
- hasn't
- have
- haven't
- having
- he
- he'd
- he'll
- he's
- her
- here
- here's
- hers
- herself
- him
- himself
- his
- how
- how's
- i
- i'd
- i'll
- i'm
- i've
- **if**
- **in**
- into
- **is**
- isn't
- it
- it's
- its
- itself
- let's
- me
- more

(continues on next page)

(continued from previous page)

- most
- mustn't
- my
- myself
- no
- nor
- **not**
- of
- off
- on
- once
- only
- **or**
- other
- ought
- our
- ours
- ourselves
- out
- over
- own
- same
- shan't
- she
- she'd
- she'll
- she's
- should
- shouldn't
- so
- some
- such
- than
- that
- that's
- the
- their
- theirs
- them
- themselves
- then
- there
- there's
- these
- they
- they'd
- they'll
- they're
- they've
- this
- those
- through

(continues on next page)

(continued from previous page)

```
- 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*

:

```
---
- un
```

(continues on next page)

(continued from previous page)

- una
- unas
- unos
- uno
- sobre
- todo
- también
- tras
- otro
- algún
- alguno
- alguna
- algunos
- algunas
- ser
- es
- soy
- eres
- somos
- sois
- estoy
- esta
- estamos
- estais
- estan
- como
- en
- para
- atras
- porque
- por qué
- estado
- estaba
- ante
- antes
- siendo
- ambos
- pero
- por
- poder
- puede
- puedo
- podemos
- podeis
- pueden
- fui
- fue
- fuimos
- fueron
- hacer
- hago
- hace

(continues on next page)

(continued from previous page)

- hacemos
- haceis
- hacen
- cada
- fin
- incluso
- primero
- desde
- conseguir
- consigo
- consigue
- consigues
- conseguimos
- consiguen
- ir
- voy
- va
- vamos
- vais
- van
- vaya
- gueno
- ha
- tener
- tengo
- tiene
- tenemos
- teneis
- tienen
- el
- la
- lo
- las
- los
- su
- aqui
- mio
- tuyo
- ellos
- ellas
- nos
- nosotros
- vosotros
- vosotras
- si
- dentro
- solo
- solamente
- saber
- sabes
- sabe
- sabemos

(continues on next page)



(continued from previous page)

- sabeis
- saben
- ultimo
- largo
- bastante
- haces
- muchos
- aquellos
- aquellas
- sus
- entonces
- tiempo
- verdad
- verdadero
- verdadera
- cierto
- ciertos
- cierta
- ciertas
- intentar
- intento
- intenta
- intentas
- intentamos
- intentais
- intentan
- dos
- bajo
- arriba
- encima
- usar
- uso
- usas
- usa
- usamos
- usais
- usan
- emplear
- empleo
- empleas
- emplean
- empleamos
- empleais
- valor
- muy
- era
- eras
- eramos
- eran
- modo
- bien
- cual

(continues on next page)

(continued from previous page)

```
- 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*

:

```
---
- alors
- au
- aucuns
- aussi
- autre
- avant
- avec
- avoir
- bon
- car
- ce
- cela
- ces
- ceux
- chaque
- ci
- comme
- comment
- dans
- des
- du
```

(continues on next page)

(continued from previous page)

- dedans
- dehors
- depuis
- deux
- devrait
- doit
- donc
- dos
- droite
- début
- elle
- elles
- en
- encore
- essai
- est
- et
- eu
- fait
- faites
- fois
- font
- force
- haut
- hors
- ici
- il
- ils
- je
- juste
- la
- le
- les
- leur
- là
- ma
- maintenant
- mais
- mes
- mine
- moins
- mon
- mot
- même
- ni
- nommés
- notre
- nous
- nouveaux
- ou
- où
- par

(continues on next page)

(continued from previous page)

- parce
- parole
- pas
- personnes
- peut
- peu
- pièce
- plupart
- pour
- pourquoi
- quand
- que
- quel
- quelle
- quelles
- quels
- qui
- sa
- sans
- ses
- seulement
- si
- sien
- son
- sont
- sous
- soyez
- sujet
- sur
- ta
- tandis
- tellement
- tels
- tes
- ton
- tous
- tout
- trop
- très
- tu
- valeur
- voie
- voient
- vont
- votre
- vous
- vu
- ça
- étaient
- état
- étions
- été

(continues on next page)

(continued from previous page)

```
- être
```

## 66.10 *Ticket::SearchIndex::StopWords###it*

:

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

(continues on next page)

(continued from previous page)

- fra
- gente
- giu
- ha
- hai
- hanno
- ho
- il
- indietro
- invece
- io
- la
- lavoro
- le
- lei
- lo
- loro
- lui
- lungo
- ma
- me
- meglio
- molta
- molti
- molto
- nei
- nella
- no
- noi
- nome
- nostro
- nove
- nuovi
- nuovo
- o
- oltre
- ora
- otto
- peggio
- pero
- persone
- piu
- poco
- primo
- promesso
- qua
- quarto
- quasi
- quattro
- quello
- questo
- qui

(continues on next page)

(continued from previous page)

- 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*

:

- 
- de

(continues on next page)

(continued from previous page)

- zijn
- een
- en
- **in**
- je
- het
- van
- op
- ze
- hebben
- het
- hij
- niet
- met
- er
- dat
- die
- te
- wat
- voor
- naar
- gaan
- kunnen
- zeggen
- dat
- maar
- aan
- veel
- zijn
- worden
- uit
- ook
- komen
- als
- om
- moeten
- we
- doen
- bij
- goed
- haar
- dan
- nog
- of
- maken
- zo
- wel
- mijn
- zien
- over
- willen
- staan

(continues on next page)



(continued from previous page)

- door
- kijken
- zullen
- heel
- nu
- weten
- zitten
- hem
- schrijven
- vinden
- woord
- hoe
- geen
- dit
- mens
- al
- jij
- ander
- groot
- waar
- maar
- weer
- kind
- me
- vragen
- een
- denken
- twee
- horen
- iets
- deze
- krijgen
- ons
- zich
- lezen
- hun
- welk
- zin
- laten
- mogen
- hier
- jullie
- toch
- geven
- jaar
- tegen
- al
- eens
- echt
- houden
- alleen
- lopen

(continues on next page)

(continued from previous page)

- 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*

:

0

## 66.13 *Ticket::SearchIndexModule*

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

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



---

*Core → Ticket → Permission*

---

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

:

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

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

ID

ID

:

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

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

ID

ID

:

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

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

ID  
:

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

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

:

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

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

:

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

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

:

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

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

```

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

```

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

```

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

```

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

```

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

```

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

```

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

```

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

InvolvedCheck . , .

:

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

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

OwnerCheck . , .

:

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

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

ResponsibleCheck . , .

:

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



**68.1 *CalendarWeekDayStart***

.  
.  
:

1

**68.2 *MaximumCalendarNumber***

.  
.  
:

50

**68.3 *OTRSTimeZone***

OTRS . . . :  
.  
:

UTC

## 68.4 ShowUserTimeZoneSelectionNotification

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

1

## 68.5 TimeInputFormat

Option: ( ) .

Option

## 68.6 TimeInputMinutesStep

Option: " " 1-59. „30 ”

1

## 68.7 TimeShowAlwaysLong

Option: ( , , ), ; ( , ), .

0

## 68.8 TimeShowCompleteDescription

Option: ( , , ), ; ( , , ), .

0

## 68.9 *TimeVacationDays*

```

---
'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*

```

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

```

## 68.11 *TimeWorkingHours*

```

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

```

(continues on next page)

(continued from previous page)

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

(continues on next page)

(continued from previous page)

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

### 68.12 *TimeZone*

OTRSTimeZone

:

```
+0
```

### 68.13 *UserDefaultTimeZone*

OTRS

:

```
UTC
```



## 69.1 *CalendarWeekDayStart::Calendar1*

1

## 69.2 *TimeVacationDays::Calendar1*

```
---  
'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*

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

### 69.4 *TimeWorkingHours::Calendar1*

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

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

### 69.5 *TimeZone::Calendar1*

UTC

## 69.6 *TimeZone::Calendar1Name*

.

.

:

Calendar Name 1
-----------------

---

*Core → Time → Calendar2*

---

## 70.1 *CalendarWeekDayStart::Calendar2*

:

1

## 70.2 *TimeVacationDays::Calendar2*

:

```
---
'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*

.

.

:

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

### 70.4 *TimeWorkingHours::Calendar2*

,

.

:

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

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

## 70.5 *TimeZone::Calendar2*

UTC

## 70.6 *TimeZone::Calendar2Name*

.

.

:

Calendar Name 2
-----------------

## 71.1 *CalendarWeekDayStart::Calendar3*

:

```
1
```

## 71.2 *TimeVacationDays::Calendar3*

:

```
---
'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*

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

### 71.4 *TimeWorkingHours::Calendar3*

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

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

### 71.5 *TimeZone::Calendar3*

UTC

## 71.6 *TimeZone::Calendar3Name*

.

.

:

Calendar Name 3
-----------------

## **72.1 *CalendarWeekDayStart::Calendar4***

:

```
1
```

## **72.2 *TimeVacationDays::Calendar4***

:

```
---  
'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*

.

.

:

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

## 72.4 *TimeWorkingHours::Calendar4*

,

.

:

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

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

## 72.5 *TimeZone::Calendar4*

UTC

## 72.6 *TimeZone::Calendar4Name*

.

.

:

Calendar Name 4
-----------------

## 73.1 *CalendarWeekDayStart::Calendar5*

:

1

## 73.2 *TimeVacationDays::Calendar5*

---

```
'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*

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

### 73.4 *TimeWorkingHours::Calendar5*

```
---
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*

UTC

## 73.6 *TimeZone::Calendar5Name*

.

.

:

Calendar Name 5
-----------------

## 74.1 *CalendarWeekDayStart::Calendar6*

1

## 74.2 *TimeVacationDays::Calendar6*

```
---
'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*

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

### 74.4 *TimeWorkingHours::Calendar6*

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

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

### 74.5 *TimeZone::Calendar6*

UTC

## 74.6 *TimeZone::Calendar6Name*

.

.

:

Calendar Name 6
-----------------

## 75.1 *CalendarWeekDayStart::Calendar7*

:

```
1
```

## 75.2 *TimeVacationDays::Calendar7*

:

```
---  
'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*

.

.

:

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

### 75.4 *TimeWorkingHours::Calendar7*

,

.

:

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

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

### 75.5 *TimeZone::Calendar7*

UTC

## 75.6 *TimeZone::Calendar7Name*

.

.

:

Calendar Name 7
-----------------

## 76.1 *CalendarWeekDayStart::Calendar8*

1

## 76.2 *TimeVacationDays::Calendar8*

```
---
'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*

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

### 76.4 *TimeWorkingHours::Calendar8*

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

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

## 76.5 *TimeZone::Calendar8*

UTC

## 76.6 *TimeZone::Calendar8Name*

.

.

:

Calendar Name 8
-----------------

## **77.1 *CalendarWeekDayStart::Calendar9***

:

```
1
```

## **77.2 *TimeVacationDays::Calendar9***

:

```
---  
'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*

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

### 77.4 *TimeWorkingHours::Calendar9*

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

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

### 77.5 *TimeZone::Calendar9*

UTC

## 77.6 *TimeZone::Calendar9Name*

.

.

:

Calendar Name 9
-----------------

## 78.1 Frontend::Module###AdminSystemConfigurationUser

:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: System Configuration User Settings
```



---

*Core* → *WebUserAgent*

---

### 79.1 *WebUserAgent::DisableSSLVerification*

SSL , . HTTPS . !  
:  
:

```
0
```

### 79.2 *WebUserAgent::Proxy*

http/ftp proxy .  
:  
:

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

### 79.3 *WebUserAgent::Timeout*

( ) http/ftp .  
:  
:

```
15
```



---

*Daemon*

---

## 80.1 *Daemon::PID::Path*

, (PID) . :

<\$OTRSHome>/var/run/ .

:

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





---

*Daemon* → *Log*

---

### 81.1 *Daemon::Log::DaysToKeep*

1

### 81.2 *Daemon::Log::RotationType*

: 'OTRS' OTRS , ' ' ( . logrotate).

otrs

### 81.3 *Daemon::Log::STDERR*

1

## 81.4 *Daemon::Log::STDOUT*

, .  
.  
:  
0

---

*Daemon → ModuleRegistration*

---

### **82.1 *DaemonModules###SchedulerCronTaskManager***

:

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

### **82.2 *DaemonModules###SchedulerFutureTaskManager***

:

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

### **82.3 *DaemonModules###SchedulerGenericAgentTaskManager***

:

```
----  
Module: └  
↳Kernel::System::Daemon::DaemonModules::SchedulerGenericAgentTaskManager
```

## 82.4 *DaemonModules###SchedulerTaskWorker*

:

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

## 82.5 *DaemonModules###SystemConfigurationSyncManager*

:

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

---

*Daemon* → *SchedulerCronTaskManager* → *Task*

---

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

:

```

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

```

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

:

```

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

```

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

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

:

```
---
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*

:

```
---
Function: PurgeTrash
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params: []
Schedule: '* /10 * * * *'
TaskName: CachePurgeTrash
```

### 83.5 *Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete*

:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Log::CommunicationLog
Params:
- --purge
```

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```
Schedule: 00 03 * * *
TaskName: CommunicationLogDelete
```

### 83.6 *Daemon::SchedulerCronTaskManager::Task###ConfigurationDeploymentCleanup*

```
(      ).
```

```
:
```

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

### 83.7 *Daemon::SchedulerCronTaskManager::Task###ContractCheck*

```
:
```

```
----
Function: Execute
MaximumParallelInstances: '1'
Module:
↳Kernel::System::Console::Command::Maint::SystemContract::ContractStatusCheck
Params: []
Schedule: '* /5 * * * *'
TaskName: ContractCheck
```

### 83.8 *Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup*

```
:
```

```
----
Function: CleanUp
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params:
- Expired
- '1'
```

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```
Schedule: 20 0 * * 0
TaskName: CoreCacheCleanup
```

### 83.9 *Daemon::SchedulerCronTaskManager::Task###Custom1*

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

### 83.10 *Daemon::SchedulerCronTaskManager::Task###Custom2*

```
----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom2
```

### 83.11 *Daemon::SchedulerCronTaskManager::Task###Custom3*

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



**83.12 *Daemon::SchedulerCronTaskManager::Task###Custom4***

```

      . : , .
      .
      :

```

```

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

```

**83.13 *Daemon::SchedulerCronTaskManager::Task###Custom5***

```

      . : , .
      .
      :

```

```

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

```

**83.14 *Daemon::SchedulerCronTaskManager::Task###Custom6***

```

      . : , .
      .
      :

```

```

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

```

**83.15 *Daemon::SchedulerCronTaskManager::Task###Custom7***

```

      . : , .

```

:

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

### 83.16 *Daemon::SchedulerCronTaskManager::Task###Custom8*

:

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

### 83.17 *Daemon::SchedulerCronTaskManager::Task###Custom9*

:

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

### 83.18 *Daemon::SchedulerCronTaskManager::Task###EscalationCheck*

:

```

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

```

### 83.19 *Daemon::SchedulerCronTaskManager::Task###FetchMail*

```

fetchmail .
:

```

```

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

```

### 83.20 *Daemon::SchedulerCronTaskManager::Task###FetchMailSSL*

```

fetchmail ( SSL).
:

```

```

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

```

### 83.21 *Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats*

```

:

```

```

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

```

### 83.22 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1*

```

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

```

```

---
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*

```

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

```

```

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

```

**83.24 Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3**

```

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

```

```

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

```

**83.25 Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4**

```

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

```

```

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

```

**83.26 Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5**

```

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

```

```

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

```

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```

- --configuration-module
- <ModuleName>
Schedule: '* /20 * * * *'
TaskName: GenericAgentFile5

```

### 83.27 *Daemon::SchedulerCronTaskManager::Task###GeneticInterfaceDebugLog*

:

```

---
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*

:

```

---
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*

( )

:

```

---
Function: CacheDelete
MaximumParallelInstances: '1'

```

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```

Module: Kernel::System::Loader
Params: []
Schedule: 30 0 * * 0
TaskName: LoaderCacheDelete

```

### 83.30 *Daemon::SchedulerCronTaskManager::Task###MailAccountFetch*

:

```

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

```

### 83.31 *Daemon::SchedulerCronTaskManager::Task###MailQueueSend*

:

```

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

```

### 83.32 *Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExp*

:

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳ Kernel::System::Console::Command::Maint::NotificationView::DeleteExpired
Params:
- --user-type
- Customer

```

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```
Schedule: 00 02 * * *
TaskName: NotificationViewDeleteExpired
```

### 83.33 *Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend*

```
OTRS .
```

```
:
```

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

### 83.34 *Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats*

```
ChatEngine::ChatTTL.
```

```
:
```

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

### 83.35 *Daemon::SchedulerCronTaskManager::Task###RemoveOldChats*

```
:
```

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



**83.36 Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates**

```

SMIME : SMIME SMIME::FetchFromCustomer
UserSMIMECertificate
:

```

```

----
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**

```

:
```

```

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

```

**83.38 Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess**

```

:
```

```

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

```

**83.39 Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron**

:

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

### 83.40 *Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynco*

:

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

### 83.41 *Daemon::SchedulerCronTaskManager::Task###TicketAcceleratorRebuild*

:

```
---
Function: TicketAcceleratorRebuild
MaximumParallelInstances: '1'
Module: Kernel::System::Ticket
Params: []
Schedule: 01 01 * * *
TaskName: TicketAcceleratorRebuild
```

### 83.42 *Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired*

:

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

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```

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

```

### 83.43 *Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterCle*

```
( 10 ).
```

```
:
```

```

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

```

### 83.44 *Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck*

```
.
```

```
:
```

```

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

```

### 83.45 *Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout*

```
:
```

```

---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::UnlockTimeout

```

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```
Params: []
Schedule: 35 * * * * *
TaskName: TicketUnlockTimeout
```

## 83.46 *Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup*

:

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

---

*Daemon* → *SchedulerGenericAgentTaskManager*

---

**84.1 *Daemon::SchedulerGenericAgentTaskManager::SleepTime***

:

0

**84.2 *Daemon::SchedulerGenericAgentTaskManager::TicketLimit***

:

4000



---

*Daemon → SchedulerGenericInterfaceTaskManager*

---

**85.1 *Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff***

( )

.

:

300





---

*Daemon* → *SchedulerTaskWorker*

---

### 86.1 *Daemon::SchedulerTaskWorker::MaximumWorkers*

5

```
5
```

### 86.2 *Daemon::SchedulerTaskWorker::NotificationRecipientEmail*

```
root@localhost
```



## **87.1 Events###Appointment**

```
----  
- AppointmentCreate  
- AppointmentUpdate  
- AppointmentDelete  
- AppointmentNotification
```

## **87.2 Events###Article**

```
----  
- ArticleCreate  
- ArticleUpdate  
- ArticleSend  
- ArticleBounce  
- ArticleAgentNotification  
- ArticleCustomerNotification  
- ArticleAutoResponse  
- ArticleFlagSet
```

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- ArticleFlagDelete
- ArticleCustomerFlagSet
- ArticleCustomerFlagDelete
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleEmailSendingQueued
- ArticleEmailSendingSent
- ArticleEmailSendingError

### **87.3 Events###Calendar**

- :
- - CalendarCreate
  - CalendarUpdate

### **87.4 Events###CustomerCompany**

- :
- - CustomerCompanyAdd
  - CustomerCompanyUpdate

### **87.5 Events###CustomerUser**

- :
- - CustomerUserAdd
  - CustomerUserUpdate

### **87.6 Events###DynamicField**

:

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

## 87.7 Events###LinkObject

LinkObject

:

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

## 87.8 Events###Package

:

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

## 87.9 Events###Queue

:

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

## 87.10 Events###Ticket

:

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

---

*Frontend → Admin → ModuleRegistration*

---

### 88.1 *Frontend::Module###Admin*

:

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

### 88.2 *Frontend::Module###AdminACL*

:

```
---  
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*

:

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

### 88.4 *Frontend::Module###AdminAppointmentNotificationEvent*

:

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

### 88.5 *Frontend::Module###AdminAttachment*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Attachments
```

### 88.6 *Frontend::Module###AdminAutoResponse*

:



```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Auto Responses
```

## 88.7 Frontend::Module###AdminChatChannel

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Channels
```

## 88.8 Frontend::Module###AdminCloudServiceSMS

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: SMS
```

## 88.9 Frontend::Module###AdminCloudServices

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services
```

## 88.10 *Frontend::Module###AdminCommunicationLog*

:

```
---
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*

:

```
---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data
```

## 88.12 *Frontend::Module###AdminCustomPage*

:

```
---
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*

:

```

---
Description: Edit Customer Companies.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Companies

```

## 88.14 *Frontend::Module###AdminCustomerGroup*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customers Groups

```

## 88.15 *Frontend::Module###AdminCustomerUser*

:

```

---
Description: Edit Customer Users.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Users

```

## 88.16 *Frontend::Module###AdminCustomerUserCustomer*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Notification
```

## 88.28 *Frontend::Module###AdminExternalHomePage*

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericAgent
```

### 88.31 *Frontend::Module###AdminGenericInterfaceDebugger*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Debugger GUI
```

### 88.32 *Frontend::Module###AdminGenericInterfaceErrorHandlingDefault*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI
```

### 88.33 *Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI
```



**88.34 Frontend::Module###AdminGenericInterfaceInvokerDefault**

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker GUI

```

**88.35 Frontend::Module###AdminGenericInterfaceInvokerEvent**

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker Event GUI

```

**88.36 Frontend::Module###AdminGenericInterfaceMappingSimple**

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI

```

**88.37 Frontend::Module###AdminGenericInterfaceMappingXSLT**

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

### **88.38 *Frontend::Module###AdminGenericInterfaceOperationDefault***

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Operation GUI
```

### **88.39 *Frontend::Module###AdminGenericInterfaceOperationRPC***

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface RPC Operation GUI
```

### **88.40 *Frontend::Module###AdminGenericInterfaceTransportHTTPREST***

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPREST GUI
```

**88.41 Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP**

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPSOAP GUI

```

**88.42 Frontend::Module###AdminGenericInterfaceWebservice**

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericInterface Web Service GUI

```

**88.43 Frontend::Module###AdminGenericInterfaceWebserviceHistory**

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service History GUI

```

**88.44 Frontend::Module###AdminGroup**

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Groups
```

### **88.45 *Frontend::Module###AdminInit***

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Initialization
```

### **88.46 *Frontend::Module###AdminLog***

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Log
```

### **88.47 *Frontend::Module###AdminMailAccount***

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Mail Accounts
```

## 88.48 *Frontend::Module###AdminNotificationEvent*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Ticket Notifications
```

## 88.49 *Frontend::Module###AdminPGP*

:

```
---
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*

:

```
---
Description: Software Package Manager.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Package Manager
```

## 88.51 *Frontend::Module###AdminPerformanceLog*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Performance Log
```

## 88.52 *Frontend::Module###AdminPostMasterFilter*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

## 88.53 *Frontend::Module###AdminPriority*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Priorities
```

## 88.54 *Frontend::Module###AdminProcessManagement*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Process Management
```

## 88.55 *Frontend::Module###AdminProcessManagementActivity*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues
```

## 88.61 *Frontend::Module###AdminQueueAutoResponse*

:

```
---
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*

:

```

---
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*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates  Queues

```

## 88.64 *Frontend::Module###AdminRegistration*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Registration

```

## 88.65 *Frontend::Module###AdminRole*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles
```

## 88.66 *Frontend::Module###AdminRoleGroup*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles Groups
```

## 88.67 *Frontend::Module###AdminRoleUser*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Roles
```

## 88.68 *Frontend::Module###AdminSLA*

:

```
---
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*

:

```

---
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*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates

```

## 88.71 *Frontend::Module###AdminSalutation*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Salutations

```

## 88.72 *Frontend::Module###AdminSelectBox*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

### **88.73 Frontend::Module###AdminService**

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Services
```

### **88.74 Frontend::Module###AdminServiceCatalogue**

:

```
---
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**

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Session Management
```

## 88.78 *Frontend::Module###AdminSignature*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Signatures
```

## 88.79 *Frontend::Module###AdminState*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: States
```

## 88.80 *Frontend::Module###AdminSupportDataCollector*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Email Addresses
```

## 88.82 *Frontend::Module###AdminSystemConfiguration*

:

```
---
Description: Admin.
Group:
- admin
GroupRo: []
```

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```
NavBarName: Admin
Title: System Configuration
```

### 88.83 *Frontend::Module###AdminSystemConfigurationDeployment*

:

```
----
Description: Manage System Configuration Deployments.
Group:
- admin
- users
GroupRo: []
NavBarName: SystemConfiguration
Title: System Configuration Deployment
```

### 88.84 *Frontend::Module###AdminSystemConfigurationGroup*

:

```
----
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration Group
```

### 88.85 *Frontend::Module###AdminSystemMaintenance*

:

```
----
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Maintenance
```

## 88.86 *Frontend::Module###AdminTemplate*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates
```

## 88.87 *Frontend::Module###AdminTemplateAttachment*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Attachments
```

## 88.88 *Frontend::Module###AdminType*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Types
```

## 88.89 *Frontend::Module###AdminUser*

:



```

---
Description: Create and manage agents.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents

```

## 88.90 *Frontend::Module###AdminUserGroup*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Groups

```

## 88.91 *Frontend::Module###AgentDaemonInfo*

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Shows information on how to start OTRS Daemon

```

## 88.92 *Frontend::NavBarModule###11-AdminContactWithData*

( , , ).

:

```

---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData

```



---

*Frontend → Admin → ModuleRegistration → AdminOverview*

---

## 89.1 *Frontend::NavigationModule###Admin*

:

```
---  
Block: ''  
Description: Admin modules overview.  
Group:  
- admin  
GroupRo: []  
IconBig: ''  
IconSmall: ''  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: ''
```

## 89.2 *Frontend::NavigationModule###AdminACL*

:

```
---  
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*

:

```
---
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*

:

```
---
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*

:

```
---
Block: Ticket
Description: Create and manage attachments.
Group:
```

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```

- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments

```

## 89.6 Frontend::NavigationModule###AdminAutoResponse

:

```

---
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

:

```

---
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

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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**

:

```

---
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**

:

```

---
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**

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

.

:

```

---
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*

.

:

```

---
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*

.

:

```

---
Block: Ticket
Description: Create and manage templates.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates

```

## 89.56 *Frontend::NavigationModule###AdminTemplateAttachment*

:

```
---
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*

:

```
---
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*

:

```
---
Block: Users
Description: Create and manage agents.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents
```

**89.59 Frontend::NavigationModule###AdminUserGroup**

:

```

---
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**

:

```

---
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**

:

```

---
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***

:

```
---  
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***

:

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

### 90.3 *Loader::Module::AdminAppointmentCalendarManage###002-Calendar*

:

```
----  
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*

:

```
----  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

### 90.5 *Loader::Module::AdminAttachment###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Attachment.js
```

### 90.6 *Loader::Module::AdminAutoResponse###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.AutoResponse.js
```

## 90.7 *Loader::Module::AdminCloudServiceSMS###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.CloudService.SMS.css  
JavaScript:  
- Core.Agent.Admin.CloudServiceSMS.js
```

## 90.8 *Loader::Module::AdminCloudServices###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.CloudServices.css
```

## 90.9 *Loader::Module::AdminCommunicationLog###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.CommunicationLog.css  
JavaScript:  
- Core.Agent.Admin.CommunicationLog.js  
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js  
- Core.UI.Table.Sort.js
```

## 90.10 *Loader::Module::AdminCustomPage###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomPage.js  
- Core.UI.InputFields.js
```

## 90.11 *Loader::Module::AdminCustomerCompany###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerCompany.js
```

## 90.12 *Loader::Module::AdminCustomerGroup###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerGroup.js
```

## 90.13 *Loader::Module::AdminCustomerUser###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.SwitchToCustomerAction.js  
- Core.Agent.Admin.CustomerUser.js
```

## 90.14 *Loader::Module::AdminCustomerUserCustomer###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerUserService.js
```

## 90.15 *Loader::Module::AdminCustomerUserGroup###001-Framework*

:

```

---
JavaScript:
- Core.Agent.Admin.CustomerGroup.js

```

## 90.16 *Loader::Module::AdminCustomerUserService###001-Framework*

:

```

---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js

```

## 90.17 *Loader::Module::AdminDynamicField###002-Ticket*

:

```

---
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*

:

```

---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldCheckbox.js
- Core.Agent.Admin.SysConfig.Entity.js

```

## 90.19 *Loader::Module::AdminDynamicFieldContactWithData###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.20 *Loader::Module::AdminDynamicFieldDateTime###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDateTime.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.21 *Loader::Module::AdminDynamicFieldDropdown###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.22 *Loader::Module::AdminDynamicFieldInvalid###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.23 *Loader::Module::AdminDynamicFieldMultiselect###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldMultiselect.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.24 *Loader::Module::AdminDynamicFieldText###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.25 *Loader::Module::AdminExternalHomePage###001-Framework*

:

```
---
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*

:

```
---
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*

:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```

### 90.28 *Loader::Module::AdminGenericInterfaceDebugger###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js
```

### 90.29 *Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
```



### 90.30 *Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###0- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js

```

### 90.31 *Loader::Module::AdminGenericInterfaceInvokerDefault###002- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvoker.js

```

### 90.32 *Loader::Module::AdminGenericInterfaceInvokerEvent###002- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js

```

### 90.33 *Loader::Module::AdminGenericInterfaceMappingSimple###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMapping.js
```

### **90.34 *Loader::Module::AdminGenericInterfaceMappingXSLT###002- GenericInterface***

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

### **90.35 *Loader::Module::AdminGenericInterfaceOperationDefault###002- GenericInterface***

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceOperation.js
```

### **90.36 *Loader::Module::AdminGenericInterfaceOperationRPC###001- GenericInterface***

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceOperation.js
```

### 90.37 *Loader::Module::AdminGenericInterfaceTransportHTTPREST###002- GenericInterface*

:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js
```

### 90.38 *Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002- GenericInterface*

:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
- Core.Agent.SortedTree.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js  
- Core.Agent.SortedTree.js
```

### 90.39 *Loader::Module::AdminGenericInterfaceWebservice###002- GenericInterface*

:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceWebservice.js
```

### 90.40 *Loader::Module::AdminGenericInterfaceWebserviceHistory###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

### 90.41 *Loader::Module::AdminGroup###001-Framework*

.

:

```
---
JavaScript:
- Core.Agent.Admin.Group.js
```

### 90.42 *Loader::Module::AdminLog###001-Framework*

.

:

```
---
JavaScript:
- Core.Agent.Admin.Log.js
```

### 90.43 *Loader::Module::AdminMailAccount###001-Framework*

.

:

```
---
JavaScript:
- Core.Agent.Admin.MailAccount.js
```

### 90.44 *Loader::Module::AdminNotificationEvent###002-Ticket*

.

:

```
---
CSS:
- Core.Agent.Admin.NotificationEvent.css
JavaScript:
- Core.Agent.Admin.NotificationEvent.js
```

## 90.45 *Loader::Module::AdminPGP###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.PGP.js
```

## 90.46 *Loader::Module::AdminPackageManager###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

## 90.47 *Loader::Module::AdminPerformanceLog###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.PerformanceLog.css
```

## 90.48 *Loader::Module::AdminPostMasterFilter###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.PostMasterFilter.css  
JavaScript:  
- Core.Agent.Admin.PostMasterFilter.js
```

## 90.49 *Loader::Module::AdminPriority###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Priority.js
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.50 *Loader::Module::AdminProcessManagement###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jsplumb-1.6.4/jsplumb.js
- thirdparty/farahey-0.5/farahey.js
- thirdparty/jsplumb-labelspacer/label-spacer.js
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.Canvas.js
- Core.UI.AllocationList.js
```

## 90.51 *Loader::Module::AdminProcessManagementActivity###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  →js
- Core.UI.AllocationList.js
```

## 90.52 *Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement*

:

```

---
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***

:

```

---
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***

:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js

```

### **90.55 *Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement***

:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:

```

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```
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.  
  ↪js  
- Core.Agent.Admin.ProcessManagement.js
```

### 90.56 *Loader::Module::AdminQueue###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Queue.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

### 90.57 *Loader::Module::AdminQueueAutoResponse###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.QueueAutoResponse.js
```

### 90.58 *Loader::Module::AdminQueueSMSTemplates###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.QueueSMSTemplates.js
```

### 90.59 *Loader::Module::AdminQueueTemplates###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.QueueTemplates.js
```



## 90.60 *Loader::Module::AdminRegistration###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.Registration.css  
JavaScript:  
- Core.Agent.Admin.Registration.js
```

## 90.61 *Loader::Module::AdminRole###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.Role.js
```

## 90.62 *Loader::Module::AdminRoleGroup###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.RoleGroup.js
```

## 90.63 *Loader::Module::AdminRoleUser###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.RoleUser.js
```

## 90.64 *Loader::Module::AdminSLA###002-Ticket*

:

```
---  
JavaScript:  
- Core.Agent.Admin.SLA.js
```

### **90.65 *Loader::Module::AdminSMIME###001-Framework***

.  
:

```
---  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

### **90.66 *Loader::Module::AdminSMSTemplate###001-Framework***

.  
:

```
---  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

### **90.67 *Loader::Module::AdminSalutation###002-Ticket***

.  
:

```
---  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

### **90.68 *Loader::Module::AdminSelectBox###001-Framework***

.  
:

```
---  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

## 90.69 *Loader::Module::AdminService###002-Ticket*

:

```
---  
JavaScript:  
- Core.Agent.Admin.Service.js
```

## 90.70 *Loader::Module::AdminServiceCatalogue###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.ServiceCatalogue.css
```

## 90.71 *Loader::Module::AdminServiceCatalogueCategories###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

## 90.72 *Loader::Module::AdminServiceCatalogueItems###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

## 90.73 *Loader::Module::AdminSession###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Session.js
```

### 90.74 *Loader::Module::AdminSignature###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.Signature.js
```

### 90.75 *Loader::Module::AdminState###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.State.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

### 90.76 *Loader::Module::AdminSupportDataCollector###001-Framework*

.

:

```
----  
CSS:  
- Core.Agent.Admin.SupportDataCollector.css  
JavaScript:  
- Core.Agent.Admin.SupportDataCollector.js
```

### 90.77 *Loader::Module::AdminSystemAddress###002-Ticket*

.

:

```
----  
JavaScript:  
- Core.Agent.Admin.SystemAddress.js
```

## 90.78 *Loader::Module::AdminSystemConfiguration###001-Framework*

```

---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js

```

## 90.79 *Loader::Module::AdminSystemConfigurationDeployment###001-Framework*

```

---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js

```

## 90.80 *Loader::Module::AdminSystemConfigurationGroup###001-Framework*

```

---
CSS:
- Core.Agent.Admin.SystemConfiguration.css

```

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```
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*

:

```
---
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*

:

```
---
JavaScript:
- Core.Agent.Admin.SystemMaintenance.js
```

### 90.83 *Loader::Module::AdminTemplate###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Template.js
```

## 90.84 *Loader::Module::AdminTemplateAttachment###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.TemplateAttachment.js
```

## 90.85 *Loader::Module::AdminType###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Type.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

## 90.86 *Loader::Module::AdminUserGroup###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.UserGroup.js
```





---

*Frontend → Admin → ModuleRegistration → MainMenu*

---

## 91.1 *Frontend::Navigation###Admin###001-Framework*

:

```
---  
- AccessKey: a  
  Block: ItemArea  
  Description: Admin modules overview.  
  Group:  
  - admin  
  GroupRo: []  
  Link: Action=Admin  
  LinkOption: ''  
  Name: Admin  
  NavBar: Admin  
  Prio: '10000'  
  Type: Menu
```

## 91.2 *Frontend::Navigation###AdminACL###002-Ticket*

:

```
--- []
```

### 91.3 *Frontend::Navigation###AdminAppointmentCalendarManage###002-Calendar*

```
---  
- 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*

```
--- []
```

### 91.5 *Frontend::Navigation###AdminAttachment###002-Ticket*

```
--- []
```

### 91.6 *Frontend::Navigation###AdminAutoResponse###002-Ticket*

---- []

### **91.7 Frontend::Navigation###AdminChatChannel###002-Ticket**

:

---- []

### **91.8 Frontend::Navigation###AdminCloudServiceSMS###001-Framework**

:

---- []

### **91.9 Frontend::Navigation###AdminCloudServices###001-Framework**

:

---- []

### **91.10 Frontend::Navigation###AdminCommunicationLog###001-Framework**

:

---- []

**91.11 Frontend::Navigation###AdminContactWithData###002-Ticket**

```

---
- 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**

```

--- []

```

**91.13 Frontend::Navigation###AdminCustomerCompany###001-Framework**

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customers.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerCompany;Nav=Agent
  LinkOption: ''
  Name: Customer Administration
  NavBar: Customers

```

(continues on next page)

(continued from previous page)

```
Prio: '9100'
Type: ''
```

## 91.14 *Frontend::Navigation###AdminCustomerGroup###001-Framework*

```
.
.
:
```

```
--- []
```

## 91.15 *Frontend::Navigation###AdminCustomerUser###001-Framework*

```
.
.
:
```

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customer users.
  Group:
    - admin
    - users
  GroupRo: []
  Link: Action=AdminCustomerUser;Nav=Agent
  LinkOption: ''
  Name: Customer User Administration
  NavBar: Customers
  Prio: '9000'
  Type: ''
```

## 91.16 *Frontend::Navigation###AdminCustomerUserCustomer###001-Framework*

```
.
.
:
```

```
--- []
```

**91.17 *Frontend::Navigation###AdminCustomerUserGroup###001-Framework***

.  
.  
:

---- []

**91.18 *Frontend::Navigation###AdminCustomerUserService###001-Framework***

.  
.  
:

---- []

**91.19 *Frontend::Navigation###AdminDynamicField###002-Ticket***

.  
.  
:

---- []

**91.20 *Frontend::Navigation###AdminEmail###001-Framework***

.  
.  
:

---- []

**91.21 *Frontend::Navigation###AdminExternalHomePage###001-Framework***

.  
.  
:

--- []

## **91.22 Frontend::Navigation###AdminExternalLayout###001-Framework**

:

--- []

## **91.23 Frontend::Navigation###AdminGenericAgent###002-Ticket**

:

--- []

## **91.24 Frontend::Navigation###AdminGenericInterfaceDebugger###002-GenericInterface**

:

--- []

## **91.25 Frontend::Navigation###AdminGenericInterfaceWebservice###002-GenericInterface**

:

--- []

### **91.26 *Frontend::Navigation###AdminGroup###001-Framework***

.  
.  
:

---- []

### **91.27 *Frontend::Navigation###AdminLog###001-Framework***

.  
.  
:

---- []

### **91.28 *Frontend::Navigation###AdminMailAccount###001-Framework***

.  
.  
:

---- []

### **91.29 *Frontend::Navigation###AdminNotificationEvent###002-Ticket***

.  
.  
:

---- []

### **91.30 *Frontend::Navigation###AdminPGP###001-Framework***

.  
.  
:



---- []

**91.31 *Frontend::Navigation###AdminPackageManager###001-Framework***

---- []

**91.32 *Frontend::Navigation###AdminPerformanceLog###001-Framework***

---- []

**91.33 *Frontend::Navigation###AdminPostMasterFilter###001-Framework***

---- []

**91.34 *Frontend::Navigation###AdminPriority###002-Ticket***

---- []

**91.35 *Frontend::Navigation###AdminProcessManagement###002-ProcessManagement***

---

**91.36 *Frontend::Navigation###AdminQueue###002-Ticket***

---

**91.37 *Frontend::Navigation###AdminQueueAutoResponse###002-Ticket***

---

**91.38 *Frontend::Navigation###AdminQueueSMSTemplates###001-Framework***

---

**91.39 *Frontend::Navigation###AdminQueueTemplates###002-Ticket***

---- []

### **91.40 *Frontend::Navigation###AdminRegistration###001-Framework***

:

---- []

### **91.41 *Frontend::Navigation###AdminRole###001-Framework***

:

---- []

### **91.42 *Frontend::Navigation###AdminRoleGroup###001-Framework***

:

---- []

### **91.43 *Frontend::Navigation###AdminRoleUser###001-Framework***

:

---- []

### **91.44 *Frontend::Navigation###AdminSLA###002-Ticket***

:

---- []

### **91.45 *Frontend::Navigation###AdminSMIME###001-Framework***

:

---- []

### **91.46 *Frontend::Navigation###AdminSMSTemplate###001-Framework***

:

---- []

### **91.47 *Frontend::Navigation###AdminSalutation###002-Ticket***

:

---- []

### **91.48 *Frontend::Navigation###AdminSelectBox###001-Framework***

:

---- []

### **91.49 *Frontend::Navigation###AdminService###002-Ticket***

:

---- []

**91.50 Frontend::Navigation###AdminServiceCatalogue###001-Framework**

:

---- []

**91.51 Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework**

:

---- []

**91.52 Frontend::Navigation###AdminServiceCatalogueItems###001-Framework**

:

---- []

**91.53 Frontend::Navigation###AdminSession###001-Framework**

:

---- []

**91.54 *Frontend::Navigation###AdminSignature###002-Ticket***

.

.

:

---- []

**91.55 *Frontend::Navigation###AdminState###002-Ticket***

.

.

:

---- []

**91.56 *Frontend::Navigation###AdminSupportDataCollector###001-Framework***

.

.

:

---- []

**91.57 *Frontend::Navigation###AdminSystemAddress###002-Ticket***

.

.

:

---- []

**91.58 *Frontend::Navigation###AdminSystemConfiguration###001-Framework***

.

.

:

---- []

**91.59 *Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework***

:

---- []

**91.60 *Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework***

:

---- []

**91.61 *Frontend::Navigation###AdminSystemMaintenance###001-Framework***

:

---- []

**91.62 *Frontend::Navigation###AdminTemplate###002-Ticket***

:

---- []

### 91.63 *Frontend::Navigation###AdminTemplateAttachment###002-Ticket*

---

--

### 91.64 *Frontend::Navigation###AdminType###002-Ticket*

---

--

### 91.65 *Frontend::Navigation###AdminUser###001-Framework*

---

--

### 91.66 *Frontend::Navigation###AdminUserGroup###001-Framework*

---

--



---

*Frontend → Admin → View → ContactWithData*

---

### 92.1 *AdminContactWithData::RunInitialWildcardSearch*

AdminContactWithData.

:

1



---

*Frontend → Admin → View → CustomPage*

---

### 93.1 *Frontend::Admin::AdminCustomPage###RichText*

:

1

### 93.2 *Frontend::Admin::AdminCustomPage###RichTextHeight*

RTF ( ) ( ).

:

320

### 93.3 *Frontend::Admin::AdminCustomPage###RichTextWidth*

RTF ( ) ( ).

:

620



---

*Frontend → Admin → View → CustomerCompany*

---

### **94.1 AdminCustomerCompany::RunInitialWildcardSearch**

AdminCustomerCompany.

:

1



---

*Frontend → Admin → View → CustomerUser*

---

### 95.1 *AdminCustomerUser::RunInitialWildcardSearch*

AdminCustomerUser.

.

:

1

### 95.2 *AdminCustomerUser::UseAutoComplete*

ID AdminCustomerUser.

.

:

0





---

*Frontend → Admin → View → NotificationEvent*

---

### 96.1 *AppointmentNotification::Transport###Email*

.

:

```
---  
AgentEnabledByDefault: '1'  
Icon: fa fa-envelope  
Module: Kernel::System::Calendar::Event::Transport::Email  
Name: Email  
Prio: '100'
```

### 96.2 *AppointmentNotification::Transport###NotificationView*

.

:

```
---  
AgentEnabledByDefault: '0'  
Icon: fa fa-th-list  
Module: Kernel::System::Calendar::Event::Transport::NotificationView  
Name: Web View  
Prio: '110'
```

### 96.3 *AppointmentNotification::Transport###SMS*

.

:

:

```
---
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*

AdminAppointmentNotificationEvent.

:

```
---
- Calendar
- Appointment
```

### 96.5 *Frontend::Admin::AdminAppointmentNotificationEvent###RichText*

:

```
1
```

### 96.6 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight*

RTF ( ) ( ).

:

```
320
```

### 96.7 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth*

RTF ( ) ( ).

:

```
620
```

### 96.8 *Frontend::Admin::AdminNotificationEvent###RichText*

:

1

**96.9 Frontend::Admin::AdminNotificationEvent###RichTextHeight**

RTF ( ) ( ).

:

320

**96.10 Frontend::Admin::AdminNotificationEvent###RichTextWidth**

RTF ( ) ( ).

:

620

**96.11 Notification::CharactersPerLine**

HTML

:

80

**96.12 Notification::Transport###Email**

:

```

----
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'

```

## 96.13 *Notification::Transport###NotificationView*

:

```
---
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*

:

```
---
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**

:

.

:

0



---

*Frontend → Admin → View → SysConfig*

---

### 98.1 ConfigLevel

· · · ( ) , · · · :

·

:

100





### 99.1 *AgentLoginLogo*

. URL

:

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

### 99.2 *AgentLogo*

. URL

:

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

### 99.3 *AgentLogoCustom###default*

„ ” . „AgentLogo”

:

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

## 99.4 AgentLogoCustom###highcontrast

„High Contrast” . „AgentLogo” .

:

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

## 99.5 AgentLogoCustom###slim

„ ” . „AgentLogo” .

:

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

## 99.6 AutoComplete::Agent###CustomerSearch

:

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

## 99.7 *AutoComplete::Agent###Default*

:

```

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

```

## 99.8 *AutoComplete::Agent###DynamicFieldContactWithData*

:

```

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

```

## 99.9 *AutoComplete::Agent###UserSearch*

:

```

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

```

## 99.10 *CustomerDBLink*

( . ' http://yourhost/customer.php?CID=[% Data.CustomerID %]' '' ).

:

```

[% Env("CGIHandle") %]?Action=AgentCustomerInformationCenter;CustomerID=[%
↳Data.CustomerID | uri %]

```

## 99.11 CustomerDBLinkClass

```
. . ' AsPopup PopupType_TicketAction' .
```

```
:
```

```
`CustomerDBLinkTarget`
```

```
. . ' target=" cdb"' .
```

```
:
```

```
`DefaultOverviewColumns`
```

```
( ). TicketNumber , .
```

```
:
```

```
---
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'
```

## 99.12 *Frontend::AvatarEngine*

Gravatar

## 99.13 *Frontend::CommonParam###Action*

AgentDashboard

## 99.14 *Frontend::CommonParam###QueueID*

0

## 99.15 *Frontend::CommonParam###TicketID*

`Frontend::CustomerUser::Item###1-GoogleMaps`

Google Maps

```

---
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*

```

CustomerID. . CustomerUserLogin 1
:

```

```

---
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*

```

CustomerID. . CustomerUserLogin 1
:

```

```

---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'

```

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```

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

```

CustomerID.          .          CustomerUserLogin  1
:

```

```

---
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

```

CustomerID.          .          CustomerUserLogin  1
:

```

```

---
Action: AgentTicketSearch
Attributes: StateType=Closed;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search

```

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```
Target: _blank
Text: Closed tickets (customer user)
```

## 99.20 Frontend::CustomerUser::Item###2-Google

Google

:

```
---
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

, LinkedIn

:

```
---
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

, XING

:



```

---
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*

```

site/implement/images/ . https://gravatar.com/
:

```

```
mp
```

### 99.24 *Frontend::Gravatar::DefaultImage*

```

site/implement/images/ . https://gravatar.com/
:

```

```
mp
```

### 99.25 *Frontend::HeaderMetaModule###100-Refresh*

```

---
Module: Kernel::Output::HTML::HeaderMeta::Refresh

```

### 99.26 *Frontend::HeaderMetaModule###2-TicketSearch*

```
HTML OpenSearch
```

```
---  
Action: AgentTicketSearch  
Module: Kernel::Output::HTML::HeaderMeta::AgentTicketSearch
```

### 99.27 *Frontend::HeaderMetaModule###3-FAQSearch*

HTML OpenSearch          FAQ          .  
:

```
---  
Action: AgentFAQSearch  
Module: Kernel::Output::HTML::HeaderMeta::AgentFAQSearch
```

### 99.28 *InfoFile*

Kernel::Modules::AgentInfo,          Ker-  
nel/Output/HTML/Templates/Standard/AgentInfo.tt.  
.  
:

```
AgentInfo
```

### 99.29 *InfoKey*

Kernel::Modules::AgentInfo.  
.  
:

```
wpt22
```

### 99.30 *LoginURL*

URL          .  
:

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

### 99.31 LogoutURL

URL

:

```
http://host.example.com/thanks-for-using-otrs.html
```

### 99.32 LostPassword

:

```
1
```

### 99.33 ModernizeFormFields

( ).

:

```
1
```

### 99.34 NewTicketInNewWindow::Enabled

:

```
0
```

### 99.35 NoTimelineViewAutoArticle

AgentTicketZoom.

:

```
0
```

## 99.36 *NotificationBodyLostPassword*

```
Hi <OTRS_USERFIRSTNAME>,

Here's your new OTRS password.

New password: <OTRS_NEWPW>

You can log in via the following URL:

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl
```

## 99.37 *NotificationBodyLostPasswordToken*

```
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_ContentType>://<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*

```
New OTRS password
```

### 99.39 *NotificationSubjectLostPasswordToken*

```

    ,
    .
    :

```

```
New OTRS password request
```

### 99.40 *OpenMainMenuOnHover*

```

    ,
    (
    ).
    .
    :

```

```
0
```

### 99.41 *PossibleNextActions*

```

    ,
    ,
    .
    :

```

```

----
'[% Env('CGIHandle') %]?Action=AgentDashboard': Go to dashboard!

```

### 99.42 *PreApplicationModule###AgentInfo*

```

    .
    .
    :

```

```
Kernel::Modules::AgentInfo
```

### 99.43 *ShowMotd*

```

    .
    .
    :

```

```
0
```

### 99.44 *Ticket::Frontend::AccountTime*

.  
.  
:

1

### 99.45 *Ticket::Frontend::BulkAccountedTime*

:

1

### 99.46 *Ticket::Frontend::CustomerInfoCompose*

( )

:

1

### 99.47 *Ticket::Frontend::CustomerInfoComposeMaxSize*

( ) ( )

:

22

### 99.48 *Ticket::Frontend::CustomerInfoZoomMaxSize*

( )

:

22

### 99.49 *Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle*

( )

:

160

### 99.50 *Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar*

( )

:

18

### 99.51 *Ticket::Frontend::InformAgentMaxSize*

( )

:

3

### 99.52 *Ticket::Frontend::InvolvedAgentMaxSize*

( )

:

3

### 99.53 *Ticket::Frontend::ListType*

:

tree

### 99.54 *Ticket::Frontend::MaxQueueLevel*

.  
 .  
 :  
 5

### 99.55 *Ticket::Frontend::NeedAccountedTime*

.  
 , )  
 ).  
 .  
 :  
 0

### 99.56 *Ticket::Frontend::NewOwnerSelection*

.  
 .  
 :  
 1

### 99.57 *Ticket::Frontend::NewQueueOwnSelection*

.  
 ( ) ( )  
 .  
 .  
 :  
 ---  
 '1': First Queue  
 '2': Second Queue

### 99.58 *Ticket::Frontend::NewQueueSelectionString*

SelectionType „<Queue>” ( :), (From:) NewQueue-  
 „<Realname> <<Email>>”  
 .  
 .  
 :



<Queue>

### 99.59 *Ticket::Frontend::NewQueueSelectionType*

( " " , " " ) .

:

Queue

### 99.60 *Ticket::Frontend::NewResponsibleSelection*

:

1

### 99.61 *Ticket::Frontend::PendingDiffTime*

( : 86400 = 1 ).

:

86400

### 99.62 *Ticket::Frontend::RedirectAfterCloseDisabled*

/

:

0

### 99.63 *Ticket::Frontend::ShowCustomerTickets*

AgentTicketPhone, AgentTicketEmail AgentTicketCustomer.

:

1

### 99.64 *Ticket::Frontend::TextAreaEmail*

.

.

:

82

### 99.65 *Ticket::Frontend::TextAreaNote*

.

.

:

78

### 99.66 *Ticket::Frontend::TimeUnits*

( , , )

.

:

(work units)

### 99.67 *Ticket::Frontend::UserDefaultQueue*

.

:

Postmaster

---

*Frontend → Agent → ArticleComposeModule*

---

## **100.1 *Ticket::Frontend::ArticleComposeModule###1-EmailSecurity***

(PGP S/MIME).

.

:

```
----  
Module: Kernel::Output::HTML::ArticleCompose::Security  
ParamType: Single
```

## **100.2 *Ticket::Frontend::ArticleComposeModule###2-SignEmail***

(PGP S/MIME).

.

:

```
----  
Module: Kernel::Output::HTML::ArticleCompose::Sign  
ParamType: Single
```

## **100.3 *Ticket::Frontend::ArticleComposeModule###3-CryptEmail***

(PGP or S/MIME).

.

:

```
---  
Module: Kernel::Output::HTML::ArticleCompose::Crypt  
ParamType: Multiple
```

# CHAPTER 101

---

*Frontend → Agent → DocumentSearch*

---

## **101.1 *DocumentSearch::Agent::DynamicField***

:

```
--- {}
```



---

*Frontend → Agent → FAQJournalOverview*

---

### 102.1 *FAQ::Frontend::JournalOverview###Small*

FAQ .

:

```
---  
Module: Kernel::Output::HTML::FAQJournalOverview::Small  
Name: Small  
NameShort: S
```





---

*Frontend → Agent → FAQOverview*

---

## 103.1 *FAQ::Frontend::Overview###Small*

FAQ .

:

```
---  
Module: Kernel::Output::HTML::FAQOverview::Small  
Name: Small  
NameShort: S
```

## 103.2 *FAQ::Frontend::OverviewSmall###DynamicField*

FAQ .

:

```
--- {}
```



---

*Frontend → Agent → FAQRelatedArticles*

---

### **104.1 *FAQ::Frontend::AgentFAQRelatedArticles###DefaultLanguages***

FAQ .

:

```
----  
- en
```

### **104.2 *FAQ::Frontend::AgentFAQRelatedArticles###Position***

FAQ .

:

```
1
```

### **104.3 *FAQ::Frontend::AgentFAQRelatedArticles###QueuesEnabled***

:

```
----  
- Raw
```

## 104.4 *FAQ::Frontend::AgentFAQRelatedArticles###ShowLimit*

FAQ .

.

:

10
----

---

*Frontend → Agent → FrontendNotification*

---

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

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

## **105.2 *Frontend::NotifyModule###1100-SystemContract***

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

## **105.3 *Frontend::NotifyModule###2000-UID-Check***

( )

```
----  
Module: Kernel::Output::HTML::Notification::UIDCheck
```

#### **105.4 *Frontend::NotifyModule###2500-AgentSessionLimit***

```
----  
Module: Kernel::Output::HTML::Notification::AgentSessionLimit
```

#### **105.5 *Frontend::NotifyModule###3000-ShowAgentOnline***

```
----  
Module: Kernel::Output::HTML::Notification::AgentOnline  
ShowEmail: '1'
```

#### **105.6 *Frontend::NotifyModule###4000-ShowCustomerOnline***

```
----  
Module: Kernel::Output::HTML::Notification::CustomerOnline  
ShowEmail: '1'
```

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

```

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

```

## 105.8 *Frontend::NotifyModule###5000-Ticket::TicketEscalation*

```

CacheTime: (ShownMax: , EscalationInMinutes: ,
            ).

```

```

----
CacheTime: '40'
EscalationInMinutes: '120'
Module: Kernel::Output::HTML::Notification::AgentTicketEscalation
ShownMax: '25'

```

## 105.9 *Frontend::NotifyModule###513-ChatAvailability-Check*

```

Ticket:Agent::UnavailableForExternalChatsOnLogin).

```

```

----
Module: Kernel::Output::HTML::Notification::ChatAvailabilityCheck

```

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

```

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

```

## 105.11 *Frontend::NotifyModule###523-ChatPreferredChannels-Check*

----  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck

### **105.12 Frontend::NotifyModule###5500-OutofOffice-Check**

----  
Module: Kernel::Output::HTML::Notification::OutofOfficeCheck

### **105.13 Frontend::NotifyModule###6000-SystemMaintenance-Check**

----  
Module: Kernel::Output::HTML::Notification::SystemMaintenanceCheck

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

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

### **105.15 Frontend::NotifyModule###7000-AgentTimeZone-Check**



```

----
Module: Kernel::Output::HTML::Notification::AgentTimeZoneCheck

```

## 105.16 Frontend::NotifyModule###8000-Daemon-Check

OTRS

:

```

----
Module: Kernel::Output::HTML::Notification::DaemonCheck

```

## 105.17 Frontend::NotifyModule###8000-PackageManager-CheckNotVerifiedPackages

:

```

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

```

## 105.18 Frontend::NotifyModule###9000-Generic

```

„Priority” . „Text” , „File” .
„Link” ,
„Target” .

```

:

```

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

```



---

*Frontend → Agent → LinkObject*

---

### 106.1 *LinkObject::ComplexTable###Appointment*

(LinkObject::ViewMode = „ ” ). : 0 = , 1 =

, 2 = .

:

```

---
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*

(DynamicField\_NameX) (LinkObject::ViewMode = „complex” ). : FAQ  
 : 0 = , 1 = , 2 =

```

---
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*

(DynamicField\_NameX) (LinkObject::ViewMode = „ ” ). :  
 DefaultColumns.

```

---
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*

```

).
      JS CSS      (LinkObject::ViewMode = „complex”
      : Core.AllocationList.css, Core.UI.AllocationList.js,
      Core.UI.Table.Sort.js, Core.Agent.TableFilters.js.

```

```

      :

```

```

----
- AgentTicketZoom

```

## 106.5 *LinkObject::ComplexTable::SettingsVisibility###FAQ*

(LinkObject::ViewMode = „complex” ).  
JS CSS : Core.AllocationList.css, Core.UI.AllocationList.js,  
Core.UI.Table.Sort.js, Core.Agent.TableFilters.js Core.Agent.LinkObject.js.

:

```
----  
- AgentFAQZoom
```

## 106.6 *LinkObject::ComplexTable::SettingsVisibility###Ticket*

(LinkObject::ViewMode = „complex”  
). JS CSS : Core.AllocationList.css, Core.UI.AllocationList.js,  
Core.UI.Table.Sort.js, Core.Agent.TableFilters.js.

:

```
----  
- AgentTicketZoom
```

---

*Frontend → Agent → MIMEViewer*

---

## **107.1 *MIME-Viewer###application/excel***

Microsoft Excel .

:

```
xlhtml
```

## **107.2 *MIME-Viewer###application/msword***

Microsoft Word .

:

```
wvWare
```

## **107.3 *MIME-Viewer###application/pdf***

PDF .

:

```
pdftohtml -stdout -i
```

## 107.4 *MIME-Viewer###text/xml*

XML

:

```
<OTRS_CONFIG_Home>/scripts/tools/xml2html.pl
```



---

*Frontend → Agent → ModuleRegistration*

---

## **108.1 *Frontend::Module###AdminAppointmentImport***

:

```
---  
Description: Import appointments screen.  
Group:  
- admin  
GroupRo: []  
NavBarName: ''  
Title: Import Appointments
```

## **108.2 *Frontend::Module###AgentAppointmentAgendaOverview***

:

```
---  
Description: Overview of all appointments.  
Group: []  
GroupRo: []  
NavBarName: Calendar  
Title: Agenda Overview
```

### 108.3 *Frontend::Module###AgentAppointmentCalendarOverview*

:

```
---
Description: Appointment Calendar overview page.
Group: []
GroupRo: []
NavBarName: Calendar
Title: Overview
```

### 108.4 *Frontend::Module###AgentAppointmentEdit*

:

```
---
Description: Appointment edit screen.
Group: []
GroupRo: []
NavBarName: ''
Title: Edit appointment
```

### 108.5 *Frontend::Module###AgentAppointmentList*

:

```
---
Description: Appointment list.
Group: []
GroupRo: []
NavBarName: ''
Title: Appointment list
```

### 108.6 *Frontend::Module###AgentAppointmentPluginSearch*

:

```
---
Description: Plugin search module for autocomplete.
Group: []
GroupRo: []
```

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```
NavBarName: ''
Title: Plugin search
```

## 108.7 *Frontend::Module###AgentChat*

:

```
----
Description: Agent chat screen.
Group: []
GroupRo: []
NavBarName: Chat
Title: Chat
```

## 108.8 *Frontend::Module###AgentChatAppend*

:

```
----
Description: Append Chat to Ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Append Chat to Ticket
```

## 108.9 *Frontend::Module###AgentChatAvailability*

:

```
----
Description: Chat availability.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Availability
```

## 108.10 *Frontend::Module###AgentChatDownload*

:

```
---
Description: Chat download.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Download
```

### 108.11 *Frontend::Module###AgentChatPopup*

.

:

```
---
Description: Chat popup.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Popup
```

### 108.12 *Frontend::Module###AgentChatPreview*

.

:

```
---
Description: Chat preview.
Group: []
GroupRo: []
NavBarName: ''
Title: Chat Preview
```

### 108.13 *Frontend::Module###AgentContactWithDataSearch*

.

:

```
---
Description: Agent contact with data search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Contact With Data Search
```

**108.14 Frontend::Module###AgentCustomerInformationCenter**

.

:

```

---
Description: Customer Information Center.
Group: []
GroupRo: []
NavBarName: Customers
Title: ''

```

**108.15 Frontend::Module###AgentCustomerInformationCenterSearch**

.

:

```

---
Description: Customer Information Center Search.
Group: []
GroupRo: []
NavBarName: ''
Title: ''

```

**108.16 Frontend::Module###AgentCustomerSearch**

.

:

```

---
Description: Agent Customer Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Customer Search

```

**108.17 Frontend::Module###AgentCustomerSearchSMS**

.

:

```

---
Description: Agent Customer Search SMS.
Group: []
GroupRo: []

```

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```
NavBarName: Ticket
Title: Agent Customer Search SMS
```

## 108.18 *Frontend::Module###AgentCustomerUserAddressBook*

:

```
---
Description: Search customer user.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Search Customer User
```

## 108.19 *Frontend::Module###AgentCustomerUserInformationCenter*

:

```
---
Description: Customer User Information Center.
Group: []
GroupRo: []
NavBarName: Customer Users
Title: ''
```

## 108.20 *Frontend::Module###AgentCustomerUserInformationCenterSearch*

:

```
---
Description: Customer User Information Center Search.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

## 108.21 *Frontend::Module###AgentDashboard*

:

```
---  
Description: Agent dashboard.  
Group: []  
GroupRo: []  
NavBarName: Dashboard  
Title: Agent Dashboard
```

## 108.22 *Frontend::Module###AgentDocumentSearch*

:

```
---  
Description: Document Search  
Group: []  
GroupRo: []  
NavBarName: Document Search  
Title: ''
```

## 108.23 *Frontend::Module###AgentFAQAdd*

:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

## 108.24 *Frontend::Module###AgentFAQCategory*

:

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

## 108.25 *Frontend::Module###AgentFAQDelete*

:

```
---  
Description: FAQ Delete.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: Delete
```

## 108.26 *Frontend::Module###AgentFAQEdit*

:

```
---  
Description: FAQ Edit.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: Edit
```

## 108.27 *Frontend::Module###AgentFAQExplorer*

:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

## 108.28 *Frontend::Module###AgentFAQHistory*

:

```
---  
Description: FAQ History.  
Group: []  
GroupRo: []
```

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```
NavBarName: FAQ
Title: History
```

### 108.29 *Frontend::Module###AgentFAQJournal*

:

```
---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

### 108.30 *Frontend::Module###AgentFAQLanguage*

:

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

### 108.31 *Frontend::Module###AgentFAQPrint*

:

```
---
Description: FAQ Print.
Group: []
GroupRo: []
NavBarName: FAQ
Title: Print
```

### 108.32 *Frontend::Module###AgentFAQRelatedArticles*

:

```
---  
Description: Agent FAQ Related Articles.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: Agent FAQ Related Articles
```

### **108.33 *Frontend::Module###AgentFAQRichText***

:

```
---  
Description: FAQ AJAX Responder for Richtext.  
Group: []  
GroupRo: []  
NavBarName: ''  
Title: FAQ AJAX Responder
```

### **108.34 *Frontend::Module###AgentFAQSearch***

:

```
---  
Description: FAQ Area.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

### **108.35 *Frontend::Module###AgentFAQSearchSmall***

:

```
---  
Description: Search FAQ Small.  
Group: []  
GroupRo: []  
NavBarName: FAQ  
Title: FAQ
```

**108.36 Frontend::Module###AgentFAQZoom**

:

```

---
Description: FAQ Area.
Group: []
GroupRo: []
NavBarName: FAQ
Title: FAQ

```

**108.37 Frontend::Module###AgentInfo**

:

```

---
Description: Generic Info module.
Group: []
GroupRo: []
NavBarName: ''
Title: Info

```

**108.38 Frontend::Module###AgentLinkObject**

:

```

---
Description: Link Object.
Group: []
GroupRo: []
NavBarName: ''
Title: Link Object

```

**108.39 Frontend::Module###AgentNotificationView**

:

```

---
Description: Notification web view.
Group: []
GroupRo: []

```

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```
NavBarName: Notification web view
Title: Notification Web View
```

## 108.40 *Frontend::Module###AgentPreferences*

:

```
---
Description: Agent Preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: ''
```

## 108.41 *Frontend::Module###AgentSplitSelection*

:

```
---
Description: Ticket split dialog.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

## 108.42 *Frontend::Module###AgentStatistics*

:

```
---
Description: Agent Statistics.
Group:
- stats
GroupRo:
- stats
NavBarName: Reports
Title: Statistics
```

## 108.43 *Frontend::Module###AgentStatisticsReports*

:

```

---
Description: Statistics reports.
Group:
- stats
GroupRo:
- stats
NavBarName: Statistics Reports
Title: Statistics Reports

```

#### 108.44 *Frontend::Module###AgentSystemContract*

:

```

---
Description: Agent
Group: []
GroupRo: []
NavBarName: ''
Title: System Contract

```

#### 108.45 *Frontend::Module###AgentTicketArticleContent*

:

```

---
Description: To view HTML attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''

```

#### 108.46 *Frontend::Module###AgentTicketAttachment*

:

```

---
Description: To download attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''

```

## 108.47 *Frontend::Module###AgentTicketAttachmentView*

.

:

```
---
Description: Ticket attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Attachments
```

## 108.48 *Frontend::Module###AgentTicketBounce*

.

:

```
---
Description: Ticket Compose Bounce Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Bounce
```

## 108.49 *Frontend::Module###AgentTicketBulk*

.

:

```
---
Description: Ticket bulk module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Bulk Action
```

## 108.50 *Frontend::Module###AgentTicketClose*

.

:

```
---
Description: Ticket Close.
Group: []
GroupRo: []
```

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```
NavBarName: Ticket
Title: Close
```

### 108.51 *Frontend::Module###AgentTicketCompose*

:

```
---
Description: Ticket Compose email Answer.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Compose
```

### 108.52 *Frontend::Module###AgentTicketCustomer*

:

```
---
Description: Ticket Customer.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Customer
```

### 108.53 *Frontend::Module###AgentTicketEmail*

:

```
---
Description: Create new email ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New email ticket
```

### 108.54 *Frontend::Module###AgentTicketEmailOutbound*

:

```
---
Description: Ticket Outbound Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Email Outbound
```

### **108.55 *Frontend::Module###AgentTicketEmailResend***

.

:

```
---
Description: Resend Ticket Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Email Resend
```

### **108.56 *Frontend::Module###AgentTicketEscalationView***

.

:

```
---
Description: Overview of all escalated tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Escalation view
```

### **108.57 *Frontend::Module###AgentTicketForward***

.

:

```
---
Description: Ticket Forward Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Forward
```



**108.58 Frontend::Module###AgentTicketFreeText**

:

```

---
Description: Ticket FreeText.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Free Fields

```

**108.59 Frontend::Module###AgentTicketHistory**

:

```

---
Description: Ticket History.
Group: []
GroupRo: []
NavBarName: Ticket
Title: History

```

**108.60 Frontend::Module###AgentTicketLock**

:

```

---
Description: Ticket Lock.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Lock

```

**108.61 Frontend::Module###AgentTicketLockedView**

:

```

---
Description: Locked Tickets.
Group: []
GroupRo: []

```

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```
NavBarName: Ticket
Title: Locked Tickets
```

### **108.62 *Frontend::Module###AgentTicketMerge***

.

:

```
---
Description: Ticket Merge.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Merge
```

### **108.63 *Frontend::Module###AgentTicketMove***

.

:

```
---
Description: Ticket Move.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Move
```

### **108.64 *Frontend::Module###AgentTicketNote***

.

:

```
---
Description: Ticket Note.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Note
```

### **108.65 *Frontend::Module###AgentTicketOwner***

.

:

```
---  
Description: Ticket Owner.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Owner
```

## 108.66 *Frontend::Module###AgentTicketPending*

:

```
---  
Description: Ticket Pending.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Pending
```

## 108.67 *Frontend::Module###AgentTicketPhone*

:

```
---  
Description: Create new phone ticket.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: New phone ticket
```

## 108.68 *Frontend::Module###AgentTicketPhoneInbound*

:

```
---  
Description: Incoming Phone Call.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Phone-Ticket
```

## 108.69 *Frontend::Module###AgentTicketPhoneOutbound*

.

:

```
---
Description: Phone Call.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Phone-Ticket
```

## 108.70 *Frontend::Module###AgentTicketPlain*

.

:

```
---
Description: Ticket plain view of an email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Plain
```

## 108.71 *Frontend::Module###AgentTicketPrint*

.

:

```
---
Description: Ticket Print.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Print
```

## 108.72 *Frontend::Module###AgentTicketPriority*

.

:

```
---
Description: Ticket Priority.
Group: []
GroupRo: []
```

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```
NavBarName: Ticket
Title: Priority
```

### 108.73 *Frontend::Module###AgentTicketProcess*

:

```
---
Description: Create new process ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New process ticket
```

### 108.74 *Frontend::Module###AgentTicketQueue*

:

```
---
Description: Overview of all open Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: QueueView
```

### 108.75 *Frontend::Module###AgentTicketResponsible*

:

```
---
Description: Ticket Responsible.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible
```

### 108.76 *Frontend::Module###AgentTicketResponsibleView*

:

```
---
Description: Responsible Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible Tickets
```

### **108.77 *Frontend::Module###AgentTicketSMS***

.

:

```
---
Description: Create new SMS ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New SMS ticket
```

### **108.78 *Frontend::Module###AgentTicketSMSOutbound***

.

:

```
---
Description: Ticket Outbound SMS.
Group: []
GroupRo: []
NavBarName: Ticket
Title: SMS Outbound
```

### **108.79 *Frontend::Module###AgentTicketSearch***

.

:

```
---
Description: Search Ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Search
```

**108.80 Frontend::Module###AgentTicketService**

:

```

---
Description: Overview of all open Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ServiceView

```

**108.81 Frontend::Module###AgentTicketStatusView**

:

```

---
Description: Overview of all open tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Status view

```

**108.82 Frontend::Module###AgentTicketWatchView**

:

```

---
Description: Watched Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Watched Tickets

```

**108.83 Frontend::Module###AgentTicketWatcher**

:

```

---
Description: A TicketWatcher Module.
Group: []
GroupRo: []

```

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```
NavBarName: Ticket-Watcher
Title: Ticket Watcher
```

### 108.84 *Frontend::Module###AgentTicketZoom*

.  
:

```
---
Description: Ticket Zoom.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Zoom
```

### 108.85 *Frontend::Module###AgentUserSearch*

.  
:

```
---
Description: Agent User Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent User Search
```

### 108.86 *Frontend::Module###AgentVideoChat*

.  
:

```
---
Description: Video and audio call screen.
Group: []
GroupRo: []
NavBarName: ''
```

### 108.87 *Frontend::Module###AgentZoom*

.  
:



```
---
Description: Compat module for AgentZoom to AgentTicketZoom.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

## 108.88 *Frontend::Module###AjaxAttachment*

:

```
---
Description: AJAX attachment.
Group: []
GroupRo: []
NavBarName: ''
Title: AJAX Attachment
```

## 108.89 *Frontend::Module###Logout*

:

```
---
Description: Logout
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

## 108.90 *Frontend::Module###PictureUpload*

:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture Upload
```

### 108.91 *Frontend::NavBarModule###000-CustomerChat*

( ).

:

```
----  
Module: Kernel::Output::HTML::NavBar::AgentChat
```

### 108.92 *Frontend::NavBarModule###1-TicketProcesses*

( ).

:

```
----  
Module: Kernel::Output::HTML::NavBar::AgentTicketProcess
```

### 108.93 *Frontend::NavBarModule###2-AdminFavourites*

( ).

:

```
----  
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

### 108.94 *Frontend::NavBarModule###5-TicketSMS*

( SMS ).

:

```
----  
Module: Kernel::Output::HTML::NavBar::AgentTicketSMS
```

### 108.95 *Frontend::NavBarModule###6-CustomerCompany*

( ).

:

```
----  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

## 108.96 *Frontend::NavBarModule###7-AgentTicketService*

( AgentTicketService ).  
:

```
----  
Module: Kernel::Output::HTML::NavBar::AgentTicketService
```



---

*Frontend → Agent → ModuleRegistration → Loader*

---

## **109.1 *Loader::Module::AgentAppointmentAgendaOverview###002-Calendar***

:

```
---  
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***

:

```
---  
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*

:

```
---
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*

:

```
---
CSS:
- Core.Agent.Chat.Append.css
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.Chat.Append.js
```

### 109.5 *Loader::Module::AgentChatPopup###002-Ticket*

:

```
---
CSS:
- Core.Agent.Chat.css
JavaScript:
- Core.Agent.Chat.js
```

**109.6 Loader::Module::AgentChatPreview###002-Ticket**

:

```

---
JavaScript:
- Core.Agent.Chat.js
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js

```

**109.7 Loader::Module::AgentCustomerInformationCenter###001-Framework**

:

```

---
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**

:

```

---
CSS:
- Core.Agent.CustomerUserAddressBook.css
JavaScript:
- Core.Agent.CustomerUserAddressBook.js

```

**109.9 Loader::Module::AgentCustomerUserInformationCenter###001-Framework**

:

```
---
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*

:

```
---
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*

:

```
---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js
```



**109.12 Loader::Module::AgentFAQCategory###002-FAQ**

:

```

---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js

```

**109.13 Loader::Module::AgentFAQEdit###002-FAQ**

:

```

---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js

```

**109.14 Loader::Module::AgentFAQExplorer###002-FAQ**

:

```

---
CSS:
- Core.Agent.FAQ.Detail.css
JavaScript:
- Core.Agent.FAQ.js

```

**109.15 Loader::Module::AgentFAQJournal###002-FAQ**

:

```

--- {}

```

**109.16 Loader::Module::AgentFAQLanguage###002-FAQ**

:

```
---
JavaScript:
- Core.Agent.FAQ.ConfirmationDialog.js
```

### **109.17 *Loader::Module::AgentFAQSearch###002-FAQ***

:

```
---
JavaScript:
- Core.Agent.FAQ.js
```

### **109.18 *Loader::Module::AgentFAQZoom###002-FAQ***

:

```
---
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***

:

```
---
JavaScript:
- Core.Agent.LinkObject.SearchForm.js
```

### **109.20 *Loader::Module::AgentNotificationView###001-Framework***

:

```

---
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*

:

```

---
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*

:

```

---
CSS:
- thirdparty/nvd3-1.7.1/nv.d3.css
- Core.Agent.Statistics.css
JavaScript:
- thirdparty/d3-3.5.6/d3.min.js
- thirdparty/nvd3-1.7.1/nvd3.min.js
- thirdparty/nvd3-1.7.1/models/OTRSLineChart.js
- thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js
- thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js
- thirdparty/canvg-1.4/rgbcolor.js
- thirdparty/canvg-1.4/StackBlur.js
- thirdparty/canvg-1.4/canvg.js
- thirdparty/StringView-8/stringview.js
- Core.Agent.Statistics.js
- Core.UI.AdvancedChart.js
- Core.Agent.Statistics.ParamsWidget.js

```

## 109.23 *Loader::Module::AgentStatisticsReports###001-Framework*

:

```
---
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*

:

```
---
CSS:
- Core.Agent.SystemContract.css
```

## 109.25 *Loader::Module::AgentTicketAttachmentView###002-Ticket*

:

```
---
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*

:

```
---  
JavaScript:  
- Core.Agent.TicketBounce.js
```

### **109.27 Loader::Module::AgentTicketBulk###002-Ticket**

:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketBulk.js
```

### **109.28 Loader::Module::AgentTicketClose###002-Ticket**

:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.TicketActionCommon.js  
- Core.Agent.TicketFormDraft.js
```

### **109.29 Loader::Module::AgentTicketCompose###002-Ticket**

:

```
---  
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**

:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSplit.js
```

### **109.31 *Loader::Module::AgentTicketEmail###002-FAQ***

:

```
---
JavaScript:
- Core.Agent.FAQ.RelatedArticles.js
```

### **109.32 *Loader::Module::AgentTicketEmail###002-Ticket***

:

```
---
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***

:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmailOutbound.js
- Core.Agent.TicketFormDraft.js
```

### **109.34 *Loader::Module::AgentTicketEmailResend###002-Ticket***

:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmailResend.js
```

### **109.35 Loader::Module::AgentTicketEscalationView###002-Ticket**

:

```
---
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**

:

```
---
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**

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

### 109.38 *Loader::Module::AgentTicketHistory###002-Ticket*

:

```
---
CSS:
- Core.Agent.TicketHistory.css
JavaScript:
- Core.Agent.TicketHistory.js
```

### 109.39 *Loader::Module::AgentTicketLockedView###002-Ticket*

:

```
---
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*

:

```
---
JavaScript:
- Core.Agent.TicketMerge.js
```

### 109.41 *Loader::Module::AgentTicketMove###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketMove.js
- Core.Agent.TicketFormDraft.js
```



## 109.42 *Loader::Module::AgentTicketNote###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.43 *Loader::Module::AgentTicketOwner###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.44 *Loader::Module::AgentTicketPending###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.45 *Loader::Module::AgentTicketPhone###002-FAQ*

:

```
---
JavaScript:
- Core.Agent.FAQ.RelatedArticles.js
```

## 109.46 *Loader::Module::AgentTicketPhone###002-Ticket*

:

```
---
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*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.48 *Loader::Module::AgentTicketPhoneOutbound###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

## 109.49 *Loader::Module::AgentTicketPriority###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

**109.50 *Loader::Module::AgentTicketProcess###002-FAQ***

:

```

---
JavaScript:
- Core.Agent.FAQ.RelatedArticles.js

```

**109.51 *Loader::Module::AgentTicketProcess###002-ProcessManagement***

:

```

---
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***

:

```

---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js

```

**109.53 *Loader::Module::AgentTicketResponsible###002-Ticket***

:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

### **109.54 *Loader::Module::AgentTicketResponsibleView###002-Ticket***

:

```
---
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***

:

```
---
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***

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---  
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*

:

```
---  
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*

:

```
---  
JavaScript:  
- Core.Agent.TicketSMS.js
```

## 109.63 *Loader::Module::AgentVideoChat###002-Ticket*

:

---

CSS:

- Core.Agent.Chat.VideoChat.css





# CHAPTER 110

---

*Frontend → Agent → ModuleRegistration → MainMenu*

---

## **110.1 *Frontend::Navigation###AgentAppointmentAgendaOverview###002-Calendar***

.

:

```
---  
- 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***

.

:

```
---  
- 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

:

```
--- []
```

## 110.4 Frontend::Navigation###AgentChat###002-Ticket

:

```
---
- 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

:

```
---
- AccessKey: c
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
  LinkOption: onclick="window.setTimeout(function(){Core.Agent.
  ↳CustomerInformationCenterSearch.OpenSearchDialog();},
    0); return false;"
  Name: Customer Information Center
  NavBar: Customers
  Prio: '50'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
```

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```
LinkOption: ''
Name: Customers
NavBar: Customers
Prio: '60'
Type: Menu
```

## 110.6 *Frontend::Navigation###AgentCustomerInformationCenterSearch###001-Framework*

.

:

```
--- []
```

## 110.7 *Frontend::Navigation###AgentCustomerUserInformationCenter###001-Framework*

.

:

```
---
- 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*

.

:

```
---
- AccessKey: d
```

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```

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

:

```

---
- 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

:

```

---
- AccessKey: g
  Block: ''
  Description: Category Management.
  Group:
  - admin
  GroupRo: []
  Link: Action=AgentFAQCategory
  LinkOption: ''
  Name: Category Management
  NavBar: FAQ
  Prio: '950'
  Type: ''

```

## 110.11 *Frontend::Navigation###AgentFAQExplorer###002-FAQ*

:

```
---
- 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*

:

```
---
- AccessKey: j
  Block: ''
  Description: FAQ Journal
  Group: []
  GroupRo: []
  Link: Action=AgentFAQJournal
  LinkOption: ''
  Name: Journal
  NavBar: FAQ
  Prio: '930'
  Type: ''
```

## 110.13 *Frontend::Navigation###AgentFAQLanguage###002-FAQ*

:

```

---
- AccessKey: l
  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*

:

```

---
- 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*

:

```
--- []
```

### **110.16 *Frontend::Navigation###AgentLinkObject###001-Framework***

:

```
--- []
```

### **110.17 *Frontend::Navigation###AgentNotificationView###001-Framework***

:

```
---  
- 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***

:

```
--- []
```

### **110.19 *Frontend::Navigation###AgentStatistics###001-Framework***

:



```

---
- 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*

```

---
- AccessKey: ''
  Block: ''
  Description: ''
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatisticsReports;Subaction=Overview
  LinkOption: ''
  Name: Reports
  NavBar: Reports
  Prio: '100'
  Type: ''

```

## 110.21 *Frontend::Navigation###AgentTicketEmail###002-Ticket*

:

```
---  
- 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*

:

```
---  
- 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*

:

```
--- []
```

**110.24 Frontend::Navigation###AgentTicketPhone###002-Ticket**

:

```

---
- 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**

:

```

---
- 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**

:

```

---
- AccessKey: o
  Block: ''
  Description: Overview of all Tickets per assigned Queue.
  Group: []

```

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```

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*

:

```

--- []

```

## 110.28 *Frontend::Navigation###AgentTicketSMS###001-Framework*

:

```

---
- AccessKey: ''
Block: ''
Description: Create new SMS ticket and send it out (outbound).
Group: []
GroupRo: []
Link: Action=AgentTicketSMS
LinkOption: ''
Name: New SMS ticket
NavBar: Ticket
Prio: '230'
Type: ''

```

**110.29 Frontend::Navigation###AgentTicketSearch###002-Ticket**

:

```

---
- 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**

:

```

---
- 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**

:

```

---
- AccessKey: v
  Block: ''

```

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```
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***

```
--- []
```

---

*Frontend → Agent → TicketOverview*

---

## 111.1 *Ticket::Frontend::Overview###Medium*

( CustomerInfo => 1 - )

:

```
---
CustomerInfo: '0'
Module: Kernel::Output::HTML::TicketOverview::Medium
ModulePriority: '200'
Name: Medium
NameShort: M
OverviewMenuModules: '1'
TicketActionsPerTicket: '1'
```

## 111.2 *Ticket::Frontend::Overview###Preview*

( => 1 - , )

:

```
---
CustomerInfo: '0'
CustomerInfoMaxSize: '18'
DefaultPreViewLines: '25'
DefaultViewNewLine: '90'
Module: Kernel::Output::HTML::TicketOverview::Preview
ModulePriority: '300'
Name: Large
NameShort: L
```

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```
OverviewMenuModules: '1'  
StripEmptyLines: '0'  
TicketActionsPerTicket: '1'
```

### 111.3 *Ticket::Frontend::Overview###Small*

( CustomerInfo => 1 - )  
:

```
---  
CustomerInfo: '1'  
Module: Kernel::Output::HTML::TicketOverview::Small  
ModulePriority: '100'  
Name: Small  
NameShort: S
```

### 111.4 *Ticket::Frontend::Overview::PreviewArticleLimit*

:

```
5
```

### 111.5 *Ticket::Frontend::Overview::PreviewArticleSenderTypes*

:

```
---  
agent: '1'  
customer: '1'  
system: '1'
```

### 111.6 *Ticket::Frontend::Overview::PreviewsVisibleForCustomerExpanded*

:



0

### **111.7 *Ticket::Frontend::OverviewMedium###DynamicField***

:

--- {}

### **111.8 *Ticket::Frontend::OverviewPreview###DynamicField***

:

--- {}

### **111.9 *Ticket::Frontend::OverviewSmall###DynamicField***

:

--- {}



---

*Frontend → Agent → TicketOverview → MenuModule*

---

### 112.1 *Ticket::Frontend::OverviewMenuModule###001-Sort*

, .  
:

```
---  
Module: Kernel::Output::HTML::TicketOverviewMenu::Sort
```

### 112.2 *Ticket::Frontend::PreMenuModule###100-Lock*

/ .  
:

```
---  
Action: AgentTicketLock  
Module: Kernel::Output::HTML::TicketMenu::Lock  
Name: Lock  
PopupType: ''  
Target: ''
```

### 112.3 *Ticket::Frontend::PreMenuModule###200-Zoom*

.  
:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
Action: AgentTicketMove
Description: Change queue!
Module: Kernel::Output::HTML::TicketMenu::Move
Name: Move

```

## 112.9 *Ticket::Frontend::PreMenuModule###450-Delete*

```

„rw:group1;move_into:group2” . „Group”

```

:

```

---
Action: AgentTicketMove
Description: Delete this ticket
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Delete

```

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```
PopupType: ''
Target: ''
```

## 112.10 *Ticket::Frontend::PreMenuModule###460-Junk*

```
      junk
„Group”      „rw:group1;move_into:group2” .
:
:
```

```
---
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*

```
---
Age: '1'
Title: '1'
```

---

*Frontend → Agent → ToolBar*

---

## 113.1 *Frontend::ToolBarModule###110-Ticket::AgentTicketQueue*

„rw:group1;move\_into:group2” . „Group”  
:

```
---  
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*

:

```
---  
AccessKey: ''  
CssClass: ChatRequests  
Icon: fa fa-comments-o  
Module: Kernel::Output::HTML::ToolBar::ChatRequests  
Priority: '1030040'
```

### 113.3 *Frontend::ToolBarModule###12-NotificationWebView::AgentNotificationView*

:

```

---
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*

```

„rw:group1;move_into:group2” .

```

„Group”

:

```

---
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*

:

```

---
AccessKey: ''
CssClass: ChatAvailability
Icon: fa fa-circle-o
Module: Kernel::Output::HTML::ToolBar::ChatAvailability
Priority: '1030042'

```



## 113.6 *Frontend::ToolBarModule###130-Ticket::AgentTicketEscalation*

```

„rw:group1;move_into:group2” .                                „Group”
.
:

```

```

---
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*

```

„rw:group1;move_into:group2” .                                „Group”
.
:

```

```

---
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*

```

„rw:group1;move_into:group2” .                                „Group”
.
:

```

```

---
AccessKey: ''
Action: AgentTicketEmail
CssClass: EmailTicket

```

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```

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*

```

„rw:group1;move_into:group2” . „Group”
:

```

```

---
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*

```

„rw:group1;move_into:group2” . „Group”
:

```

```

---
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*

```

„rw:group1;move_into:group2” .
                                „Group”
:

```

```

---
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*

```

„rw:group1;move_into:group2” .
                                „Group”
:

```

```

---
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*

```

„rw:group1;move_into:group2” .
                                „Group”
:

```

```
---  
CssClass: ServiceView  
Icon: fa fa-wrench  
Module: Kernel::Output::HTML::ToolBar::TicketService  
Priority: '1030035'
```

### 113.14 *Frontend::ToolBarModule###210-Ticket::TicketSearchProfile*

```
„rw:group1;move_into:group2” . „Group”  
.  
:
```

```
---  
Block: ToolBarSearchProfile  
Description: Search template  
MaxWidth: '40'  
Module: Kernel::Output::HTML::ToolBar::TicketSearchProfile  
Name: Search template  
Priority: '1990010'
```

### 113.15 *Frontend::ToolBarModule###230-CICSearchCustomerID*

```
          CIC „Group”  
„rw:group1;move_into:group2” .  
.  
:
```

```
---  
Block: ToolBarCICSearchCustomerID  
Description: CustomerID...  
Module: Kernel::Output::HTML::ToolBar::Generic  
Name: CustomerID  
Priority: '1990030'  
Size: '10'
```

### 113.16 *Frontend::ToolBarModule###240-CICSearchCustomerUser*

```
          CIC „Group”  
„rw:group1;move_into:group2” .  
.  
:
```

```
---  
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**

```
---  
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*

```

min;group1;group2); „Default”
        . „Group”
        ( . Group: ad-
        . „CacheTTLLocal”
:

```

```

---
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*

```

        . „Limit”
        . „Group”
( . Group: admin;group1;group2); „Default”
        . „CacheTTLLocal”
        : DefaultColumns
(DynamicField_NameX).

```

:

```

---
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*

```

      . „Limit”
      . „Group”
( . Group: admin;group1;group2;). „Default”
  . „CacheTTLLocal”
(DynamicField_NameX). : DefaultColumns
:

```



```

---
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*

```

. „Limit”
. „Group”
( . Group: admin;group1;group2;). „Default”
. „CacheTTLLocal”
: DefaultColumns
(DynamicField_NameX).
:

```

```
---
```

(continues on next page)

(continued from previous page)

```

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

```

      . „Limit”
      . „Group”
( . Group: admin;group1;group2;). „Default”
  . „CacheTTLLocal”
  : DefaultColumns
(DynamicField_NameX).
:

```

```

---
Attributes: StateType=open;
Block: ContentLarge

```

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(continued from previous page)

```

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

```

ID . „Group” ( . Group: ad-
min;group1;group2;). „Default” . „CacheTTLLocal”
.
:
```

```

---
Attributes: ''
Block: ContentSmall
CacheTTLLocal: '0.5'
Default: '1'
Description: Company Status

```

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```
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerIDStatus
Permission: ro
Title: Company Status
```

## 114.7 *AgentCustomerInformationCenter::MainMenu###010-EditCustomerID*

```
----
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***

:

```
---  
Module: Kernel::Output::HTML::CustomerUser::OverviewAddressBook  
Name: AddressBook
```



---

*Frontend → Agent → View → CustomerUserInformationCenter*

---

## 116.1 *AgentCustomerUserInformationCenter::Backend###0050-CUIC-CustomerIDList*

```

        . „Limit”
        . „Group”
    ( . Group: admin;group1;group2;). „Default”
      . „CacheTTLLocal”
:

```

```

---
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*

```

        . „Limit”
        . „Group”
    ( . Group: admin;group1;group2;). „Default”
      . „CacheTTLLocal”
      : DefaultColumns
    (DynamicField_NameX).

```

:

```

---
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

```

      . „Limit”
      . „Group”
( . Group: admin;group1;group2;). „Default”
  . „CacheTTLLocal”
(DynamicField_NameX). : DefaultColumns
:

```



```

---
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

```

      . „Limit”
      . „Group”
( . Group: admin;group1;group2;). „Default”
  . „CacheTTLLocal”
  : DefaultColumns
(DynamicField_NameX).
:

```

```
---
```

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```

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*

```

      . „Limit”
      . „Group”
( . Group: admin;group1;group2;). „Default”
  . „CacheTTLLocal”
  : DefaultColumns
(DynamicField_NameX).
:

```

```

---
Attributes: StateType=open;
Block: ContentLarge

```

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```
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*

```
,      , CustomerCompany_ , (CustomerUser CustomerCompany). CustomerCompany
      .
      :
```

```
---
Email:
- UserLogin
- UserFirstname
- UserLastname
- UserEmail
- UserCustomerID
```

## 117.2 *CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFi*

```
,      , CustomerCompany_ , (CustomerUser CustomerCompany). CustomerCompany
      .
      :
```

```
---
- UserFirstname
- UserLastname
- UserLogin
```

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- UserMobile
- UserCustomerID

### 117.3 *CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchPa*

' CustomerTicketTextField' .

:

```
---  
Email:  
  CustomerTicketTextField: UserMailString  
  Order::Default: Up  
  PageShown: '50'  
  SearchLimit: '10000'  
  SortBy::Default: UserLogin
```

### 117.4 *CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchPa*

' CustomerTicketTextField' .

:

```
---  
CustomerTicketTextField: UserMobile  
Order::Default: Up  
PageShown: '50'  
SearchLimit: '10000'  
SortBy::Default: UserLogin
```

### 117.5 *CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowCol*

:

- ```
---  
Email:  
- UserFirstname  
- UserLastname  
- UserLogin  
- UserEmail  
- UserCustomerID
```

## 117.6 *CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowCol*

:

```
---  
- UserFirstname  
- UserLastname  
- UserLogin  
- UserMobile  
- UserCustomerID
```





---

*Frontend → Agent → View → Dashboard*

---

## 118.1 *AgentCustomerInformationCenter::Backend###0600-CIC-CustomerCompanyInformation*

```

min;group1;group2;). „Default”
                                . „Group”
                                ( . Group: ad-
                                . „CacheTTLLocal”
:

```

```

---
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*

```

admin;group1;group2;). „Default”
                                . „Group”
                                ( . Group:
                                . „Ca-
:

```

```

---
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*

```

min;group1;group2;). „Default” ( . Group: ad-
. „Group” . „CacheTTLLocal”
.
:
    
```

```

---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
    
```

### 118.4 *DashboardBackend###0000-ProductNotify*

```

. „Group” ( . Group: admin;group1;group2;). „Default”
. „Mandatory” . „CacheTTLLocal”
.
:
    
```

```

---
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

```

        . „Limit”
        . „Group”
( . Group: admin;group1;group2); „Default”
    . „CacheTTLLocal”
    . „Mandatory”
    : DefaultColumns (DynamicField_NameX).
:

```

```

---
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

```

        . „Limit”
        . „Group”
( . Group: admin;group1;group2); „Default”
    . „CacheTTLLocal”
    . „Mandatory”
    : DefaultColumns (DynamicField_NameX).
:

```

```

---
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

```

        . „Limit”
        . „Group”
    ( . Group: admin;group1;group2;). „Default”
    . „CacheTTLLocal”
    . „Mandatory”
    : DefaultColumns (DynamicField_NameX).
:

```

```

---
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

```

        . „Limit”
        . „Group”
    ( . Group: admin;group1;group2;). „Default”

```

```

    . „CacheTTLLocal”
      : DefaultColumns
    . „Mandatory”
      : (DynamicField_NameX).

```

```

---
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

```

    . „Limit”
      : ( . Group: admin;group1;group2;). „Default”
    . „CacheTTLLocal”
      : . „Mandatory”
    . „Group”

```

```

---
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

```

      „Group”
      ( . Group: admin;group1;group2;). „Default”
      . „CacheTTL”
      .
„Mandatory”
      .
      :

```

```

---
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

```

min;group1;group2); „Default”
        . „Group”
        ( . Group: ad-
        . „Mandatory”
        .
        :

```

```

---
Block: ContentLarge
Default: '1'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::MOTD
Title: Message of the Day

```

### 118.12 DashboardBackend###0250-TicketStats

```

        . „Limit”
        ( . Group: admin;group1;group2); „Default”
        . „CacheTTLLocal”
        . „Mandatory”
        . „Group”
        .
        :

```

```

---
Block: ContentSmall
CacheTTLLocal: '30'
Changed: '1'
Closed: '1'
Default: '1'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketStatsGeneric

```

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```

Permission: rw
Title: 7 Day Stats

```

### 118.13 DashboardBackend###0260-TicketCalendar

```

        . „Limit”
        . „Group”
( . Group: admin;group1;group2;). „Default”
    . „CacheTTLLocal”
        . „Mandatory”
    .
    :

```

```

---
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

```

        . „Limit”
        . „Group”
( . Group: admin;group1;group2;). „QueuePermissionGroup”
    . „States”
        . „CacheTTLLocal”
        . „Default”
        . „Mandatory”
    .
    :

```

```

---
Block: ContentLarge
CacheTTLLocal: '2'
Default: '1'
Description: Provides a matrix overview of the tickets per state per queue
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketQueueOverview
Permission: rw
QueuePermissionGroup: ''
Sort: SortBy=Age;OrderBy=Up
States:
    '1': new
    '4': open

```

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```
'6': pending reminder
Title: Ticket Queue Overview
```

## 118.15 DashboardBackend###0280-DashboardEventsTicketCalendar

```

        . „Limit”
        . „Group”
( . Group: admin;group1;group2;). „Default”
  . „CacheTTLLocal”
  . „Mandatory”
.
:

```

```

---
Block: ContentLarge
CacheTTL: '0'
Default: '0'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::EventsTicketCalendar
Title: Events Ticket Calendar
```

## 118.16 DashboardBackend###0300-IFrame

```

        . „Group”
        ( . Group: admin;group1;group2;). „Default”
        . „CacheTTL”
„Mandatory”
.
:

```

```

---
Align: left
Block: ContentLarge
Default: '1'
Description: Some description!
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

```

        . „Limit”                . „Group”                ( .
Group: admin;group1;group2;). „Default”                .
„CacheTTLLocal”                . „Mandatory”
:

```

```

---
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

```

        . „Limit”                . „Group”                ( .
Group: admin;group1;group2;). „Default”                .
:

```

```

---
Block: ContentSmall
Default: '1'
Description: ''
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::FAQ
Title: Latest updated FAQ articles
Type: LastChange

```

## 118.19 DashboardBackend###0399-FAQ-LastCreate

```

        . „Limit”                . „Group”                ( .
Group: admin;group1;group2;). „Default”                .
:

```

```

---
Block: ContentSmall
Default: '1'
Description: ''
Group: ''

```

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```
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::FAQ
Title: Latest created FAQ articles
Type: LastCreate
```

## 118.20 DashboardBackend###0400-UserOnline

```

      . „Limit”
Group: admin;group1;group2;). „Default”
„CacheTTLLocal”
      . „Mandatory”
      . „Group”
      ( .
      .
      .
      :
```

```
---
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

```

      . „Limit”
Group: admin;group1;group2;). „Default”
„CacheTTL”
      . „Mandatory”
      . „Group”
      ( .
      .
      .
      :
```

```
---
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

```

        . „Limit”
        . „Group”
Group: admin;group1;group2;). „Default”
„CacheTTL”
        . „Mandatory”
:

```

```

---
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

```

        . „Cmd”
        . „Group”
admin;group1;group2;). „Default”
        . „Ca-
cheTTL”
        . „Mandatory”
:

```

```

---
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**

```

Limit: '10'
Group: admin;group1;group2;
CacheTTLLocal: '5'
Mandatory: '0'

```

```

---
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*

. 95%.  
.  
:

```
95
```

### 119.2 *DashboardEventsTicketCalendar###Queues*

.  
.  
:

```
----  
- Raw
```

### 119.3 *DashboardEventsTicketCalendar::DynamicFieldEndTime*

e : „ / ” o  
/  
:

```
TicketCalendarEndTime
```

## 119.4 *DashboardEventsTicketCalendar::DynamicFieldStartTime*

```
    / . : " / "
```

```
TicketCalendarStartTime
```

## 119.5 *DashboardEventsTicketCalendar::DynamicFieldsForEvents*

the dynamic fields that are used for displaying on calendar events.

```
    .  
    :
```

```
---  
- TicketCalendarStartTime  
- TicketCalendarEndTime
```

## 119.6 *DashboardEventsTicketCalendar::TicketFieldsForEvents*

```
    . " " " " .  
    . " " " " .  
    .  
    :
```

```
---  
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*

1



---

*Frontend* → *Agent* → *View* → *FAQAdd*

---

### 121.1 *FAQ::Frontend::AgentFAQAdd###DynamicField*

FAQ

:

```
--- {}
```

### 121.2 *FAQ::Frontend::AgentFAQAdd###RichTextHeight*

RTF ( ) ( ).

:

```
320
```

### 121.3 *FAQ::Frontend::AgentFAQAdd###RichTextWidth*

RTF ( ) ( ).

:

```
620
```



---

*Frontend → Agent → View → FAQEdit*

---

### 122.1 *FAQ::Frontend::AgentFAQEdit###DynamicField*

FAQ

:

--- {}

### 122.2 *FAQ::Frontend::AgentFAQEdit###RichTextHeight*

RTF ( ) ( ).

:

320

### 122.3 *FAQ::Frontend::AgentFAQEdit###RichTextWidth*

RTF ( ) ( ).

:

620



---

*Frontend → Agent → View → FAQExplorer*

---

### 123.1 *FAQ::Frontend::AgentFAQExplorer###Order::Default*

FAQ . . : . : .  
:  
:

Down

### 123.2 *FAQ::Frontend::AgentFAQExplorer###SearchLimit*

FAQ FAQ .  
:  
:

200

### 123.3 *FAQ::Frontend::AgentFAQExplorer###ShowColumns*

FAQ .  
:  
:

```
---  
Category: '0'  
Changed: '0'  
Language: '1'  
State: '1'  
Title: '1'  
Valid: '1'
```

### 123.4 *FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems*

```
FAQ .  
.  
:  
:
```

```
0
```

### 123.5 *FAQ::Frontend::AgentFAQExplorer###SortBy::Default*

```
FAQ .  
.  
:  
:
```

```
FAQID
```

### 123.6 *FAQ::Frontend::AgentFAQExplorer###TitleSize*

```
FAQ FAQ .  
.  
:  
:
```

```
50
```



---

*Frontend → Agent → View → FAQJournal*

---

### 124.1 *FAQ::Frontend::AgentFAQJournal###JournalLimit*

FAQ                      FAQ                      .

:

```
200
```

### 124.2 *FAQ::Frontend::AgentFAQJournal###ShowColumns*

FAQ                      .

:

```
---  
Category: '1'  
Name: '1'  
Time: '1'  
Title: '1'  
Valid: '1'
```

### 124.3 *FAQ::Frontend::AgentFAQJournal###TitleSize*

FAQ                      FAQ                      .

:

50

---

*Frontend → Agent → View → FAQPrint*

---

### 125.1 *FAQ::Frontend::AgentFAQPrint###DynamicField*

FAQ

:

```
--- {}
```



---

*Frontend → Agent → View → FAQSearch*

---

### 126.1 *FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch*

FAQ          FAQ          .  
.  
:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs`
```

---

FAQ          FAQ          .  
.  
:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs`
```

---

FAQ          FAQ          .  
.  
:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext`
```

---

FAQ          FAQ          .  
:

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint`
```

```
FAQ      FAQ      .  
.  
:
```

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot`
```

```
FAQ      FAQ      .  
.  
:
```

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint`
```

```
FAQ      FAQ      .  
.  
:
```

```
`FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot`
```

```
FAQ      FAQ      .  
.  
:
```

```
`FAQ::Frontend::AgentFAQSearch###Defaults###Keyword`
```

```
FAQ      FAQ      .  
.  
:
```

```
`FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs`
```

```
FAQ      FAQ      .  
.  
:
```

```
`FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs`
```

---

FAQ            FAQ            .  
.  
:

`FAQ::Frontend::AgentFAQSearch###Defaults###Number`

---

FAQ            FAQ            .  
.  
:

`FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType`

---

FAQ            FAQ            .  
.  
:

`FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs`

---

FAQ            FAQ            .  
.  
:

`FAQ::Frontend::AgentFAQSearch###Defaults###Title`

---

FAQ            FAQ            .  
.  
:

`FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs`

---

FAQ            FAQ            .  
.  
:

`FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType`

---

FAQ                      FAQ  
:  
:

```
`FAQ::Frontend::AgentFAQSearch###DynamicField`
```

FAQ  
:

```
--- {}
```

### 126.2 *FAQ::Frontend::AgentFAQSearch###Order::Default*

FAQ                      :                      :  
:  
:

```
Down
```

### 126.3 *FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField*

CSV  
:

```
--- {}
```

### 126.4 *FAQ::Frontend::AgentFAQSearch###SearchLimit*

FAQ  
:  
:

```
200
```



**126.5 FAQ::Frontend::AgentFAQSearch###ShowColumns**

```

FAQ .
.
:

```

```

----
Category: '1'
Changed: '1'
Language: '1'
State: '1'
Title: '1'
Valid: '1'

```

**126.6 FAQ::Frontend::AgentFAQSearch###SortBy::Default**

```

FAQ .
.
:

```

```

FAQID

```

**126.7 FAQ::Frontend::AgentFAQSearch###TitleSize**

```

FAQ FAQ .
.
:

```

```

50

```



---

*Frontend → Agent → View → FAQZoom*

---

### 127.1 *FAQ::Frontend::AgentFAQZoom###DynamicField*

FAQ .

:

```
--- {}
```

### 127.2 *FAQ::Frontend::AgentHTMLFieldHeightDefault*

( ) HTML AgentFAQZoom.

.

:

```
100
```

### 127.3 *FAQ::Frontend::AgentHTMLFieldHeightMax*

( ) HTML AgentFAQZoom.

.

:

```
2500
```



---

*Frontend → Agent → View → FAQZoom → MenuModule*

---

### 128.1 *FAQ::Frontend::MenuModule###000-Back*

FAQ .

:

```
---  
Action: ''  
Description: Back  
Link: '[% Env("LastScreenOverview") %]'  
Module: Kernel::Output::HTML::FAQMenu::Generic  
Name: Back  
Target: Back
```

### 128.2 *FAQ::Frontend::MenuModule###010-Edit*

FAQ .

:

```
---  
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*

FAQ .  
:

```
---  
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*

FAQ .  
:

```
---  
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*

FAQ FAQ .  
:

```
---  
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*

FAQ .  
:

```
---  
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***

0



---

*Frontend → Agent → View → NotificationView*

---

## **130.1 Notification::Transport::NotificationView::DaysToKeep**

( ' 0' ).

:

```
30
```

## **130.2 NotificationView::Frontend::AgentNotificationView###DefaultColumns**

:

```
---  
Age: '2'  
Name: '2'  
ObjectReference: '2'  
ObjectType: '2'  
Subject: '2'
```

## **130.3 NotificationView::Frontend::BulkFeature**

:

1

## 130.4 *NotificationView::Frontend::BulkFeatureGroup*

:

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

## 130.5 *NotificationView::Frontend::Overview###Small*

:

```
---  
Module: Kernel::Output::HTML::NotificationView::Small  
ModulePriority: '100'  
Name: Small  
NameShort: S
```

## 130.6 *NotificationView::ObjectType###Appointment*

:

```
---  
FilterPrio: '1020'  
Hook: '[% Translate("Appointment") | html %]:'  
Link: Action=AgentAppointmentCalendarOverview;AppointmentID=[% Data.ObjectID  
→| html  
%]  
Name: Appointment Notifications
```

## 130.7 *NotificationView::ObjectType###Calendar*

:

```
---
FilterPrio: '1030'
Hook: '[% Translate("Calendar") | html %]:'
Link: Action=AgentAppointmentCalendarManage;Subaction=Edit;CalendarID=[% Data.
↳ObjectID
  | html %]
Name: Calendar Notifications
```

## 130.8 NotificationView::ObjectType###Ticket

:

```
---
FilterPrio: '1010'
Hook: '[% Config("Ticket::Hook") | html %]'
```

Link: Action=AgentTicketZoom;TicketID=[% Data.ObjectID | html %]

Name: Ticket Notifications



---

*Frontend → Agent → View → Preferences*

---

## 131.1 *AgentPreferencesGroups*

```
---
- 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

```

Active: 0
PreferenceGroup:

```

```

---
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

```

Active: 0
PreferenceGroup:

```

```

---
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

```

CSV:
Active: 0
PreferenceGroup:

```

```

---
Active: '1'
Data:
  ': '

```

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```

',': ','
;: ;
\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

```

: 'Active' 0
'PreferenceGroup'
:

```

```

---
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

```

( )
:

```

```

---
Active: '0'
Data:
'10': '10'
'15': '15'
'20': '20'
'25': '25'
'30': '30'
'35': '35'

```

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```

'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

```

CreateNextMask : 'Active' 0
                'PreferenceGroup'
:

```

```

---
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

```

---
Active: '1'
Desc: Your selection of your preferred external chat channels. You will be
→notified
  about external chat requests in these chat channels.
Label: My Chat Channels
Module: Kernel::Output::HTML::Preferences::CustomChatChannel
Permission: ro
PrefKey: ExternalChannels

```

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```
PreferenceGroup: NotificationSettings
Prio: '10000'
```

## 131.9 PreferencesGroups###CustomQueue

```
CustomQueue . : ' Active' 0
              ' PreferenceGroup'
```

```
---
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

```
CustomService . : ' Active' 0
                ' PreferenceGroup'
```

```
---
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

```
( ) .
:
```

```

---
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

```

: 'Active' 0
'PreferenceGroup'
:

```

```

---
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

```

( , ) : 'Active' 0
'PreferenceGroup'
:

```

```

---
Active: '0'

```

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```

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

( FAQ ) FAQ .  
:

```

---
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

( FAQ ) FAQ.  
:

```

---
Active: '0'
Data:

```

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```

'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

```

:      ' Active' 0
      ' PreferenceGroup'
:
:
:

```

```

---
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

```

:      ' Active' 0
      ' PreferenceGroup'
:
:
:

```

:

```

---
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

```

: 'Active' 0
: 'PreferenceGroup'
:
:

```

```

---
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

:

```

---
Active: '0'
Desc: Column ticket filters for Notification web view type "Small".
Key: ''
Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous
Prio: '8100'

```

## 131.20 PreferencesGroups###NotificationViewSmallPageShown

```
(
)
:
```

```
---
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

```

:
' Active' 0
' PreferenceGroup'
```

```
---
Active: '1'
Block: OutOfOffice
Desc: If you're going to be out of office, you may wish to let other users
↳know by
  setting the exact dates of your absence.
Key: ''
Label: Out Of Office Time
Module: Kernel::Output::HTML::Preferences::OutOfOffice
PrefKey: UserOutOfOffice
PreferenceGroup: UserProfile
Prio: '4000'
```

## 131.22 PreferencesGroups###Password

```

. PasswordRegExp
PasswordMinSize. 2 2 1. Password-
Min2Characters (0 1). PasswordNeedDigit
```



```
(0 1). PasswordMaxLoginFailed
      : 'Active' 0
      : 'PreferenceGroup'
```

```
---
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

```
RefreshTime
      : 'Active' 0
      : 'PreferenceGroup'
```

```
---
Active: '1'
Data:
  '0': off
  '10': 10 minutes
  '15': 15 minutes
  '2': ' 2 minutes'
  '5': ' 5 minutes'
  '7': ' 7 minutes'
DataSelected: '0'
Desc: If enabled, the different overviews (Dashboard, LockedView, QueueView)
      ↪will
      automatically refresh after the specified time.
Key: ''
Label: Overview Refresh Time
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserRefreshTime
PreferenceGroup: Miscellaneous
Prio: '2000'
```

## 131.24 PreferencesGroups###Skin

```

:      ' Active' 0
      ' PreferenceGroup'
:
:
:

```

```

---
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

```

:      ' Active' 0
      ' PreferenceGroup'
:
:
:

```

```

---
Active: '1'
Desc: Select your preferred theme for OTRS.
Key: ''
Label: Theme
Module: Kernel::Output::HTML::Preferences::Theme
NeedsReload: '1'
PrefKey: UserTheme
PreferenceGroup: Miscellaneous
Prio: '3000'

```

## 131.26 PreferencesGroups###TicketOverviewFilterSettings

```

:      ' Active' 0
      ' PreferenceGroup'
:
:
:

```

```

---
Active: '0'
Desc: Column ticket filters for Ticket Overviews type "Small".
Key: ''

```

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```

Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous
Prio: '8100'

```

### 131.27 PreferencesGroups###TicketOverviewMediumPageShown

```

(      )      .      :      ' Active' 0
      ,      .      ' PreferenceGroup'
      .
      :

```

```

---
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

```

(      )      .      :      ' Active' 0
      ,      .      ' PreferenceGroup'
      .
      :

```

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'

```

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```

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

```

(      )      :      ' Active' 0
      ,      .      ' PreferenceGroup'
      .
      :

```

```

---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Ticket limit per page for Ticket Overview "Small".
Key: ''
Label: Ticket Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'

```

### 131.30 PreferencesGroups###TimeZone

```

      :      ' Active' 0
      ,      .      ' PreferenceGroup'
      .
      :

```

```

---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to
↳this
   time zone.
Key: ''

```

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```
Label: Time Zone
Module: Kernel::Output::HTML::Preferences::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: UserProfile
Prio: '3500'
```

### 131.31 *PreferencesTable*

:

```
user_preferences
```

### 131.32 *PreferencesTableKey*

:

```
preferences_key
```

### 131.33 *PreferencesTableUserID*

:

```
user_id
```

### 131.34 *PreferencesTableValue*

:

```
preferences_value
```



---

*Frontend → Agent → View → Stats*

---

### **132.1 Stats::CustomerIDAsMultiSelect**

( ).

:

1

### **132.2 Stats::CustomerUserLoginsAsMultiSelect**

( ).

:

0

### **132.3 Stats::DefaultSelectedDynamicObject**

(Form: Common Specification).

:

Ticket

## 132.4 *Stats::DefaultSelectedFormat*

(Form: Common Specification). (Stats::Format).

```
----  
- Print  
- CSV  
- Excel  
- D3::BarChart  
- D3::LineChart  
- D3::StackedAreaChart
```

## 132.5 *Stats::DefaultSelectedPermissions*

(Form: Common Specification).

```
----  
- stats
```

## 132.6 *Stats::ExchangeAxis*

```
0
```

## 132.7 *Stats::Format*

```
----  
CSV: CSV  
D3::BarChart: 'Graph: Bar Chart'  
D3::LineChart: 'Graph: Line Chart'  
D3::StackedAreaChart: 'Graph: Stacked Area Chart'
```

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Excel: Excel  
Print: Print

### 132.8 *Stats::SearchLimit*

1000

### 132.9 *Stats::SearchPageShown*

50

### 132.10 *Stats::UseAgentElementInStats*

0

### 132.11 *Stats::UseInvalidAgentInStats*

1



---

*Frontend → Agent → View → TicketBounce*

---

### **133.1 *Ticket::Frontend::AgentTicketBounce###Permission***

:

bounce

### **133.2 *Ticket::Frontend::AgentTicketBounce###RequiredLock***

).

( ,

:

1

### **133.3 *Ticket::Frontend::AgentTicketBounce###StateDefault***

:

closed successful

## 133.4 *Ticket::Frontend::AgentTicketBounce###StateType*

```
----  
- open  
- closed
```

## 133.5 *Ticket::Frontend::BounceText*

```
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***

:

```
--- {}
```

**134.2 *Ticket::Frontend::AgentTicketBulk###IsVisibleForCustomerDefault***

:

```
0
```

**134.3 *Ticket::Frontend::AgentTicketBulk###Owner***

:

```
1
```

### 134.4 *Ticket::Frontend::AgentTicketBulk###Priority*

:

1

### 134.5 *Ticket::Frontend::AgentTicketBulk###PriorityDefault*

:

3 normal

### 134.6 *Ticket::Frontend::AgentTicketBulk###RequiredLock*

:

1

### 134.7 *Ticket::Frontend::AgentTicketBulk###Responsible*

:

1

### 134.8 *Ticket::Frontend::AgentTicketBulk###State*

:

1

### 134.9 *Ticket::Frontend::AgentTicketBulk###StateDefault*

:

```
open
```

### 134.10 *Ticket::Frontend::AgentTicketBulk###StateType*

:

```
----  
- open  
- closed  
- pending reminder  
- pending auto
```

### 134.11 *Ticket::Frontend::AgentTicketBulk###TicketType*

:

```
1
```

### 134.12 *Ticket::Frontend::BulkFeature*

:

```
1
```

### 134.13 *Ticket::Frontend::BulkFeatureGroup*

:

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



---

*Frontend* → *Agent* → *View* → *TicketClose*

---

### 135.1 *Ticket::Frontend::AgentTicketClose###Body*

:

```
`Ticket::Frontend::AgentTicketClose###DynamicField`
```

:

```
--- {}
```

### 135.2 *Ticket::Frontend::AgentTicketClose###FormDraft*

:

```
1
```

### 135.3 *Ticket::Frontend::AgentTicketClose###HistoryComment*

:

%%Close

### 135.4 *Ticket::Frontend::AgentTicketClose###HistoryType*

:

AddNote

### 135.5 *Ticket::Frontend::AgentTicketClose###InformAgent*

( / ) ,

:

0

### 135.6 *Ticket::Frontend::AgentTicketClose###InvolvedAgent*

:

0

### 135.7 *Ticket::Frontend::AgentTicketClose###IsVisibleForCustomerDefault*

:

0

### 135.8 *Ticket::Frontend::AgentTicketClose###Note*

. Ticket::Frontend::NeedAccountedTime .

:

1

### 135.9 *Ticket::Frontend::AgentTicketClose###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

1

### 135.10 *Ticket::Frontend::AgentTicketClose###Owner*

0

### 135.11 *Ticket::Frontend::AgentTicketClose###OwnerMandatory*

0

### 135.12 *Ticket::Frontend::AgentTicketClose###Permission*

close

### 135.13 *Ticket::Frontend::AgentTicketClose###Priority*

0

### 135.14 *Ticket::Frontend::AgentTicketClose###PriorityDefault*

:

3 normal

### 135.15 *Ticket::Frontend::AgentTicketClose###Queue*

:

0

### 135.16 *Ticket::Frontend::AgentTicketClose###QueueMandatory*

:

0

### 135.17 *Ticket::Frontend::AgentTicketClose###RequiredLock*

( , )

:

1

### 135.18 *Ticket::Frontend::AgentTicketClose###Responsible*

:

0

### 135.19 *Ticket::Frontend::AgentTicketClose###ResponsibleMandatory*

:

0

### 135.20 *Ticket::Frontend::AgentTicketClose###RichTextHeight*

RTF ( ) ( ).

:

100

### 135.21 *Ticket::Frontend::AgentTicketClose###RichTextWidth*

RTF ( ) ( ).

:

620

### 135.22 *Ticket::Frontend::AgentTicketClose###SLAMandatory*

SLA

:

0

### 135.23 *Ticket::Frontend::AgentTicketClose###Service*

(Ticket::Service ).

:

0

**135.24 *Ticket::Frontend::AgentTicketClose###ServiceMandatory***

0

**135.25 *Ticket::Frontend::AgentTicketClose###State***

1

**135.26 *Ticket::Frontend::AgentTicketClose###StateDefault***

closed successful

**135.27 *Ticket::Frontend::AgentTicketClose###StateMandatory***

0

**135.28 *Ticket::Frontend::AgentTicketClose###StateType***

```
---  
- closed
```

### 135.29 *Ticket::Frontend::AgentTicketClose###Subject*

:

```
`Ticket::Frontend::AgentTicketClose###TicketType`
```

(Ticket::Type ).

:

```
0
```

### 135.30 *Ticket::Frontend::AgentTicketClose###Title*

:

```
0
```





---

*Frontend → Agent → View → TicketCompose*

---

### **136.1 *Ticket::Frontend::AgentTicketCompose###DynamicField***

:

```
--- {}
```

### **136.2 *Ticket::Frontend::AgentTicketCompose###FormDraft***

:

```
1
```

### **136.3 *Ticket::Frontend::AgentTicketCompose###IsVisibleForCustomerDefault***

:

```
1
```

### 136.4 *Ticket::Frontend::AgentTicketCompose###Permission*

:

compose

### 136.5 *Ticket::Frontend::AgentTicketCompose###RequiredLock*

( , ).

:

1

### 136.6 *Ticket::Frontend::AgentTicketCompose###RichTextHeight*

RTF ( ) ( ).

:

320

### 136.7 *Ticket::Frontend::AgentTicketCompose###RichTextWidth*

RTF ( ) ( ).

:

620

### 136.8 *Ticket::Frontend::AgentTicketCompose###StateDefault*

/ , .

:

open

**136.9 Ticket::Frontend::AgentTicketCompose###StateType**

```

----
- open
- closed
- pending auto
- pending reminder

```

**136.10 Ticket::Frontend::ComposeAddCustomerAddress**

```
1
```

**136.11 Ticket::Frontend::ComposeReplaceSenderAddress**

```
0
```

**136.12 Ticket::Frontend::Quote**

```
plaintext
```

```
>
```

**136.13 Ticket::Frontend::ResponseFormat**

```
Data.OrigFromName | html %) ([% Data.OrigFrom | html %] , [%
```

:

```
[% Data.Salutation | html %]  
[% Data.StdResponse | html %]  
[% Data.Signature | html %]  
  
[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html  
→%] [% Translate("wrote") | html %]:  
[% Data.Body | html %]
```

## 136.14 *Ticket::Frontend::ResponseQuoteMaxLines*

:

99

---

*Frontend → Agent → View → TicketCustomer*

---

### **137.1 *Ticket::Frontend::AgentTicketCustomer###Permission***

:

customer

### **137.2 *Ticket::Frontend::AgentTicketCustomer###RequiredLock***

).

(

,

:

0

### **137.3 *Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly***

ID

:

1



---

*Frontend → Agent → View → TicketEmailNew*

---

### **138.1 *Ticket::Frontend::AgentTicketEmail###Body***

:

```
`Ticket::Frontend::AgentTicketEmail###DynamicField`
```

---

:

```
--- {}
```

---

### **138.2 *Ticket::Frontend::AgentTicketEmail###HistoryComment***

a

:

```
`Ticket::Frontend::AgentTicketEmail###HistoryType`
```

---

:

---

EmailAgent

### 138.3 *Ticket::Frontend::AgentTicketEmail###IsVisibleForCustomer*

:

1

### 138.4 *Ticket::Frontend::AgentTicketEmail###Priority*

:

3 normal

### 138.5 *Ticket::Frontend::AgentTicketEmail###RichTextHeight*

RTF ( ) ( ).

:

320

### 138.6 *Ticket::Frontend::AgentTicketEmail###RichTextWidth*

RTF ( ) ( ).

:

620

### 138.7 *Ticket::Frontend::AgentTicketEmail###SLAMandatory*

SLA

:



0

### 138.8 *Ticket::Frontend::AgentTicketEmail###SenderType*

:

agent

### 138.9 *Ticket::Frontend::AgentTicketEmail###ServiceMandatory*

:

0

### 138.10 *Ticket::Frontend::AgentTicketEmail###SplitLinkType*

:

----  
Direction: Target  
LinkType: ParentChild

### 138.11 *Ticket::Frontend::AgentTicketEmail###StateDefault*

:

open

### 138.12 *Ticket::Frontend::AgentTicketEmail###StateType*

:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

### 138.13 *Ticket::Frontend::AgentTicketEmail###Subject*

( . ' ' ) .

.  
:

```
`Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly`
```

ID .  
.  
:

```
1
```

---

*Frontend → Agent → View → TicketEmailOutbound*

---

**139.1 *Ticket::Frontend::AgentTicketEmailOutbound###DynamicField***

:

```
--- {}
```

**139.2 *Ticket::Frontend::AgentTicketEmailOutbound###FormDraft***

:

```
1
```

**139.3 *Ticket::Frontend::AgentTicketEmailOutbound###IsVisibleForCustomerDe***

:

```
0
```

**139.4 *Ticket::Frontend::AgentTicketEmailOutbound###Permission***

:

compose

### 139.5 *Ticket::Frontend::AgentTicketEmailOutbound###RequiredLock*

( , ).

:

1

### 139.6 *Ticket::Frontend::AgentTicketEmailOutbound###RichTextHeight*

RTF ( ) ( ).

:

300

### 139.7 *Ticket::Frontend::AgentTicketEmailOutbound###RichTextWidth*

RTF ( ) ( ).

:

620

### 139.8 *Ticket::Frontend::AgentTicketEmailOutbound###StateDefault*

, .

:

open

## 139.9 *Ticket::Frontend::AgentTicketEmailOutbound###StateType*

:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```



---

*Frontend → Agent → View → TicketEmailResend*

---

**140.1 *Ticket::Frontend::AgentTicketEmailResend###IsVisibleForCustomerDefa***

:

1

**140.2 *Ticket::Frontend::AgentTicketEmailResend###Permission***

:

compose

**140.3 *Ticket::Frontend::AgentTicketEmailResend###RequiredLock***

).

(

,

:

1

## 140.4 *Ticket::Frontend::AgentTicketEmailResend###RichTextHeight*

RTF . ( ) ( ).  
:

300

## 140.5 *Ticket::Frontend::AgentTicketEmailResend###RichTextWidth*

RTF . ( ) ( ).  
:

620



---

*Frontend → Agent → View → TicketEscalation*

---

## 141.1 *Ticket::Frontend::AgentTicketEscalationView###DefaultColumns*

Field\_NameX) ( . CustomerUserPhone, CustomerCompanyName). (Dynamic-  
:

```
---  
Age: '2'  
Changed: '1'  
Created: '1'  
CustomerCompanyName: '1'  
CustomerID: '2'  
CustomerName: '1'  
CustomerUserID: '1'  
EscalationResponseTime: '1'  
EscalationSolutionTime: '1'  
EscalationTime: '2'  
EscalationUpdateTime: '1'  
Lock: '2'  
Owner: '2'  
PendingTime: '1'  
Priority: '1'  
Queue: '2'  
Responsible: '1'  
SLA: '1'  
Sender: '2'  
Service: '1'  
State: '2'  
Subject: '1'  
TicketNumber: '2'
```

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```
Title: '2'  
Type: '1'
```

### 141.2 *Ticket::Frontend::AgentTicketEscalationView###Order::Default*

```
( ) . : . :  
.  
.  
:
```

```
Up
```

### 141.3 *Ticket::Frontend::AgentTicketEscalationView###SortBy::Default*

```
.  
.  
:
```

```
EscalationTime
```

### 141.4 *Ticket::Frontend::AgentTicketEscalationView###TicketPermission*

```
.  
.  
:
```

```
rw
```

### 141.5 *Ticket::Frontend::AgentTicketEscalationView###ViewableTicketsPage*

```
( ) .  
.  
:
```

```
50
```

---

*Frontend → Agent → View → TicketForward*

---

### **142.1 *Ticket::Frontend::AgentTicketForward###DynamicField***

:

```
--- {}
```

### **142.2 *Ticket::Frontend::AgentTicketForward###FormDraft***

:

```
1
```

### **142.3 *Ticket::Frontend::AgentTicketForward###IsVisibleForCustomerDefault***

:

```
1
```

### **142.4 *Ticket::Frontend::AgentTicketForward###Permission***

:

forward

### 142.5 *Ticket::Frontend::AgentTicketForward###RequiredLock*

( , ).

:

1

### 142.6 *Ticket::Frontend::AgentTicketForward###RichTextHeight*

RTF ( ) ( ).

:

100

### 142.7 *Ticket::Frontend::AgentTicketForward###RichTextWidth*

RTF ( ) ( ).

:

620

### 142.8 *Ticket::Frontend::AgentTicketForward###StateDefault*

,

:

closed successful

## 142.9 *Ticket::Frontend::AgentTicketForward###StateType*

:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```



---

*Frontend → Agent → View → TicketFreeText*

---

### 143.1 *Ticket::Frontend::AgentTicketFreeText###Body*

:

```
`Ticket::Frontend::AgentTicketFreeText###DynamicField`
```

---

:

```
--- {}
```

### 143.2 *Ticket::Frontend::AgentTicketFreeText###FormDraft*

:

```
1
```

### 143.3 *Ticket::Frontend::AgentTicketFreeText###HistoryComment*

:

%%FreeText

#### 143.4 *Ticket::Frontend::AgentTicketFreeText###HistoryType*

:

AddNote

#### 143.5 *Ticket::Frontend::AgentTicketFreeText###InformAgent*

( / ) ,

:

0

#### 143.6 *Ticket::Frontend::AgentTicketFreeText###InvolvedAgent*

:

0

#### 143.7 *Ticket::Frontend::AgentTicketFreeText###IsVisibleForCustomerDefault*

:

0

#### 143.8 *Ticket::Frontend::AgentTicketFreeText###Note*

. Ticket::Frontend::NeedAccountedTime .

:



0

### 143.9 *Ticket::Frontend::AgentTicketFreeText###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

:

0

### 143.10 *Ticket::Frontend::AgentTicketFreeText###Owner*

:

0

### 143.11 *Ticket::Frontend::AgentTicketFreeText###OwnerMandatory*

:

0

### 143.12 *Ticket::Frontend::AgentTicketFreeText###Permission*

:

rw

### 143.13 *Ticket::Frontend::AgentTicketFreeText###Priority*

:

0

### 143.14 *Ticket::Frontend::AgentTicketFreeText###PriorityDefault*

:

3 normal

### 143.15 *Ticket::Frontend::AgentTicketFreeText###Queue*

:

0

### 143.16 *Ticket::Frontend::AgentTicketFreeText###QueueMandatory*

:

0

### 143.17 *Ticket::Frontend::AgentTicketFreeText###RequiredLock*

( , )

:

0

### 143.18 *Ticket::Frontend::AgentTicketFreeText###Responsible*

:

0

### 143.19 *Ticket::Frontend::AgentTicketFreeText###ResponsibleMandatory*

:

0

### 143.20 *Ticket::Frontend::AgentTicketFreeText###RichTextHeight*

RTF ( ) ( ).

:

100

### 143.21 *Ticket::Frontend::AgentTicketFreeText###RichTextWidth*

RTF ( ) ( ).

:

620

### 143.22 *Ticket::Frontend::AgentTicketFreeText###SLAMandatory*

SLA

:

0

### 143.23 *Ticket::Frontend::AgentTicketFreeText###Service*

(Ticket::Service ).

:

1

**143.24 *Ticket::Frontend::AgentTicketFreeText###ServiceMandatory***

:

0

**143.25 *Ticket::Frontend::AgentTicketFreeText###State***

:

0

**143.26 *Ticket::Frontend::AgentTicketFreeText###StateDefault***

:

open

**143.27 *Ticket::Frontend::AgentTicketFreeText###StateMandatory***

:

0

**143.28 *Ticket::Frontend::AgentTicketFreeText###StateType***

:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

### 143.29 *Ticket::Frontend::AgentTicketFreeText###Subject*

:

```
`Ticket::Frontend::AgentTicketFreeText###TicketType`
```

(Ticket::Type ).

:

```
1
```

### 143.30 *Ticket::Frontend::AgentTicketFreeText###Title*

:

```
1
```



---

*Frontend → Agent → View → TicketHistory*

---

## 144.1 *Ticket::Frontend::HistoryOrder*

( ) .  
.  
:

```
normal
```

## 144.2 *Ticket::Frontend::HistoryTypes###000-Framework*

:

```
----  
AddNote: Added note (%s).  
ArchiveFlagUpdate: Changed archive state to "%s".  
Bounce: Bounced to "%s".  
CustomerUpdate: Changed customer to "%s".  
EmailAgent: Sent email to customer.  
EmailCustomer: Added email. %s  
EmailResend: Resent email to "%s".  
EscalationResponseTimeNotifyBefore: Notified about response time escalation.  
EscalationResponseTimeStart: Started response time escalation.  
EscalationResponseTimeStop: Stopped response time escalation.  
EscalationSolutionTimeNotifyBefore: Notified about solution time escalation.  
EscalationSolutionTimeStart: Started solution time escalation.
```

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```

EscalationSolutionTimeStop: Stopped solution time escalation.
EscalationUpdateTimeNotifyBefore: Notified about update time escalation.
EscalationUpdateTimeStart: Started update time escalation.
EscalationUpdateTimeStop: Stopped update time escalation.
FollowUp: Added follow-up to ticket [%s]. %s
Forward: Forwarded to "%s".
Lock: Locked ticket.
LoopProtection: 'Loop protection: no auto-response sent to "%s".'
Merged: Merged Ticket (%s/%s) to (%s/%s).
Misc: '%s'
Move: Changed queue to "%s" (%s) from "%s" (%s).
NewTicket: Created ticket [%s] in "%s" with priority "%s" and state "%s".
OwnerUpdate: Changed owner to "%s" (%s).
PhoneCallAgent: Added phone call to customer.
PhoneCallCustomer: Added phone call from customer.
PriorityUpdate: Changed priority from "%s" (%s) to "%s" (%s).
Remove: '%s'
ResponsibleUpdate: Changed responsible to "%s" (%s).
SLAUpdate: Changed SLA to "%s" (%s).
SendAgentNotification: Sent "%s" notification to "%s" via "%s".
SendAnswer: Sent email to "%s".
SendAutoFollowUp: Sent auto follow-up to "%s".
SendAutoReject: Sent auto reject to "%s".
SendAutoReply: Sent auto reply to "%s".
SendCustomerNotification: Sent notification to "%s".
ServiceUpdate: Changed service to "%s" (%s).
SetPendingTime: Changed pending time to "%s".
StateUpdate: Changed state from "%s" to "%s".
Subscribe: Added subscription for user "%s".
SystemRequest: Added system request (%s).
TicketDynamicFieldUpdate: Changed dynamic field %s from "%s" to "%s".
TicketLinkAdd: Added link to ticket "%s".
TicketLinkDelete: Deleted link to ticket "%s".
TimeAccounting: Added %s time unit(s), for a total of %s time unit(s).
TitleUpdate: Changed title from "%s" to "%s".
TypeUpdate: Changed type from "%s" (%s) to "%s" (%s).
Unlock: Unlocked ticket.
Unsubscribe: Removed subscription for user "%s".
WebRequestCustomer: Added web request from customer.

```

### 144.3 Ticket::Frontend::HistoryTypes###001-Framework

```

----
AddSMS: Added SMS for "%s".

```



---

*Frontend → Agent → View → TicketLocked*

---

## 145.1 *Ticket::Frontend::AgentTicketLockedView###DefaultColumns*

Field\_NameX) ( . CustomerUserPhone, CustomerCompanyName). (Dynamic-  
:

```

---
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'

```

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```
Title: '2'  
Type: '1'
```

### 145.2 *Ticket::Frontend::AgentTicketLockedView###Order::Default*

```
( ) . : . :  
.  
.  
:
```

```
Up
```

### 145.3 *Ticket::Frontend::AgentTicketLockedView###SortBy::Default*

```
.  
.  
:
```

```
Age
```

---

*Frontend → Agent → View → TicketMerge*

---

### **146.1 *Ticket::Frontend::AgentTicketMerge###Permission***

:

rw

### **146.2 *Ticket::Frontend::AgentTicketMerge###RequiredLock***

).

(

,

:

1

### **146.3 *Ticket::Frontend::AgentTicketMerge###RichTextHeight***

RTF

( )

( ).

,

:

100

### 146.4 *Ticket::Frontend::AgentTicketMerge###RichTextWidth*

```
RTF ( ) ( ).
```

```
620
```

### 146.5 *Ticket::Frontend::AutomaticMergeSubject*

```
), (
```

```
Ticket Merged
```

### 146.6 *Ticket::Frontend::AutomaticMergeText*

```
), (
```

```
Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.
```

### 146.7 *Ticket::Frontend::MergeText*

```
, " " ,
```

```
Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_<br>↪TICKET>".
```

---

*Frontend → Agent → View → TicketMove*

---

### 147.1 *Ticket::Frontend::AgentTicketMove###Body*

```
    .  
    ,  
    .  
    :  
    `Ticket::Frontend::AgentTicketMove###DynamicField`
```

```
    :  
    --- {}
```

### 147.2 *Ticket::Frontend::AgentTicketMove###FormDraft*

```
    :  
    1
```

### 147.3 *Ticket::Frontend::AgentTicketMove###NextScreen*

```
    ,  
    . LastScreenOverview  
    ( . , ,  
    ). TicketZoom
```

:

TicketZoom

#### 147.4 *Ticket::Frontend::AgentTicketMove###Note*

. Ticket::Frontend::NeedAccountedTime .

:

0

#### 147.5 *Ticket::Frontend::AgentTicketMove###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

:

0

#### 147.6 *Ticket::Frontend::AgentTicketMove###Priority*

:

0

#### 147.7 *Ticket::Frontend::AgentTicketMove###RequiredLock*

:

1

#### 147.8 *Ticket::Frontend::AgentTicketMove###RichTextHeight*

RTF ( ) ( ).

:

100

**147.9 Ticket::Frontend::AgentTicketMove###RichTextWidth**

RTF ( ) ( ).

:

620

**147.10 Ticket::Frontend::AgentTicketMove###State**

:

1

**147.11 Ticket::Frontend::AgentTicketMove###StateMandatory**

:

0

**147.12 Ticket::Frontend::AgentTicketMove###StateType**

:

```

----
- open
- closed

```

**147.13 Ticket::Frontend::AgentTicketMove###Subject**

:

`Ticket::Frontend::MoveType`

---

”

”

:

form



---

*Frontend → Agent → View → TicketNote*

---

### 148.1 *Ticket::Frontend::AgentTicketNote###Body*

``Ticket::Frontend::AgentTicketNote###DynamicField``

---

`--- {}`

### 148.2 *Ticket::Frontend::AgentTicketNote###FormDraft*

`1`

### 148.3 *Ticket::Frontend::AgentTicketNote###HistoryComment*

%%Note

#### 148.4 *Ticket::Frontend::AgentTicketNote###HistoryType*

:

AddNote

#### 148.5 *Ticket::Frontend::AgentTicketNote###InformAgent*

( / )

:

0

#### 148.6 *Ticket::Frontend::AgentTicketNote###InvolvedAgent*

:

0

#### 148.7 *Ticket::Frontend::AgentTicketNote###IsVisibleForCustomerDefault*

:

0

#### 148.8 *Ticket::Frontend::AgentTicketNote###Note*

. Ticket::Frontend::NeedAccountedTime .

:

1

### 148.9 *Ticket::Frontend::AgentTicketNote###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

1

### 148.10 *Ticket::Frontend::AgentTicketNote###Owner*

0

### 148.11 *Ticket::Frontend::AgentTicketNote###OwnerMandatory*

0

### 148.12 *Ticket::Frontend::AgentTicketNote###Permission*

note

### 148.13 *Ticket::Frontend::AgentTicketNote###Priority*

0

### 148.14 *Ticket::Frontend::AgentTicketNote###PriorityDefault*

:

3 normal

### 148.15 *Ticket::Frontend::AgentTicketNote###Queue*

:

0

### 148.16 *Ticket::Frontend::AgentTicketNote###QueueMandatory*

:

0

### 148.17 *Ticket::Frontend::AgentTicketNote###RequiredLock*

), ( ,  
:  
:

0

### 148.18 *Ticket::Frontend::AgentTicketNote###Responsible*

:

0

### 148.19 *Ticket::Frontend::AgentTicketNote###ResponsibleMandatory*

:

0

### 148.20 *Ticket::Frontend::AgentTicketNote###RichTextHeight*

RTF ( ) ( ).

:

100

### 148.21 *Ticket::Frontend::AgentTicketNote###RichTextWidth*

RTF ( ) ( ).

:

620

### 148.22 *Ticket::Frontend::AgentTicketNote###SLAMandatory*

SLA

:

0

### 148.23 *Ticket::Frontend::AgentTicketNote###Service*

(Ticket::Service ).

:

0

**148.24 *Ticket::Frontend::AgentTicketNote###ServiceMandatory***

:

0

**148.25 *Ticket::Frontend::AgentTicketNote###State***

:

0

**148.26 *Ticket::Frontend::AgentTicketNote###StateDefault***

:

open

**148.27 *Ticket::Frontend::AgentTicketNote###StateMandatory***

:

0

**148.28 *Ticket::Frontend::AgentTicketNote###StateType***

:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

### 148.29 *Ticket::Frontend::AgentTicketNote###Subject*

:

```
`Ticket::Frontend::AgentTicketNote###TicketType`
```

(Ticket::Type ).

:

```
0
```

### 148.30 *Ticket::Frontend::AgentTicketNote###Title*

:

```
0
```





---

*Frontend → Agent → View → TicketOwner*

---

### **149.1 *Ticket::Frontend::AgentTicketOwner###Body***

:

```
`Ticket::Frontend::AgentTicketOwner###DynamicField`
```

---

:

```
--- {}
```

### **149.2 *Ticket::Frontend::AgentTicketOwner###FormDraft***

:

```
1
```

### **149.3 *Ticket::Frontend::AgentTicketOwner###HistoryComment***

:

%%Owner

#### 149.4 *Ticket::Frontend::AgentTicketOwner###HistoryType*

:

AddNote

#### 149.5 *Ticket::Frontend::AgentTicketOwner###InformAgent*

( / )

:

0

#### 149.6 *Ticket::Frontend::AgentTicketOwner###InvolvedAgent*

:

0

#### 149.7 *Ticket::Frontend::AgentTicketOwner###IsVisibleForCustomerDefault*

:

0

#### 149.8 *Ticket::Frontend::AgentTicketOwner###Note*

. Ticket::Frontend::NeedAccountedTime .

:

1

### 149.9 *Ticket::Frontend::AgentTicketOwner###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

:

1

### 149.10 *Ticket::Frontend::AgentTicketOwner###Owner*

:

1

### 149.11 *Ticket::Frontend::AgentTicketOwner###OwnerMandatory*

:

1

### 149.12 *Ticket::Frontend::AgentTicketOwner###Permission*

:

owner

### 149.13 *Ticket::Frontend::AgentTicketOwner###Priority*

:

0

### 149.14 *Ticket::Frontend::AgentTicketOwner###PriorityDefault*

:

3 normal

### 149.15 *Ticket::Frontend::AgentTicketOwner###Queue*

:

0

### 149.16 *Ticket::Frontend::AgentTicketOwner###QueueMandatory*

:

0

### 149.17 *Ticket::Frontend::AgentTicketOwner###RequiredLock*

( , )  
).

:

0

### 149.18 *Ticket::Frontend::AgentTicketOwner###Responsible*

:

0

### 149.19 *Ticket::Frontend::AgentTicketOwner###ResponsibleMandatory*

:

0

### 149.20 *Ticket::Frontend::AgentTicketOwner###RichTextHeight*

RTF ( ).

100

### 149.21 *Ticket::Frontend::AgentTicketOwner###RichTextWidth*

RTF ( ).

620

### 149.22 *Ticket::Frontend::AgentTicketOwner###SLAMandatory*

SLA :

0

### 149.23 *Ticket::Frontend::AgentTicketOwner###Service*

(Ticket::Service ).

0

### 149.24 *Ticket::Frontend::AgentTicketOwner###ServiceMandatory*

0

### 149.25 *Ticket::Frontend::AgentTicketOwner###State*

:

```
0
```

### 149.26 *Ticket::Frontend::AgentTicketOwner###StateDefault*

:

```
open
```

### 149.27 *Ticket::Frontend::AgentTicketOwner###StateMandatory*

:

```
0
```

### 149.28 *Ticket::Frontend::AgentTicketOwner###StateType*

:

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

### 149.29 *Ticket::Frontend::AgentTicketOwner###Subject*

:

```
`Ticket::Frontend::AgentTicketOwner###TicketType`
```

---

(Ticket::Type ).

:

0

### **149.30 *Ticket::Frontend::AgentTicketOwner###Title***

:

0





---

*Frontend → Agent → View → TicketPending*

---

## 150.1 *Ticket::Frontend::AgentTicketPending###Body*

:

```
`Ticket::Frontend::AgentTicketPending###DynamicField`
```

---

:

```
--- {}
```

## 150.2 *Ticket::Frontend::AgentTicketPending###FormDraft*

:

```
1
```

## 150.3 *Ticket::Frontend::AgentTicketPending###HistoryComment*

:

%%Pending

#### 150.4 *Ticket::Frontend::AgentTicketPending###HistoryType*

:

AddNote

#### 150.5 *Ticket::Frontend::AgentTicketPending###InformAgent*

:

0

#### 150.6 *Ticket::Frontend::AgentTicketPending###InvolvedAgent*

:

0

#### 150.7 *Ticket::Frontend::AgentTicketPending###IsVisibleForCustomerDefault*

:

0

#### 150.8 *Ticket::Frontend::AgentTicketPending###Note*

. Ticket::Frontend::NeedAccountedTime .

:

1

### 150.9 *Ticket::Frontend::AgentTicketPending###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

:

1

### 150.10 *Ticket::Frontend::AgentTicketPending###Owner*

:

0

### 150.11 *Ticket::Frontend::AgentTicketPending###OwnerMandatory*

:

0

### 150.12 *Ticket::Frontend::AgentTicketPending###Permission*

:

pending

### 150.13 *Ticket::Frontend::AgentTicketPending###Priority*

:

0

### 150.14 *Ticket::Frontend::AgentTicketPending###PriorityDefault*

:

3 normal

### 150.15 *Ticket::Frontend::AgentTicketPending###Queue*

:

0

### 150.16 *Ticket::Frontend::AgentTicketPending###QueueMandatory*

:

0

### 150.17 *Ticket::Frontend::AgentTicketPending###RequiredLock*

( , )  
).

:

1

### 150.18 *Ticket::Frontend::AgentTicketPending###Responsible*

:

0

### 150.19 *Ticket::Frontend::AgentTicketPending###ResponsibleMandatory*

:

0

### 150.20 *Ticket::Frontend::AgentTicketPending###RichTextHeight*

RTF . ( ) ( ).  
:

100

### 150.21 *Ticket::Frontend::AgentTicketPending###RichTextWidth*

RTF . ( ) ( ).  
:

620

### 150.22 *Ticket::Frontend::AgentTicketPending###SLAMandatory*

SLA .  
:

0

### 150.23 *Ticket::Frontend::AgentTicketPending###Service*

(Ticket::Service ).  
:

0

### 150.24 *Ticket::Frontend::AgentTicketPending###ServiceMandatory*

.  
:

0

### 150.25 *Ticket::Frontend::AgentTicketPending###State*

:

```
1
```

### 150.26 *Ticket::Frontend::AgentTicketPending###StateDefault*

:

```
pending reminder
```

### 150.27 *Ticket::Frontend::AgentTicketPending###StateMandatory*

:

```
0
```

### 150.28 *Ticket::Frontend::AgentTicketPending###StateType*

:

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

### 150.29 *Ticket::Frontend::AgentTicketPending###Subject*

:

```
`Ticket::Frontend::AgentTicketPending###TicketType`
```

---

(Ticket::Type ).

:

0

### **150.30 *Ticket::Frontend::AgentTicketPending###Title***

:

0





---

*Frontend → Agent → View → TicketPhoneInbound*

---

## **151.1 *Ticket::Frontend::AgentTicketPhoneInbound###Body***

:

```
`Ticket::Frontend::AgentTicketPhoneInbound###DynamicField`
```

---

:

```
--- {}
```

## **151.2 *Ticket::Frontend::AgentTicketPhoneInbound###FormDraft***

:

```
1
```

## **151.3 *Ticket::Frontend::AgentTicketPhoneInbound###HistoryComment***

:

``Ticket::Frontend::AgentTicketPhoneInbound###HistoryType``

---

:

`PhoneCallCustomer`

#### 151.4 ***Ticket::Frontend::AgentTicketPhoneInbound###Permission***

:

`phone`

#### 151.5 ***Ticket::Frontend::AgentTicketPhoneInbound###RequiredLock***

:

`0`

#### 151.6 ***Ticket::Frontend::AgentTicketPhoneInbound###RichTextHeight***

RTF ( ) ( ).

:

`200`

#### 151.7 ***Ticket::Frontend::AgentTicketPhoneInbound###RichTextWidth***

RTF ( ) ( ).

:

`475`

## 151.8 *Ticket::Frontend::AgentTicketPhoneInbound###SenderType*

:

```
customer
```

## 151.9 *Ticket::Frontend::AgentTicketPhoneInbound###State*

:

```
open
```

## 151.10 *Ticket::Frontend::AgentTicketPhoneInbound###StateType*

:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 151.11 *Ticket::Frontend::AgentTicketPhoneInbound###Subject*

:

```
`Frontend` → `Agent` → `View` → `TicketPhoneNew`
```

## 151.12 *Ticket::Frontend::AgentTicketPhone###Body*

:

```
`Ticket::Frontend::AgentTicketPhone###DynamicField`
```

---

:

```
--- {}
```

### 151.13 *Ticket::Frontend::AgentTicketPhone###HistoryComment*

:

```
`Ticket::Frontend::AgentTicketPhone###HistoryType`
```

---

:

```
PhoneCallCustomer
```

### 151.14 *Ticket::Frontend::AgentTicketPhone###IsVisibleForCustomer*

:

```
1
```

### 151.15 *Ticket::Frontend::AgentTicketPhone###Priority*

:

```
3 normal
```

**151.16 Ticket::Frontend::AgentTicketPhone###RichTextHeight**

RTF ( ).

320

**151.17 Ticket::Frontend::AgentTicketPhone###RichTextWidth**

RTF ( ).

620

**151.18 Ticket::Frontend::AgentTicketPhone###SLAMandatory**

SLA :

0

**151.19 Ticket::Frontend::AgentTicketPhone###SenderType**

customer

**151.20 Ticket::Frontend::AgentTicketPhone###ServiceMandatory**

0

**151.21 Ticket::Frontend::AgentTicketPhone###SplitLinkType**

```
---  
Direction: Target  
LinkType: ParentChild
```

## 151.22 *Ticket::Frontend::AgentTicketPhone###StateDefault*

:

```
open
```

## 151.23 *Ticket::Frontend::AgentTicketPhone###StateType*

:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 151.24 *Ticket::Frontend::AgentTicketPhone###Subject*

( . ' ' )

:

```
`Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom`
```

:

```
1
```

## 151.25 *Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly*

ID

:

1





---

*Frontend → Agent → View → TicketPhoneOutbound*

---

### **152.1 *Ticket::Frontend::AgentTicketPhoneOutbound###Body***

:

```
`Ticket::Frontend::AgentTicketPhoneOutbound###DynamicField`
```

---

:

```
--- {}
```

### **152.2 *Ticket::Frontend::AgentTicketPhoneOutbound###FormDraft***

:

```
1
```

### **152.3 *Ticket::Frontend::AgentTicketPhoneOutbound###HistoryComment***

:

``Ticket::Frontend::AgentTicketPhoneOutbound###HistoryType``

---

:

`PhoneCallAgent`

#### 152.4 *Ticket::Frontend::AgentTicketPhoneOutbound###Permission*

:

`phone`

#### 152.5 *Ticket::Frontend::AgentTicketPhoneOutbound###RequiredLock*

:

`1`

#### 152.6 *Ticket::Frontend::AgentTicketPhoneOutbound###RichTextHeight*

RTF ( ) ( ).

:

`200`

#### 152.7 *Ticket::Frontend::AgentTicketPhoneOutbound###RichTextWidth*

RTF ( ) ( ).

:

`475`

## 152.8 *Ticket::Frontend::AgentTicketPhoneOutbound###SenderType*

:

```
agent
```

## 152.9 *Ticket::Frontend::AgentTicketPhoneOutbound###State*

:

```
closed successful
```

## 152.10 *Ticket::Frontend::AgentTicketPhoneOutbound###StateType*

:

```
---  
- open  
- pending auto  
- pending reminder  
- closed
```

## 152.11 *Ticket::Frontend::AgentTicketPhoneOutbound###Subject*

:

```
`Frontend` → `Agent` → `View` → `TicketPrint`
```

## 152.12 *Ticket::Frontend::AgentTicketPrint###DynamicField*

:

```
--- {}
```

---

*Frontend → Agent → View → TicketPriority*

---

### **153.1 *Ticket::Frontend::AgentTicketPriority###Body***

:

```
`Ticket::Frontend::AgentTicketPriority###DynamicField`
```

---

:

```
--- {}
```

### **153.2 *Ticket::Frontend::AgentTicketPriority###FormDraft***

:

```
1
```

### **153.3 *Ticket::Frontend::AgentTicketPriority###HistoryComment***

:

%%Priority

### 153.4 *Ticket::Frontend::AgentTicketPriority###HistoryType*

a , .  
:

AddNote

### 153.5 *Ticket::Frontend::AgentTicketPriority###InformAgent*

( / ) ,  
.  
:

0

### 153.6 *Ticket::Frontend::AgentTicketPriority###InvolvedAgent*

:

0

### 153.7 *Ticket::Frontend::AgentTicketPriority###IsVisibleForCustomerDefault*

:

0

### 153.8 *Ticket::Frontend::AgentTicketPriority###Note*

. Ticket::Frontend::NeedAccountedTime

:

1

### 153.9 *Ticket::Frontend::AgentTicketPriority###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

:

1

### 153.10 *Ticket::Frontend::AgentTicketPriority###Owner*

:

0

### 153.11 *Ticket::Frontend::AgentTicketPriority###OwnerMandatory*

:

0

### 153.12 *Ticket::Frontend::AgentTicketPriority###Permission*

:

priority

### 153.13 *Ticket::Frontend::AgentTicketPriority###Priority*

:

1

### 153.14 *Ticket::Frontend::AgentTicketPriority###PriorityDefault*

:

3 normal

### 153.15 *Ticket::Frontend::AgentTicketPriority###Queue*

:

0

### 153.16 *Ticket::Frontend::AgentTicketPriority###QueueMandatory*

:

0

### 153.17 *Ticket::Frontend::AgentTicketPriority###RequiredLock*

( , )  
).

:

1

### 153.18 *Ticket::Frontend::AgentTicketPriority###Responsible*

:

0

### 153.19 *Ticket::Frontend::AgentTicketPriority###ResponsibleMandatory*

:



0

### 153.20 *Ticket::Frontend::AgentTicketPriority###RichTextHeight*

RTF . ( ) ( ).  
:

100

### 153.21 *Ticket::Frontend::AgentTicketPriority###RichTextWidth*

RTF . ( ) ( ).  
:

620

### 153.22 *Ticket::Frontend::AgentTicketPriority###SLAMandatory*

SLA .  
:

0

### 153.23 *Ticket::Frontend::AgentTicketPriority###Service*

(Ticket::Service ).  
:

0

### 153.24 *Ticket::Frontend::AgentTicketPriority###ServiceMandatory*

.  
:

0

### 153.25 *Ticket::Frontend::AgentTicketPriority###State*

:

```
0
```

### 153.26 *Ticket::Frontend::AgentTicketPriority###StateDefault*

:

```
open
```

### 153.27 *Ticket::Frontend::AgentTicketPriority###StateMandatory*

:

```
0
```

### 153.28 *Ticket::Frontend::AgentTicketPriority###StateType*

:

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

### 153.29 *Ticket::Frontend::AgentTicketPriority###Subject*

:

```
`Ticket::Frontend::AgentTicketPriority###TicketType`
```

---

(Ticket::Type ).

:

0

### **153.30 *Ticket::Frontend::AgentTicketPriority###Title***

:

0



---

*Frontend → Agent → View → TicketProcess*

---

## 154.1 *Ticket::Frontend::AgentTicketProcess###SplitLinkType*

:

```
---  
Direction: Target  
LinkType: ParentChild
```

## 154.2 *Ticket::Frontend::AgentTicketProcess###StateType*

:

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

## 154.3 *Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly*

ID

:

1

---

*Frontend → Agent → View → TicketQueue*

---

## 155.1 *Ticket::Frontend::AgentTicketQueue###Blink*

:

0

## 155.2 *Ticket::Frontend::AgentTicketQueue###DefaultColumns*

( . CustomerUserPhone, CustomerCompanyName). (DynamicField\_NameX)

:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
```

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```
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*

:

0

### 155.4 *Ticket::Frontend::AgentTicketQueue###HighlightAge1*

( )

:

1440

### 155.5 *Ticket::Frontend::AgentTicketQueue###HighlightAge2*

( )

:

2880

### 155.6 *Ticket::Frontend::AgentTicketQueue###Order::Default*



Up

### 155.7 *Ticket::Frontend::AgentTicketQueue###PreSort::ByPriority*

1

### 155.8 *Ticket::Frontend::AgentTicketQueue###QueueSort*

(  
, 1 = ( ) ID 0 1 : 0 = (

```
---
'3': '0'
'7': '1'
```

### 155.9 *Ticket::Frontend::AgentTicketQueue###SortBy::Default*

Age

### 155.10 *Ticket::Frontend::AgentTicketQueue###StripEmptyLines*

0

### 155.11 *Ticket::Frontend::AgentTicketQueue###UseSubQueues*

,  
:

### 155.12 *Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets*

, ro rw  
:

### 155.13 *Ticket::Frontend::AgentTicketQueue###VisualAlarms*

:

---

*Frontend* → *Agent* → *View* → *TicketResponsible*

---

### 156.1 *Ticket::Frontend::AgentTicketResponsible###Body*

:

```
`Ticket::Frontend::AgentTicketResponsible###DynamicField`
```

---

:

```
--- {}
```

### 156.2 *Ticket::Frontend::AgentTicketResponsible###FormDraft*

:

```
1
```

### 156.3 *Ticket::Frontend::AgentTicketResponsible###HistoryComment*

:

%%Responsible

#### 156.4 *Ticket::Frontend::AgentTicketResponsible###HistoryType*

:

AddNote

#### 156.5 *Ticket::Frontend::AgentTicketResponsible###InformAgent*

( / ) ,

:

0

#### 156.6 *Ticket::Frontend::AgentTicketResponsible###InvolvedAgent*

:

0

#### 156.7 *Ticket::Frontend::AgentTicketResponsible###IsVisibleForCustomerDefault*

:

0

#### 156.8 *Ticket::Frontend::AgentTicketResponsible###Note*

. Ticket::Frontend::NeedAccountedTime .

:

1

### 156.9 *Ticket::Frontend::AgentTicketResponsible###NoteMandatory*

Ticket::Frontend::NeedAccountedTime.

:

1

### 156.10 *Ticket::Frontend::AgentTicketResponsible###Owner*

:

0

### 156.11 *Ticket::Frontend::AgentTicketResponsible###OwnerMandatory*

:

0

### 156.12 *Ticket::Frontend::AgentTicketResponsible###Permission*

:

responsible

### 156.13 *Ticket::Frontend::AgentTicketResponsible###Priority*

:

0

### 156.14 *Ticket::Frontend::AgentTicketResponsible###PriorityDefault*

:

3 normal

### 156.15 *Ticket::Frontend::AgentTicketResponsible###Queue*

:

0

### 156.16 *Ticket::Frontend::AgentTicketResponsible###QueueMandatory*

:

0

### 156.17 *Ticket::Frontend::AgentTicketResponsible###RequiredLock*

( , ).

:

0

### 156.18 *Ticket::Frontend::AgentTicketResponsible###Responsible*

:

1

### 156.19 *Ticket::Frontend::AgentTicketResponsible###ResponsibleMandatory*

:

1

### 156.20 *Ticket::Frontend::AgentTicketResponsible###RichTextHeight*

RTF ( ).  
:

100

### 156.21 *Ticket::Frontend::AgentTicketResponsible###RichTextWidth*

RTF ( ).  
:

620

### 156.22 *Ticket::Frontend::AgentTicketResponsible###SLAMandatory*

SLA  
:

0

### 156.23 *Ticket::Frontend::AgentTicketResponsible###Service*

( Ticket::Service).  
:

0

### 156.24 *Ticket::Frontend::AgentTicketResponsible###ServiceMandatory*

:  
:

0

### 156.25 *Ticket::Frontend::AgentTicketResponsible###State*

:

0

### 156.26 *Ticket::Frontend::AgentTicketResponsible###StateDefault*

:

open

### 156.27 *Ticket::Frontend::AgentTicketResponsible###StateMandatory*

:

0

### 156.28 *Ticket::Frontend::AgentTicketResponsible###StateType*

:

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

### 156.29 *Ticket::Frontend::AgentTicketResponsible###Subject*

:

``Ticket::Frontend::AgentTicketResponsible###TicketType``

---

(Ticket::Type ).

:



0

**156.30 Ticket::Frontend::AgentTicketResponsible###Title**

:

1

**156.31 Ticket::Frontend::AgentTicketResponsibleView###DefaultColumns**

Field\_NameX ( . CustomerUserPhone, CustomerCompanyName). (Dynamic-

:

```

---
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**

( )

. : . : .

:

Up

### **156.33 *Ticket::Frontend::AgentTicketResponsibleView###SortBy::Default***

:

Age

---

*Frontend → Agent → View → TicketSMSNew*

---

### **157.1 *Ticket::Frontend::AgentTicketSMS###DynamicField***

SMS

:

```
--- {}
```

### **157.2 *Ticket::Frontend::AgentTicketSMS###IsVisibleForCustomer***

SMS

:

```
1
```

### **157.3 *Ticket::Frontend::AgentTicketSMS###Priority***

SMS

:

```
3 normal
```

### 157.4 *Ticket::Frontend::AgentTicketSMS###SLAMandatory*

SLA

:

0

### 157.5 *Ticket::Frontend::AgentTicketSMS###SenderType*

SMS

:

agent

### 157.6 *Ticket::Frontend::AgentTicketSMS###ServiceMandatory*

:

0

### 157.7 *Ticket::Frontend::AgentTicketSMS###StateDefault*

SMS

:

open

### 157.8 *Ticket::Frontend::AgentTicketSMS###StateType*

SMS

:

```
----  
- open  
- pending auto  
- pending reminder  
- closed
```

## 157.9 *Ticket::Frontend::AgentTicketSMS###Subject*

SMS

:

```
`Ticket::Frontend::AgentTicketSMS###Text`
```

SMS

:

```
`Ticket::Frontend::AgentTicketSMS::CustomerIDReadOnly`
```

ID

:

```
1
```



---

*Frontend → Agent → View → TicketSMSOutbound*

---

**158.1 Ticket::Frontend::AgentTicketSMSOutbound###DynamicField**

SMS

:

```
--- {}
```

**158.2 Ticket::Frontend::AgentTicketSMSOutbound###FormDraft**

SMS

:

```
1
```

**158.3 Ticket::Frontend::AgentTicketSMSOutbound###IsVisibleForCustomerDef**

SMS

:

```
1
```

**158.4 Ticket::Frontend::AgentTicketSMSOutbound###Permission**

SMS

:

```
compose
```

### 158.5 *Ticket::Frontend::AgentTicketSMSOutbound###RequiredLock*

```
        SMS ( ,  
    ).
```

:

```
1
```

### 158.6 *Ticket::Frontend::AgentTicketSMSOutbound###StateDefault*

```
        , SMS
```

:

```
open
```

### 158.7 *Ticket::Frontend::AgentTicketSMSOutbound###StateType*

```
        SMS
```

:

```
----  
- open  
- closed  
- pending reminder  
- pending auto
```



---

*Frontend → Agent → View → TicketSearch*

---

## 159.1 *Ticket::Frontend::AgentTicketSearch###ArticleCreateTime*

:

0

## 159.2 *Ticket::Frontend::AgentTicketSearch###DefaultColumns*

Field\_NameX) ( . CustomerUserPhone, CustomerCompanyName). (Dynamic-  
:

```
---  
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'
```

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```
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

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimeSlot`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###CustomerID`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###CustomerUserLogin`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###DynamicField`
```

```

: „Key”
` X' , „Content”
` 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;
/ ' Search_DynamicField_XTimePointFormat=week; Search_DynamicField_XTimePointStart=Before;
Search_DynamicField_XTimePointValue=7' ;.

```

:

```
--- {}
```

## 159.4 *Ticket::Frontend::AgentTicketSearch###Defaults###Fulltext*

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Body`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Cc`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_From`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Subject`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_To`
```

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###QueueIDs`
```

---

:

```
--- []
```

### 159.5 *Ticket::Frontend::AgentTicketSearch###Defaults###SLAIDs*

:

```
--- []
```

### 159.6 *Ticket::Frontend::AgentTicketSearch###Defaults###SearchInArchive*

( / / ).

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###ServiceIDs`
```

---

:

```
--- []
```

### 159.7 *Ticket::Frontend::AgentTicketSearch###Defaults###StateIDs*

:

--- []

## 159.8 Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimePo

:

`Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimeSlot`

:

`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimePoint`

:

`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimeSlot`

:

`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimePoint`

: „TicketCreateTimePointFormat=year;TicketCreateTimePointStart=Last;TicketCreateTimePoint=2;”

:

`Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimeSlot`

: „TicketCreateTimeStartYear=2010;TicketCreateTimeStartMonth=10;TicketCreateTimeStartDay=4;TicketCreateTimeStopYear=2010;TicketCreateT

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimePoint`
```

---

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimeSlot`
```

---

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###TicketNumber`
```

---

:

```
`Ticket::Frontend::AgentTicketSearch###Defaults###Title`
```

---

:

```
`Ticket::Frontend::AgentTicketSearch###DynamicField`
```

---

:

```
--- {}
```

## 159.9 *Ticket::Frontend::AgentTicketSearch###ExtendedSearchCondition*

```
„(key1*||*key2)” . „(key1*&&*key2)”
```

:

```
1
```

**159.10 Ticket::Frontend::AgentTicketSearch###GlobalProfileGroup**

```

:
---
- admin

```

**159.11 Ticket::Frontend::AgentTicketSearch###Order::Default**

```

( )
:
Down

```

**159.12 Ticket::Frontend::AgentTicketSearch###SearchArticleCSVTree**

```

( ).
:
0

```

**159.13 Ticket::Frontend::AgentTicketSearch###SearchCSVData**

```

CSV
:
---
- TicketNumber
- Age
- Created
- Closed
- FirstLock
- FirstResponse
- State
- Priority
- Queue
- Lock
- Owner

```

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- UserFirstname
- UserLastname
- CustomerID
- CustomerName
- From
- Subject
- AccountedTime
- ArticleTree
- SolutionInMin
- SolutionDiffInMin
- FirstResponseInMin
- FirstResponseDiffInMin

### 159.14 *Ticket::Frontend::AgentTicketSearch###SearchCSVDynamicField*

CSV .

:

```
--- {}
```

### 159.15 *Ticket::Frontend::AgentTicketSearch###SearchLimit*

:

```
2000
```

### 159.16 *Ticket::Frontend::AgentTicketSearch###SearchPageShown*

:

```
40
```

### 159.17 *Ticket::Frontend::AgentTicketSearch###SearchViewableTicketLines*

( )

:



10

### **159.18 *Ticket::Frontend::AgentTicketSearch###SortBy::Default***

:

Age



---

*Frontend → Agent → View → TicketService*

---

## 160.1 *Ticket::Frontend::AgentTicketService###DefaultColumns*

( . CustomerUserPhone, CustomerCompanyName). , (DynamicField\_NameX)  
:

```
---  
Age: '2'  
Changed: '1'  
Created: '1'  
CustomerCompanyName: '1'  
CustomerID: '2'  
CustomerName: '1'  
CustomerUserID: '1'  
EscalationResponseTime: '1'  
EscalationSolutionTime: '1'  
EscalationTime: '1'  
EscalationUpdateTime: '1'  
Lock: '2'  
Owner: '2'  
PendingTime: '1'  
Priority: '1'  
Queue: '2'  
Responsible: '1'  
SLA: '1'  
Sender: '2'  
Service: '2'  
State: '2'  
Subject: '1'  
TicketNumber: '2'
```

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```
Title: '2'  
Type: '1'
```

### 160.2 *Ticket::Frontend::AgentTicketService###Order::Default*

```
Up
```

### 160.3 *Ticket::Frontend::AgentTicketService###PreSort::ByPriority*

```
1
```

### 160.4 *Ticket::Frontend::AgentTicketService###ServiceSort*

```
---  
'3': '0'  
'7': '1'
```

### 160.5 *Ticket::Frontend::AgentTicketService###SortBy::Default*

```
Age
```

## 160.6 *Ticket::Frontend::AgentTicketService###StripEmptyLines*

:

0

## 160.7 *Ticket::Frontend::AgentTicketService###ViewAllPossibleTickets*

, ro rw

:

0



---

*Frontend → Agent → View → TicketStatus*

---

## 161.1 *Ticket::Frontend::AgentTicketStatusView###DefaultColumns*

( . CustomerUserPhone, CustomerCompanyName). , (DynamicField\_NameX)  
:

```
---  
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'
```

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```
Title: '2'  
Type: '1'
```

### 161.2 *Ticket::Frontend::AgentTicketStatusView###Order::Default*

```
( ) . : . : .  
.  
:
```

```
Down
```

### 161.3 *Ticket::Frontend::AgentTicketStatusView###SortBy::Default*

```
:
```

```
Age
```

### 161.4 *Ticket::Frontend::AgentTicketStatusView###ViewableTicketsPage*

```
:
```

```
50
```



---

*Frontend → Agent → View → TicketWatch*

---

## 162.1 *Ticket::Frontend::AgentTicketWatchView###DefaultColumns*

( . CustomerUserPhone, CustomerCompanyName). , (DynamicField\_NameX)  
:

```
---  
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'
```

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```
Title: '2'  
Type: '1'
```

### **162.2 *Ticket::Frontend::AgentTicketWatchView###Order::Default***

```
. : . : .
```

```
.
```

```
:
```

```
Up
```

### **162.3 *Ticket::Frontend::AgentTicketWatchView###SortBy::Default***

```
.
```

```
.
```

```
:
```

```
Age
```

---

*Frontend → Agent → View → TicketZoom*

---

## **163.1 *Ticket::Frontend::AgentTicketZoom###DynamicField***

:

```
--- {}
```

## **163.2 *Ticket::Frontend::AgentTicketZoom###ProcessDisplay***

:

```
---  
NavBarName: Processes  
WidgetTitle: Process Information
```

## **163.3 *Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField***

:

```
--- {}
```

**163.4 *Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroup***

```

Name_X, NameY' .
: ' Key => My Group' , ' Content:

```

```

--- {}

```

**163.5 *Ticket::Frontend::AgentTicketZoom###Widgets###0100-TicketInformation***

```

---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::TicketInformation

```

**163.6 *Ticket::Frontend::AgentTicketZoom###Widgets###0200-CustomerInformation***

```

---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::CustomerInformation

```

**163.7 *Ticket::Frontend::AgentTicketZoom###Widgets###0210-ContactWithData***

```

---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::ContactWithData

```

### 163.8 *Ticket::Frontend::AgentTicketZoom###Widgets###0300-LinkTable*

:

```

----
Async: '1'
Location: Main
Module: Kernel::Output::HTML::TicketZoom::LinkTable

```

### 163.9 *Ticket::Frontend::AgentTicketZoom###Widgets###0400-ProcessInformation*

:

```

----
Async: '1'
Location: Process
Module: Kernel::Output::HTML::TicketZoom::ProcessInformation

```

### 163.10 *Ticket::Frontend::AgentZoomExpand*

( )

:

0

### 163.11 *Ticket::Frontend::ArticleAttachmentModule###1-Download*

:

```

----
Module: Kernel::Output::HTML::ArticleAttachment::Download

```

### 163.12 *Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer*

html

:

```
----  
Module: Kernel::Output::HTML::ArticleAttachment::HTMLViewer
```

### 163.13 *Ticket::Frontend::ArticleHeadVisibleDefault*

:

```
0
```

### 163.14 *Ticket::Frontend::ArticlePreViewModule###1-PGP*

PGP.

:

```
----  
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

### 163.15 *Ticket::Frontend::ArticlePreViewModule###2-SMIME*

, S/MIME

:

```
----  
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

### 163.16 *Ticket::Frontend::ArticleViewModule###1-PGP*

PGP.

:

```
---
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

### 163.17 *Ticket::Frontend::ArticleViewModule###1-SMIME*

S/MIME-

:

```
---
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

### 163.18 *Ticket::Frontend::HTMLArticleHeightDefault*

( ) HTML AgentTicketZoom.

:

100

### 163.19 *Ticket::Frontend::HTMLArticleHeightMax*

( ) HTML AgentTicketZoom.

:

2500

### 163.20 *Ticket::Frontend::MaxArticlesPerPage*

:

1000

### 163.21 *Ticket::Frontend::MaxArticlesZoomExpand*

:

400

### 163.22 *Ticket::Frontend::PlainView*

:

0

### 163.23 *Ticket::Frontend::TicketArticleFilter*

:

0

### 163.24 *Ticket::Frontend::ZoomCollectMeta*

Ticket::Frontend::ZoomCollectMetaFilters.

:

0

### 163.25 *Ticket::Frontend::ZoomCollectMetaFilters###CVE-Google*

URLPreview CVE AgentTicketZoom. URL,  
IFRAME ( . )

:



```

---
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*

|            |     |                  |      |
|------------|-----|------------------|------|
| URLPreview | CVE | AgentTicketZoom. | URL, |
|            |     | IFRAME ( . )     |      |
|            |     |                  |      |
|            |     |                  |      |

```

---
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*

|    |   |
|----|---|
| ID | : |
| 0  |   |

## 163.28 *Ticket::Frontend::ZoomExpandSort*

|         |
|---------|
| reverse |
|---------|

### 163.29 *Ticket::Frontend::ZoomRichTextForce*

:

1

### 163.30 *Ticket::ZoomAttachmentDisplayCount*

:

20

### 163.31 *Ticket::ZoomTimeDisplay*

:

0

---

*Frontend* → *Agent* → *View* → *TicketZoom* → *ArticleAction*

---

### 164.1 *Ticket::Frontend::Article::Actions###Chat*

```
---
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*

SMS

:

```
---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

### 164.3 *Ticket::Frontend::Article::Actions###Email*

:

```
---
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*

SMS

```

---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'

```

## 164.5 *Ticket::Frontend::Article::Actions###Internal*

```

---
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*

SMS  
.  
:  
:

```
---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'
```

## 164.7 *Ticket::Frontend::Article::Actions###Invalid*

.  
.  
:  
:

```
---
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*

.  
.  
:  
:

```

---
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*

```

SMS .
.
:

```

```

---
Module: Kernel::Output::HTML::ArticleAction::AgentTicketSMSOutbound
Prio: '50'
Valid: '1'

```

## 164.10 *Ticket::Frontend::Article::Actions###SMS*

```

SMS .

```

```
---
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*

```

„rw:group1;move_into:group2” .
      „ClusterPriority”
:
      „ClusterName”
      „Group”

```

```

---
Action: ''
ClusterName: ''
ClusterPriority: ''
Description: Go back
Link: '[% Env("LastScreenOverview") %];TicketID=[% Data.TicketID | html %]'
```

## 165.2 *Ticket::Frontend::MenuModule###100-Lock*

```

„Group”
      /
      „rw:group1;move_into:group2” .
      „ClusterPriority”
      „ClusterName”
:

```

```

---
Action: AgentTicketLock
```

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```

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*

```

„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority” .
:

```

```

---
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*

```

„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority” .
:

```

```

---
Action: AgentTicketPrint
ClusterName: ''
ClusterPriority: ''
Description: Print this ticket
Link: Action=AgentTicketPrint;TicketID=[% Data.TicketID | html %]
LinkParam: target="print"
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Print
PopupType: TicketAction
Target: ''

```

## 165.5 *Ticket::Frontend::MenuModule###300-Priority*

```
„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority”
:

```

```
---
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*

```
„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority”
:

```

```
---
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*

```
„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority”
:

```

```
---
Action: AgentLinkObject
ClusterName: Miscellaneous
ClusterPriority: '800'

```

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```

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

```

„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority”
:

```

```

---
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

```

„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority”
:

```

```

---
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*

```

---
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*

```

„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  „ClusterPriority”

```

```

---
Action: AgentTicketCustomer
ClusterName: People
ClusterPriority: '430'
Description: Change the customer for this ticket
Link: Action=AgentTicketCustomer;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Customer
PopupType: TicketAction
Target: ''

```

## 165.12 *Ticket::Frontend::MenuModule###420-Note*

```

„rw:group1;move_into:group2” .          „ClusterName”          „Group”
                  „ClusterPriority”

```

```

---
Action: AgentTicketNote
ClusterName: Communication
ClusterPriority: '435'
Description: Add a note to this ticket
Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]

```

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```
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''
```

### 165.13 *Ticket::Frontend::MenuModule###425-Phone Call Outbound*

```
„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  .          „ClusterPriority”          .
:
:
```

```
---
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*

```
„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  .          „ClusterPriority”          .
:
:
```

```
---
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*

```
„Group”          „rw:group1;move_into:group2” .          „ClusterName”
                  .          „ClusterPriority”          .
:
:
```

:

```

---
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*

```

„Group”          SMS
                  „rw:group1;move_into:group2” .
                  „ClusterPriority”           „ClusterName”

```

:

```

---
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*

```

„Group”          „rw:group1;move_into:group2” .
                  „ClusterPriority”           „ClusterName”

```

:

```

---
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**

```
„Group”      „rw:group1;move_into:group2” .      „ClusterName”
              „ClusterPriority” .
:

```

```
---
Action: AgentTicketPending
ClusterName: ''
ClusterPriority: ''
Description: Set this ticket to pending
Link: Action=AgentTicketPending;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Pending
PopupType: TicketAction
Target: ''

```

**165.19 Ticket::Frontend::MenuModule###448-Watch**

```
„Group”      /
              „rw:group1;move_into:group2” .      „ClusterName”
              „ClusterPriority” .
:

```

```
---
Action: AgentTicketWatcher
ClusterName: ''
ClusterPriority: ''
Description: Watch this ticket
Module: Kernel::Output::HTML::TicketMenu::TicketWatcher
Name: Watch
Target: ''

```

**165.20 Ticket::Frontend::MenuModule###450-Close**

```
„rw:group1;move_into:group2” .      „ClusterName”      „Group”
              „ClusterPriority” .
:

```

```
---
Action: AgentTicketClose
ClusterName: ''
ClusterPriority: ''
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]

```

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```

Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''

```

## 165.21 Ticket::Frontend::MenuModule###460-Delete

```

„Group”
„rw:group1;move_into:group2” . „ClusterName”
. „ClusterPriority”
.
:

```

```

---
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

```

„Group”
„junk”
„rw:group1;move_into:group2” . „ClusterName”
. „ClusterPriority”
.
:

```

```

---
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*

```

:
---
Action: AgentTicketProcess
Cluster: ''
Description: Enroll process for this ticket
Link: Action=AgentTicketProcess;IsProcessEnroll=1;TicketID=[% Data.TicketID |
↳html
  %]
Module: Kernel::Output::HTML::TicketMenu::Process
Name: Process
PopupType: TicketAction
Target: ''

```

## 165.24 *Ticket::Frontend::MenuModule###500-ExternalLink*

```

„rw:group1;move_into:group2” . „Group”

```

```

:
---
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*

```

„rw:group1;move_into:group2” . „ClusterName” „Group”
„ClusterPriority”
:

```

```
---  
Action: AgentAppointmentCalendarOverview  
ClusterName: Miscellaneous  
ClusterPriority: '800'  
Description: Create a new calendar appointment linked to this ticket  
Link: Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate;  
->PluginKey=0100-Ticket;ObjectID=[%  
    Data.TicketID | uri %]  
Module: Kernel::Output::HTML::TicketMenu::Generic  
Name: New Appointment  
PopupType: ''  
Target: ''
```



## 166.1 *AttachmentDownloadType*

( ) ( ).

:

attachment

## 166.2 *DefaultLanguage*

( ).

:

en

## 166.3 *DefaultTheme*

(HTML) . , .  
<https://doc.otros.com/doc/>.

:

```
Standard
```

## 166.4 *DefaultTheme::HostBased*

```

    „Key” , „Content” (regex), /
    .
    .
    .
    :

```

```

----
host1\.example\.com: SomeTheme1
host2\.example\.com: SomeTheme2

```

## 166.5 *DefaultUsedLanguages*

```

:
----
ar_SA: Arabic (Saudi Arabia)
bg: Bulgarian
ca: Catalan
cs: Czech
da: Danish
de: German
el: Greek
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Spanish
es_CO: Spanish (Colombia)
es_MX: Spanish (Mexico)
et: Estonian
fa: Persian
fi: Finnish
fr: French
fr_CA: French (Canada)
gl: Galician
he: Hebrew
hi: Hindi
hr: Croatian
hu: Hungarian
id: Indonesian
it: Italian
ja: Japanese

```

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```

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*

:

```

---
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
fa:
fi: Suomi
fr: Français

```

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```

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*

( )

:

6000

## 166.8 *DefaultViewNewLine*

:



90

### 166.9 *DisableContentSecurityPolicy*

HTTP „Content-Security-Policy” HTTP !  
!  
:

0

### 166.10 *DisableIFrameOriginRestricted*

HTTP „X-Frame-Options: SAMEORIGIN” OTRS IFRAME .  
HTTP ! !  
:

0

### 166.11 *DisableLoginAutocomplete*

Disable autocomplete in the login screen.

:

0

### 166.12 *FirstnameLastnameOrder*

:

0

### 166.13 *Frontend::AjaxDebug*

, AJAX .

:

```
0
```

### 166.14 *Frontend::DebugMode*

```
:
```

```
0
```

### 166.15 *Frontend::MenuDragDropEnabled*

```
:
```

```
1
```

### 166.16 *Frontend::PrefixPath*

```
proxy . , ( . ' /prefix/path' ).
```

```
:
```

```
`Frontend::RichText`
```

```
:
```

```
1
```

### 166.17 *Frontend::RichText::DefaultCSS*

```
CSS RTF .
```

```
:
```

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

**166.18 Frontend::RichText::EnhancedMode**

( `Word-a`, ).

:

0

**166.19 Frontend::RichTextHeight**

RTF ( ).

:

320

**166.20 Frontend::RichTextPath**

URL RTF ( ).

:

<OTRS\_CONFIG\_Frontend::PrefixPath>/htdocs/js/thirdparty/ckeditor-4.7.0/

**166.21 Frontend::RichTextWidth**

RTF ( ).

:

620

**166.22 Frontend::TemplateCache**

:

!

:

```
1
```

### 166.23 *Frontend::Themes*

```
- . 1 ,0 .  
:
```

```
---  
Lite: '0'  
Standard: '1'
```

### 166.24 *HTTPSForceRedirect*

```
http https . https  
.  
:  
:
```

```
0
```

### 166.25 *HttpType*

```
, https plain http, .  
, OTRS_CONFIG_HttpType , , .  
.  
:  
:
```

```
http
```

### 166.26 *OutOfOfficeMessageTemplate*

```
. (%s) : .  
:
```

```
*** out of office until %s (%s d left) ***
```

## 166.27 *Ticket::Frontend::BlockLoadingRemoteContent*

:

0

## 166.28 *WebMaxFileUpload*

OTRS ( ) ( : ).

:

24000000

## 166.29 *WebUploadCacheModule*

„DB” „FS”

:

Kernel::System::Web::UploadCache::DB



# CHAPTER 167

---

*Frontend → Base → Loader*

---

## 167.1 Loader::Agent::CommonCSS###000-Framework

CSS

:

```
---
- 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*

CSS

:

```

----
- Core.Agent.Daemon.css

```

## 167.3 *Loader::Agent::CommonCSS###200-FAQ*

CSS

:

```

----
- Core.Agent.FAQ.Default.css

```

## 167.4 *Loader::Agent::CommonJS###000-Framework*

JS

:

```

----
- 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*

```

JS
.
.
.
:

```

```

----
- Core.Agent.Daemon.js

```

## 167.6 *Loader::Agent::CommonJS###001-JQueryMigrate*

```

JS
.
.
.
:

```

```

----
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js

```

## 167.7 *Loader::Agent::CommonJS###002-Ticket*

JS

:

```
----  
- Core.Agent.Chat.Toolbar.js  
- Core.VideoChat.js  
- thirdparty/adapter.js-6.4.0/adapter.js
```

## 167.8 *Loader::Agent::CommonJS###100-CKEditor*

JS

:

```
----  
- thirdparty/ckeditor-4.7.0/ckeditor.js
```

## 167.9 *Loader::Agent::CommonJS###200-DynamicFieldContactWithData*

JS

:

```
----  
- Core.Agent.DynamicFieldContactWithDataSearch.js
```

## 167.10 *Loader::Agent::CommonJS###200-FAQ*

JS

:

```
----  
- Core.Agent.FAQ.TicketCompose.js
```

## 167.11 *Loader::Agent::DefaultSelectedSkin*

Frontend::Agent::Skins.

```

:
default

```

## 167.12 *Loader::Agent::DefaultSelectedSkin::HostBased*

```

/ Key , Content (regex),

```

```

---
host1\.example\.com: SomeSkin1
host2\.example\.com: SomeSkin2

```

## 167.13 *Loader::Agent::ResponsiveCSS###000-Framework*

```

CSS

```

```

---
- Core.Responsive.css

```

## 167.14 *Loader::Agent::Skin###000-default*

```

---
Description: The Default skin of OTRS.
HomePage: www.otrs.org
InternalName: default
VisibleName: OTRS

```

## 167.15 *Loader::Agent::Skin###001-slim*

```

( ).

```

```
---
Description: A more compact version of the OTRS skin which tries to save
↳screen space
  for power users.
HomePage: www.otrs.org
InternalName: slim
VisibleName: Slim
```

### 167.16 *Loader::Agent::Skin###002-high-contrast*

:

```
---
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast
```

### 167.17 *Loader::Enabled::CSS*

, OTRS CSS .

:

```
1
```

### 167.18 *Loader::Enabled::JS*

, OTRS JavaScript .

:

```
1
```

# CHAPTER 168

---

*Frontend → Base → NavBarModule*

---

## **168.1 Frontend::AdminModuleGroups###001-Framework**

```
---
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*

, URL .  
:

```

---
Module: Kernel::Output::HTML::FilterText::URL
Templates:
  AgentTicketZoom: '1'
  
```

## 169.2 *Frontend::Output::FilterText###OutputFilterTextAutoLink*

, .  
.  
:

```

---
Module: Kernel::Output::HTML::FilterText::AutoLink
Templates:
  AgentTicketZoom: '1'
  
```

## 169.3 *Frontend::Output::OutputFilterTextAutoLink###Bugtraq*

HTML OTRS . bugtraq . Image . ( . faq.png).

```

---
RegExp:
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?(\\d{2,8})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Security Focus
  Image: https://www.securityfocus.com/favicon.ico
  Target: _blank
  URL: https://www.securityfocus.com/bid/<MATCH1>/info
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH>

```

## 169.4 Frontend::Output::OutputFilterTextAutoLink###CVE

html OTRS CVE Image ( .faq.png).

```

---
RegExp:
- (CVE|CAN)\\-(\\d{3,4})\\-(\\d{2,})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Mitre
  Image: https://cve.mitre.org/favicon.ico
  Target: _blank
  URL: https://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
URL3:
  Description: US-CERT NVD
  Image: https://nvd.nist.gov/NVD/Media/images/favicons/favicon-16x16.png

```

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```
Target: _blank
URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-<MATCH3>
```

## 169.5 Frontend::Output::OutputFilterTextAutoLink###FAQ

```
„HTML” . . . . . ( faq.png).
„OTRS” . . . . .
:
:
```

```
---
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

```
html . . . . . Image . . . . . ( .
faq.png). OTRS . . . . .
:
:
```

```
---
RegExp:
- MS[^A-Za-z]{0,5}(\d\d)?.?(\d{2,4})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Microsoft Technet
  Image: https://www.microsoft.com/favicon.ico
  Target: _blank
  URL: https://www.microsoft.com/technet/security/bulletin/MS<MATCH1>-<MATCH2>
  →.mspx
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=MS<MATCH1>-<MATCH2>
```

## 169.7 Frontend::Output::OutputFilterTextAutoLink###Setting1

```

html
OTRS
Image
(faq.png).
:

```

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL

```

## 169.8 Frontend::Output::OutputFilterTextAutoLink###Setting2

```

html
OTRS
Image
(faq.png).
:

```

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
URL3:
  Description: Description
  Image: Image

```

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|                            |
|----------------------------|
| Target: _blank<br>URL: URL |
|----------------------------|



# CHAPTER 170

---

*Frontend → External*

---

## 170.1 *ChatEngine::ExternalFrontend::NoAvailableAgentsButtonLink*

:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsButtonText`
```

---

:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsDescription`
```

---

:

```
`ChatFrontend::ExternalScripts`
```

---

bApp::Server::AdditionalOrigins  
-deploy-assets).

We-  
(bin/otrs.WebServer.pl

:

```
--- []
```

## 170.2 *ChatFrontend::InlineScripts*

bApp::Server::AdditionalOrigins (bin/otrs.WebServer.pl  
–deploy-assets). We-

```
--- []
```

## 170.3 *ExternalFrontend::CustomizationColors*

RGB

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'
```

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```

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

```

## 170.4 *ExternalFrontend::DefaultLanguage*

DefaultLanguage.

Browser

## 170.5 *ExternalFrontend::ExternalScripts*

bApp::Server::AdditionalOrigins . We-  
 -deploy-assets). (bin/otrs.WebServer.pl

--- []

## 170.6 *ExternalFrontend::InlineScripts*

bApp::Server::AdditionalOrigins . We-  
 (bin/otrs.WebServer.pl

–deploy-assets).

:

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

## 170.7 ExternalFrontend::LanguageFallback

:

```
en
```

## 170.8 ExternalFrontend::Languages

ExternalFrontend::LanguageFallback.

:

```
----  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

## 170.9 ExternalFrontend::QueueMap

:

```
---- {}
```

## 170.10 ExternalFrontend::StateMap

:



```
--- {}
```



---

*Frontend → External → Auth*

---

## **171.1 *ExternalFrontend::Auth::LoginURL***

URL

:

```
http://host.example.com/cgi-bin/login.pl
```

## **171.2 *ExternalFrontend::Auth::LogoutURL***

URL

:

```
http://host.example.com/cgi-bin/logout.pl
```



---

*Frontend → External → DocumentSearch*

---

### **172.1 *DocumentSearch::External::DynamicField***

:

```
--- {}
```



## 173.1 ExternalFrontend::Menu###Bottom

```

GroupRo'
      ' Description'
      ' 1' , ' Group' ' GroupRo'
      ' Prio'
      :
      RW, RO
      ' Link'
      ' Name'
      ' IsPublic'
      ' Target'
      ' _blank'

```

```

---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalogue.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalogue
  Prio: '200'
  Target: ''
- Description: Privacy policy example.
  Group: []
  GroupRo: []

```

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```

IsPublic: '1'
Link: /c/privacy-policy-example
Name: Privacy Policy Example
Prio: '300'
Target: ''
- Description: Imprint example.
Group: []
GroupRo: []
IsPublic: ''
Link: /c/imprint-example
Name: Imprint Example
Prio: '400'
Target: ''
- Description: Copyright notice.
Group: []
GroupRo: []
IsPublic: '1'
Link: https://otrs.com
Name: Copyright (C) 2001-2020 OTRS AG
Prio: '500'
Target: ''

```

## 173.2 ExternalFrontend::Menu###Main

```

GroupRo'
' Description'
' 1' , ' Group' ' GroupRo'
' Prio'
:
RW, RO
' Link'
' Name'
' Group'
' Target'
' _blank'

```

```

---
- 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: ''

```

(continues on next page)



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```

- Description: Custom link 2.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /error
  Name: Custom Link 2
  Prio: '300'
  Target: ''
- Description: Custom link 3.
  Group: []
  GroupRo: []
  IsPublic: ''
  Link: /ticket/overview
  Name: Custom Link 3
  Prio: '400'
  Target: ''

```

### 173.3 ExternalFrontend::Menu###Top

```

GroupRo'
      ' Description'
      ' 1' , ' Group' ' GroupRo'
      ' Prio'
      :
      ' IsPublic'
      ' Target'
      ' Link'
      ' Name'
      ' Group'
      ' _blank'
      ' RW, RO

```

```

---
- Description: Custom Link 1.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /home
  Name: Custom Link 1
  Prio: '100'
  Target: ''

```



### 174.1 ExternalFrontend::PrivacyNotice

```
---
de:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: Datenschutz-Vereinbarung
  Text: Diese Website verwendet Cookies. Mit der Nutzung dieser Website
  ↳akzeptieren
  Sie unsere %s.
en:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_CA:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_GB:
```

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```
ButtonText: Ok
Link: https://www.example.com/your-cookie-consent
LinkTarget: _blank
LinkText: data protection
Text: This site uses cookies. By using this site you accept our %s
→agreement.
es:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
→nuestro acuerdo
  de %s.
es_MX:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
→nuestro acuerdo
  de %s.
fr:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: de protection des données
  Text: Ce site utilise des cookies. En utilisant ce site, vous acceptez
→notre accord
  %s.
hu:
  ButtonText: Rendben
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: adatvédelmi
  Text: Ez az oldal sütiket használ. Az oldal használatával elfogadja az %s
→irányelveinket.
pt_BR:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: proteção de dados
  Text: Este site utiliza cookies. Ao usar este site, aceita o nosso acordo
→de %s.
zh_CN:
  ButtonText: 好的
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: 数据保护
  Text: 该网站使用 cookies。使用本网站表示您接受我们的%s 条款。
```

*Frontend → External → Route*

## 175.1 ExternalFrontend::Route###001-Framework

```

Alias'
    Components/Route
    ' 1' , ' Group' ' GroupRo'
    RW, RO ' Path' ' Group' ' GroupRo'
    ' Component'
    ' IsPublic'
    ' Props'
    ( ' 1' ).
:

```

```

---
- Alias: /home
  Component: HomePage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /
  Props: ''
- Alias: /c/:slug
  Component: CustomPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /content/:slug
  Props: '1'
- Alias: '*'
  Component: ErrorPage
  Group: []
  GroupRo: []
  IsPublic: '1'

```

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```
Path: /error
Props: '1'
- Alias: ''
  Component: AccountResetPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /account/reset/:token
  Props: '1'
- Alias: ''
  Component: TicketOverview
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/overview/:filter?
  Props: '1'
- Alias: ''
  Component: Search
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /search/:searchQuery?
  Props: '1'
- Alias: ''
  Component: PersonalPreferences
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /account/personal-preferences/:category?
  Props: '1'
- Alias: ''
  Component: TicketCreate
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/create/:mode?
  Props: '1'
- Alias: ''
  Component: TicketDetailView
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/number/:ticketNumber
  Props: '1'
- Alias: ''
  Component: ServiceCatalogue
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /service-catalogue/:categoryId?
  Props: '1'
- Alias: /knowledge-base/
```

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```
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'
```





## CHAPTER 176

---

*Frontend → External → View → KnowledgeBaseDetail*

---

### **176.1 ExternalFrontend::KnowledgeBaseDetailView###DynamicField**

:

```
--- {}
```



---

*Frontend → External → View → Preferences*

---

## 177.1 *CustomerPersonalPreference###Avatar*

:

```
---
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*

:

```
---
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'
```

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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

:

```

---
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

:

```

---
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

```

      PasswordRegExp
      PasswordMinSize: 2 2
      PasswordNeedDigit: (0 1)
      PasswordMin2Characters: (0 1)
      1. Password-
:

```

```

---
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

```

:
---
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

```

:
---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to
->this
time zone.

```

(continues on next page)

(continued from previous page)

```
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*

:

```
---
- Description: ''
  Label: General
  Name: General
  Order: '1000'
  Title: ''
- Description: ''
  Label: Security
  Name: Security
  Order: '2000'
  Title: ''
```

## 177.9 *CustomerPersonalPreference::OldModuleMapping###0001-Framework*

:

```
---
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*

,  
ExternalFrontend::TicketDetailView###DynamicField.  
:

```
--- {}
```

### 178.2 *ExternalFrontend::TicketCreate###HistoryComment*

```
ExternalFrontend::TicketCreate###HistoryType`
```

```
WebRequestCustomer
```

### 178.3 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Defa*

:

```
----  
- en
```

### 178.4 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Ena*

:

```
1
```

### 178.5 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Que*

:

```
----  
- Raw
```

### 178.6 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Sho*

:

```
5
```

### 178.7 *ExternalFrontend::TicketCreate###NextScreenAfterNewTicket*

:

```
TicketOverview
```



### 178.8 *ExternalFrontend::TicketCreate###Priority*

:

0

### 178.9 *ExternalFrontend::TicketCreate###PriorityDefault*

:

3 normal

### 178.10 *ExternalFrontend::TicketCreate###Queue*

QueueDefault.

:

0

### 178.11 *ExternalFrontend::TicketCreate###QueueDefault*

:

Postmaster

### 178.12 *ExternalFrontend::TicketCreate###SLA*

SLA

:

0

### 178.13 *ExternalFrontend::TicketCreate###SLAMandatory*

SLA

:

0

### 178.14 *ExternalFrontend::TicketCreate###SenderType*

:

customer

### 178.15 *ExternalFrontend::TicketCreate###Service*

:

0

### 178.16 *ExternalFrontend::TicketCreate###ServiceMandatory*

:

0

### 178.17 *ExternalFrontend::TicketCreate###StateDefault*

:

new

### 178.18 *ExternalFrontend::TicketCreate###TicketType*

TicketTypeDefault.

:

0

### 178.19 *ExternalFrontend::TicketCreate###TicketTypeDefault*

:

Unclassified



---

*Frontend → External → View → TicketDetail*

---

## **179.1 ExternalFrontend::TicketDetailView###AccountedTimeDisplay**

0

## **179.2 ExternalFrontend::TicketDetailView###AttributesView**

(0 = , 1 = ).

```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

### 179.3 *ExternalFrontend::TicketDetailView###DynamicField*

:

```
--- {}
```

### 179.4 *ExternalFrontend::TicketDetailView###FollowUpDynamicField*

:

```
--- {}
```

### 179.5 *ExternalFrontend::TicketDetailView###HistoryComment*

:

```
`ExternalFrontend::TicketDetailView###HistoryType`
```

:

```
FollowUp
```

### 179.6 *ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp*

:

```
TicketOverview
```

### 179.7 *ExternalFrontend::TicketDetailView###Priority*

:

```
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.

```
:
```

```
3 normal
```

### 179.9 *ExternalFrontend::TicketDetailView###SenderType*

```
:
```

```
customer
```

### 179.10 *ExternalFrontend::TicketDetailView###State*

```
:
```

```
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.

```
:
```

```
open
```

### 179.12 *ExternalFrontend::TicketDetailView###StateType*

```
:
```

```
---  
- open  
- closed
```



---

*Frontend → External → View → TicketOverview*

---

### **180.1 ExternalFrontend::TicketOverview###ColumnHeader**

:

```
TicketTitle
```

### **180.2 ExternalFrontend::TicketOverview###DynamicField**

:

```
--- {}
```

### **180.3 ExternalFrontend::TicketOverview###Owner**

:

```
0
```

## 180.4 *ExternalFrontend::TicketOverview###Queue*

.

.

:

0

## 180.5 *ExternalFrontend::TicketOverview###State*

.

.

:

1

## CHAPTER 181

---

*GenericInterface*

---

### 181.1 *GenericInterface::WebserviceConfig::CacheTTL*

86400



---

*GenericInterface* → *ErrorHandling* → *ModuleRegistration*

---

### **182.1 *GenericInterface::ErrorHandling::Module###RequestRetry***

:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry  
Name: RequestRetry
```



---

*GenericInterface* → *Invoker* → *ModuleRegistration*

---

## 183.1 *GenericInterface::Invoker::Module###Test::Test*

:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

## 183.2 *GenericInterface::Invoker::Module###Test::TestSimple*

:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```





---

*GenericInterface* → *Mapping* → *ModuleRegistration*

---

### 184.1 *GenericInterface::Mapping::Module###Simple*

:

```
---  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

### 184.2 *GenericInterface::Mapping::Module###Test*

:

```
---  
ConfigDialog: ''
```

### 184.3 *GenericInterface::Mapping::Module###XSLT*

:

```
---  
ConfigDialog: AdminGenericInterfaceMappingXSLT
```



# CHAPTER 185

---

*GenericInterface* → *Operation*

---

## **185.1 *GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL***

:

300

## **185.2 *GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL***

:

300

## **185.3 *GenericInterface::Operation::ResponseLoggingMaxSize***

*gi\_debugger\_entry\_content* .

:

200



---

*GenericInterface* → *Operation* → *Generic* → *RPC*

---

## 186.1 *GenericInterface::Operation::Generic::RPC*

Generic::RPC .

:

0

## 186.2 *GenericInterface::Operation::Generic::RPC::Modules###001-Default*

tom::Kernel::System Kernel::Config. Generic::RPC . Kernel::System, Custom::Kernel::System

:

```

---
- 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***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: LanguageList
```

## **187.2 *GenericInterface::Operation::Module###FAQ::PublicCategoryList***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicCategoryList
```

## **187.3 *GenericInterface::Operation::Module###FAQ::PublicFAQGet***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQGet
```

#### **187.4 *GenericInterface::Operation::Module###FAQ::PublicFAQSearch***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQSearch
```

#### **187.5 *GenericInterface::Operation::Module###Generic::RPC***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationRPC  
Controller: Generic  
Name: RPC
```

#### **187.6 *GenericInterface::Operation::Module###Session::SessionCreate***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Session  
Name: SessionCreate
```

#### **187.7 *GenericInterface::Operation::Module###Session::SessionGet***

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Session  
Name: SessionGet
```



## 187.8 *GenericInterface::Operation::Module###Test::Test*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Test  
Name: Test
```

## 187.9 *GenericInterface::Operation::Module###Ticket::TicketCreate*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketCreate
```

## 187.10 *GenericInterface::Operation::Module###Ticket::TicketGet*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

## 187.11 *GenericInterface::Operation::Module###Ticket::TicketHistoryGet*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketHistoryGet
```

## 187.12 *GenericInterface::Operation::Module###Ticket::TicketSearch*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

## 187.13 *GenericInterface::Operation::Module###Ticket::TicketUpdate*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketUpdate
```

---

*GenericInterface* → *Operation* → *TicketCreate*

---

**188.1 *GenericInterface::Operation::TicketCreate###AutoResponseType***

:

auto reply

**188.2 *GenericInterface::Operation::TicketCreate###HistoryComment***

:

%%GenericInterface Create

**188.3 *GenericInterface::Operation::TicketCreate###HistoryType***

:

NewTicket

## 188.4 *GenericInterface::Operation::TicketCreate###IsVisibleForCustomer*

.

.

:

|   |
|---|
| 1 |
|---|

---

*GenericInterface* → *Operation* → *TicketSearch*

---

**189.1 *GenericInterface::Operation::TicketSearch###Order::Default***

. : . : .  
:  
:

Down

**189.2 *GenericInterface::Operation::TicketSearch###SearchLimit***

.  
:  
:

500

**189.3 *GenericInterface::Operation::TicketSearch###SortBy::Default***

.  
:  
:

Age



---

*GenericInterface* → *Operation* → *TicketUpdate*

---

**190.1 *GenericInterface::Operation::TicketUpdate###AutoResponseType***

:

auto follow up

**190.2 *GenericInterface::Operation::TicketUpdate###HistoryComment***

:

%%GenericInterface Note

**190.3 *GenericInterface::Operation::TicketUpdate###HistoryType***

:

AddNote

## 190.4 *GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer*

|   |
|---|
| 1 |
|---|



---

*GenericInterface* → *Transport* → *ModuleRegistration*

---

## **191.1 *GenericInterface::Transport::Module###HTTP::REST***

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

## **191.2 *GenericInterface::Transport::Module###HTTP::SOAP***

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

## **191.3 *GenericInterface::Transport::Module###HTTP::Test***

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPTest  
Name: Test  
Protocol: HTTP
```

### 192.1 *WebApp::DefaultRedirect*

```
        .      ' /external'      ' /otrs/index.pl'      ,      URL  
        .  
        .  
        :
```

```
/external
```

### 192.2 *WebApp::SSO::RemoteUserSecret*

```
        SSO.      proxy      REMOTE_USER      REMOTE_USER_SECRET  
        ,      REMOTE_USER      HTTPBasicAuth.  
        .  
        :
```

```
`WebApp::Server::AdditionalOrigins`
```

---

(CSP)

```
---
connect-src:
- ''
font-src:
- ''
frame-src:
- ''
img-src:
- ''
script-src:
- ''
style-src:
- ''
```

### 192.3 *WebApp::Server::AutomaticReloadFile*

( . - ; ).

:

```
<OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

### 192.4 *WebApp::Server::TriggerAutomaticReloads*

,

:

```
1
```

---

*WebApp → API → Customer*

---

### 193.1 *WebApp::API::Customer::DefaultAgentName*

:

Support Agent

### 193.2 *WebApp::API::Customer::DisplayNoteFrom*

From  
bApp::API::Customer::DefaultAgentName

We-

:

FromField



---

*WebApp → API → Customer → Account*

---

### **194.1 *WebApp::API::Customer::Account::EmailBlacklist***

, se .  
.  
:

```
---  
- \@your\.domain\.example$
```

### **194.2 *WebApp::API::Customer::Account::EmailWhitelist***

, se .  
.  
:

```
---  
- \@your\.domain\.example$
```

### **194.3 *WebApp::API::Customer::Account::Recover***

.  
.  
:

1

## 194.4 *WebApp::API::Customer::Account::RecoverBody*

Hi <OTRS\_USERFIRSTNAME>,  
You **or** someone impersonating you has requested to change your OTRS password.  
If you want to do this, click on this link. You will receive another email [containing the password](#).  
<OTRS\_CONFIG\_ContentType>://<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*

New OTRS password request

## 194.6 *WebApp::API::Customer::Account::Register*

1

## 194.7 *WebApp::API::Customer::Account::RegisterBody*



```
Hi <OTRS_USERFIRSTNAME>,  
  
You or someone impersonating you has created a new OTRS account for you.  
  
Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>  
User name: <OTRS_USERLOGIN>  
Password: <OTRS_USERPASSWORD>  
  
You can log in via the following URL. We encourage you to change your  
↳password in the user preferences after logging in.  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/  
↳external
```

### 194.8 WebApp::API::Customer::Account::RegisterSubject

```
New OTRS Account!
```

### 194.9 WebApp::API::Customer::Account::ResetBody

```
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_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/  
↳external
```

### 194.10 WebApp::API::Customer::Account::ResetSubject

New OTRS password

---

*WebApp* → *APIClient*

---

### 195.1 *WebApp::APIClient###CloseTimeout*

```
WebSocket  
(bin/otrs.WebServer.pl -deploy-assets).
```

:

0

### 195.2 *WebApp::APIClient###MaxReconnectionAttempts*

```
WebSocket  
(bin/otrs.WebServer.pl -deploy-assets).
```

:

10

### 195.3 *WebApp::APIClient###MaxReconnectionDelay*

```
WebSocket  
(bin/otrs.WebServer.pl -deploy-assets).
```

:

10000

### 195.4 *WebApp::APIClient###OpenTimeout*

WebSocket  
(bin/otrs.WebServer.pl --deploy-assets).

:

0

### 195.5 *WebApp::APIClient###ReconnectionDelayIncrement*

WebSocket  
(bin/otrs.WebServer.pl --deploy-assets).

:

1000

### 195.6 *WebApp::APIClient###ResponseTimeout*

WebSocket  
(bin/otrs.WebServer.pl --deploy-assets).

:

30000

### 195.7 *WebApp::APIClient###WebSocketUpgrade*

API  
(bin/otrs.WebServer.pl --deploy-assets).      Web Socket,

:

1