



OTRS Configuration Options Reference

Release 8.0

OTRS AG

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This documentation lists all configuration options of OTRS.

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1.1 *CloudServices::Disabled*

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

This setting is not active by default.

Default value:

0

CloudService → Admin → ModuleRegistration

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

Cloud service admin module registration for the transport layer.

Default value:

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


3.1 *ConfigImportAllowed*

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

This setting can not be deactivated.

Default value:

1

3.2 *DemoSystem*

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

This setting can not be deactivated.

Default value:

0

3.3 *FQDN*

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

This setting can not be deactivated.

Default value:

yourhost.example.com

3.4 Organization

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

This setting can not be deactivated.

Default value:

Example Company

3.5 ProductName

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

This setting can not be deactivated.

Default value:

OTRS 9

3.6 Secure::*DisableBanner*

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

This setting can not be deactivated.

Default value:

0

3.7 SystemID

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

This setting can not be deactivated.

Default value:

10

4.1 *FAQ::Default::State*

Default state for knowledge base article.

This setting can not be deactivated.

Default value:

```
internal (agent)
```


5.1 *AppointmentCalendar::CalendarColors*

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

Default value:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'
```

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```

- '#891648'
- '#FF2101'
- '#FF8802'
- '#FFFA03'
- '#83F902'
- '#05F802'
- '#03F987'
- '#00FDFD'
- '#008CFF'
- '#002EFF'
- '#8931FF'
- '#FF39FF'
- '#FF2987'
- '#FF726E'
- '#FFCE6E'
- '#FFFB6D'
- '#CEFA6E'
- '#68F96E'
- '#68FDFD'
- '#68FBD0'
- '#6ACFFF'
- '#6E76FF'
- '#D278FF'
- '#FF7AFF'
- '#FF7FD3'

```

5.2 AppointmentCalendar::Import::RecurringMonthsLimit

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

This setting can not be deactivated.

Default value:

```
120
```

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

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

Default value:

```

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

```

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Text: Location URL: http://maps.google.com/maps?z=7&q=
--

Core → AppointmentCalendar → Plugin

6.1 *AppointmentCalendar::Plugin###Ticket*

Defines the ticket plugin for calendar appointments.

Default value:

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

Core → AppointmentCalendar → TicketAppointments

7.1 AppointmentCalendar::TicketAppointmentSearchParam

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

Default value:

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

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

Defines the ticket appointment type backend for ticket escalation time.

Default value:

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

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

Defines the ticket appointment type backend for ticket escalation time.

Default value:

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

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

Defines the ticket appointment type backend for ticket escalation time.

Default value:

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

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

Defines the ticket appointment type backend for ticket pending time.

Default value:

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

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

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

Default value:

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


8.1 *AgentConfirmation*

Defines agent confirmation messages.

This setting is not active by default.

Default value:

```
---
- ButtonText: I Acknowledge
  ID: '1'
  Link: ''
  LinkText: ''
  Text: This is an example message that must be acknowledged by the users by clicking
        the I Acknowledge button. Please change it to your personal needs.
  Title: Acknowledge
```

8.2 *AuthPostAuthModule###1000-PasswordChange*

Defines the password change post authentication module.

This setting can not be deactivated.

Default value:

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

8.3 *AuthPostAuthModule###2000-TwoFactorSetup*

Defines the password change post authentication module.

This setting can not be deactivated.

Default value:

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

8.4 *AuthPostAuthModule###3000-AgentConfirmation*

Defines the agent confirmation post authentication module.

This setting can not be deactivated.

Default value:

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

Core → Auth → Agent → TwoFactor

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

Defines the two-factor module to authenticate agents via authenticator app (TOTP mechanism). Use ‘Prio’ key to influence the priority of this mechanism in respect to others. ‘SecretPreferencesKey’ contains the key of the user preference where the shared secret key is stored. ‘AllowPreviousToken’ defines if the previously valid token should be accepted for authentication, which is slightly less secure but gives users 30 seconds more time to enter their one-time password. ‘GracePeriod’ is the time period in seconds that the token will be considered valid, before changing it make sure the user app supports this value.

Default value:

```
---
AllowPreviousToken: '1'
GracePeriod: '30'
Icon: regular,mobile-qr-code
Label: Authenticator App
Module: Kernel::System::TwoFactor::AuthenticatorApp
Prio: '1000'
SecretPreferencesKey: UserGoogleAuthenticatorSecretKey
```

9.2 *Agent::AuthTwoFactor::Module###Email*

Defines the two-factor module to authenticate agents via email (HOTP mechanism). Use ‘Prio’ key to influence the priority of this mechanism in respect to others. ‘SecretPreferencesKey’ contains the key of the user preference where the shared secret key is stored. ‘CounterPreferencesKey’ contains the key of the user preference where the current counter value is stored. ‘LookAheadWindowSize’ defines number of retry attempts that will be used if the token is invalid, by increasing the counter value for specified window size (counter re-sync).

Default value:

```
---
CounterPreferencesKey: UserEmailHOTPCounterConfig
EmailSecurityPreferencesKey: UserEmailHOTPSecurityConfig
Icon: regular, phone-action-email
Label: Email
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::Email
Prio: '3000'
SecretPreferencesKey: UserEmailHOTPSecretKey
```

9.3 *Agent::AuthTwoFactor::Module###SMS*

Defines the two-factor module to authenticate agents via SMS (HOTP mechanism). Use ‘Prio’ key to influence the priority of this mechanism in respect to others. ‘SecretPreferencesKey’ contains the key of the user preference where the shared secret key is stored. ‘CounterPreferencesKey’ contains the key of the user preference where the current counter value is stored. ‘LookAheadWindowSize’ defines number of retry attempts that will be used if the token is invalid, by increasing the counter value for specified window size (counter re-sync).

This setting is not active by default.

Default value:

```
---
CounterPreferencesKey: UserSMSSHOTPCounterConfig
EmailSecurityPreferencesKey: UserSMSSHOTPSecurityConfig
Icon: regular, phone-type
Label: SMS
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::SMS
Prio: '2000'
SecretPreferencesKey: UserSMSSHOTPSecretKey
```

9.4 *Agent::AuthTwoFactor::RequiredSetup*

Defines if agents are required to setup at least one two-factor authentication method.

This setting can not be deactivated.

Default value:

```
1
```

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

Defines list of agent logins (UserLogin) that will be excepted from requiring to setup at least one two-factor authentication method.

This setting can not be deactivated.

Default value:

--- []

10.1 *Customer::AuthModule*

Defines the module to authenticate customers.

This setting can not be deactivated.

Default value:

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

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

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

This setting can not be deactivated.

Default value:

```
sha2
```

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

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

This setting can not be deactivated.

Default value:

login

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

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

This setting can not be deactivated.

Default value:

pw

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

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

This setting is not active by default.

Default value:

DBI:mysql:database=customerdb;host=customerdbhost

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

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

This setting is not active by default.

Default value:

some_password

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

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

This setting can not be deactivated.

Default value:

customer_user

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

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

This setting is not active by default.

Default value:

```
mysql
```

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

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

This setting is not active by default.

Default value:

```
some_user
```

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

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

This setting can not be deactivated.

Default value:

```
12
```

10.11 *Customer::AuthModule::HTTPBasicAuth::Replace*

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

This setting is not active by default.

Default value:

```
example_domain\\
```

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

```
memberUid
```

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

Default value:

```
1
```


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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

```
ldap.example.com
```

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

```
some_password
```

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

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

This setting is not active by default.

Default value:

```
uid
```

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

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

This setting is not active by default.

Default value:

```
UID
```

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

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

This setting is not active by default.

Default value:

```
@domain.com
```

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

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

Default value:

```
1
```

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

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

This setting is not active by default.

Default value:

```
radiushost
```

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

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

This setting is not active by default.

Default value:

```
radiussecret
```

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

Defines the password change post authentication module.

This setting can not be deactivated.

Default value:

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

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

Defines the password change post authentication module.

This setting can not be deactivated.

Default value:

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

Core → Auth → Customer → TwoFactor

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

Defines the two-factor module to authenticate customer users via authenticator app (TOTP mechanism). Use ‘Prio’ key to influence the priority of this mechanism in respect to others. ‘SecretPreferencesKey’ contains the key of the user preference where the shared secret key is stored. ‘AllowPreviousToken’ defines if the previously valid token should be accepted for authentication, which is slightly less secure but gives users 30 seconds more time to enter their one-time password. ‘GracePeriod’ is the time period in seconds that the token will be considered valid, before changing it make sure the user app supports this value.

Default value:

```
---
AllowPreviousToken: '1'
GracePeriod: '30'
Icon: regular, mobile-qr-code
Label: Authenticator App
Module: Kernel::System::TwoFactor::AuthenticatorApp
Prio: '1000'
SecretPreferencesKey: UserGoogleAuthenticatorSecretKey
```

11.2 *Customer::AuthTwoFactor::Module###Email*

Defines the two-factor module to authenticate customer users via email (HOTP mechanism). Use ‘Prio’ key to influence the priority of this mechanism in respect to others. ‘SecretPreferencesKey’ contains the key of the user preference where the shared secret key is stored. ‘CounterPreferencesKey’ contains the key of the user preference where the current counter value is stored. ‘LookAheadWindowSize’ defines number of retry attempts that will be used if the token is invalid, by increasing the counter value for specified window size (counter re-sync).

Default value:

```
---
CounterPreferencesKey: UserEmailHOTPCounterConfig
EmailSecurityPreferencesKey: UserEmailHOTPSecurityConfig
Icon: regular, phone-action-email
Label: Email
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::Email
Prio: '3000'
SecretPreferencesKey: UserEmailHOTPSecretKey
```

11.3 *Customer::AuthTwoFactor::Module###SMS*

Defines the two-factor module to authenticate customer users via SMS (HOTP mechanism). Use ‘Prio’ key to influence the priority of this mechanism in respect to others. ‘SecretPreferencesKey’ contains the key of the user preference where the shared secret key is stored. ‘CounterPreferencesKey’ contains the key of the user preference where the current counter value is stored. ‘LookAheadWindowSize’ defines number of retry attempts that will be used if the token is invalid, by increasing the counter value for specified window size (counter re-sync).

This setting is not active by default.

Default value:

```
---
CounterPreferencesKey: UserSMSSHOTPCounterConfig
EmailSecurityPreferencesKey: UserSMSSHOTPSecurityConfig
Icon: regular, phone-type
Label: SMS
LookAheadWindowSize: '5'
Module: Kernel::System::TwoFactor::SMS
Prio: '2000'
SecretPreferencesKey: UserSMSSHOTPSecretKey
```

11.4 *Customer::AuthTwoFactor::RequiredSetup*

Defines if customer users are required to setup at least one two-factor authentication method.

This setting can not be deactivated.

Default value:

```
1
```

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

Defines list of customer user logins (UserLogin) that will be excepted from requiring to setup at least one two-factor authentication method.

This setting can not be deactivated.

Default value:

--- []

12.1 *AuthTwoFactor::BrowserTrust::Enabled*

Defines if trusted browser feature is enabled. If turned on, users will be able to skip two-factor authentication in saved browsers.

This setting can not be deactivated.

Default value:

1

12.2 *AuthTwoFactor::BrowserTrust::ExpirationPeriod*

Defines expiration period in days for trusted browsers. After this time period, trusted browsers will be cleaned up automatically. In order to trust browsers indefinitely, please disable this setting.

This setting can not be deactivated.

Default value:

30

13.1 *AutoloadPerlPackages###1000-Test*

Example package autoload configuration.

This setting is not active by default.

Default value:

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


14.1 *ReferenceData::OwnCountryList*

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

This setting is not active by default.

Default value:

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


15.1 *Cache::InBackend*

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

This setting can not be deactivated.

Default value:

1

15.2 *Cache::InMemory*

If enabled, the cache data be held in memory.

This setting can not be deactivated.

Default value:

1

15.3 *Cache::Module*

Selects the cache backend to use.

This setting can not be deactivated.

Default value:

Kernel::System::Cache::FileStorable

15.4 *Cache::SubdirLevels*

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

This setting can not be deactivated.

Default value:

2

16.1 *ChatEngine::Active*

Activates chat support.

This setting can not be deactivated.

Default value:

16.2 *ChatEngine::ChatDecayTime*

Number of days after chat will be deleted.

Default value:

16.3 *ChatEngine::ChatDirection::AgentToAgent*

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

This setting can not be deactivated.

Default value:

16.4 *ChatEngine::ChatDirection::AgentToCustomer*

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

This setting can not be deactivated.

Default value:

1

16.5 *ChatEngine::ChatDirection::CustomerToAgent*

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

This setting can not be deactivated.

Default value:

1

16.6 *ChatEngine::ChatDirection::PublicToAgent*

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

This setting can not be deactivated.

Default value:

1

16.7 *ChatEngine::ChatOrder*

Defines the order of chat windows.

This setting can not be deactivated.

Default value:

1

16.8 *ChatEngine::ChatTTL*

Number of hours after closed chat will be deleted.

Default value:

24

16.9 *ChatEngine::DefaultAgentName*

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

This setting is not active by default.

Default value:

```
Support Agent
```

16.10 *ChatEngine::DefaultAgentNameNumbers*

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

This setting can not be deactivated.

Default value:

```
1
```

16.11 *ChatEngine::DefaultChatChannel*

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

This setting can not be deactivated.

Default value:

```
Default channel
```

16.12 *ChatEngine::ExternalFrontend::AllowChatChannels*

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

This setting can not be deactivated.

Default value:

```
1
```

16.13 *ChatEngine::ExternalFrontend::AvailabilityCheck*

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

This setting can not be deactivated.

Default value:

1

16.14 *ChatEngine::ExternalFrontend::NoAnswerThreshold*

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

This setting can not be deactivated.

Default value:

5

16.15 *ChatEngine::PermissionGroup::ChatReceivingAgents*

Agent group that can accept chat requests and chat.

This setting can not be deactivated.

Default value:

users

16.16 *ChatEngine::PermissionGroup::ChatStartingAgents*

Agent group that can create chat requests.

This setting can not be deactivated.

Default value:

users

17.1 *CommunicationChannel###Chat*

Defines chat communication channel.

Default value:

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

17.2 *CommunicationChannel###Email*

Defines email communication channel.

Default value:

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

17.3 *CommunicationChannel###Internal*

Defines internal communication channel.

Default value:

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

17.4 *CommunicationChannel###Phone*

Defines phone communication channel.

Default value:

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

17.5 *CommunicationChannel###SMS*

Defines SMS communication channel.

Default value:

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

Core → CommunicationChannel → MIMEBase

18.1 *Ticket::Article::Backend::MIMEBase::ArticleDataDir*

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

This setting can not be deactivated.

Default value:

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

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

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

This setting can not be deactivated.

Default value:

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

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

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

This setting can not be deactivated.

Default value:

0

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

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

This setting can not be deactivated.

Default value:

1

19.1 *CommunicationLog::PurgeAfterHours::AllCommunications*

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

This setting can not be deactivated.

Default value:

744

19.2 *CommunicationLog::PurgeAfterHours::SuccessfulCommunications*

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

This setting can not be deactivated.

Default value:

168

19.3 *CommunicationLog::Transport###CloudService*

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

This setting can not be deactivated.

Default value:

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

19.4 *CommunicationLog::Transport###Email*

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

This setting can not be deactivated.

Default value:

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

20.1 *PGP*

Enables PGP support for signing and encrypting mail.

This setting can not be deactivated.

Default value:

```
0
```

20.2 *PGP::Bin*

Defines the path to PGP binary.

This setting is not active by default.

Default value:

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

20.3 *PGP::Key::Password*

Sets the password for private PGP key.

This setting can not be deactivated.

Default value:

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

20.4 PGP::Log

Configure your own log text for PGP.

This setting can not be deactivated.

Default value:

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

20.5 PGP::Method

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

This setting can not be deactivated.

Default value:

```
Detached
```

20.6 PGP::Options

Sets the options for PGP binary.

This setting can not be deactivated.

Default value:

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

20.7 *PGP::Options::DigestPreference*

Sets the preferred digest to be used for PGP binary.

Default value:

```
sha256
```

20.8 *PGP::TrustedNetwork*

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

Default value:

```
0
```


21.1 **SMIME**

Enables S/MIME support for signing and encrypting mail.

This setting can not be deactivated.

Default value:

```
0
```

21.2 **SMIME::Bin**

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

This setting is not active by default.

Default value:

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

21.3 **SMIME::CacheTTL**

Cache time in seconds for the SSL certificate attributes.

This setting can not be deactivated.

Default value:

```
86400
```

21.4 *SMIME::CertPath*

Specifies the directory where SSL certificates are stored.

This setting is not active by default.

Default value:

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

21.5 *SMIME::FetchFromCustomer*

Enables fetch S/MIME from CustomerUser backend support.

This setting can not be deactivated.

Default value:

```
0
```

21.6 *SMIME::PrivatePath*

Specifies the directory where private SSL certificates are stored.

This setting is not active by default.

Default value:

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


22.1 *Customer::DefaultUserID*

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

This setting can not be deactivated.

Default value:

22.2 *CustomerDisableCompanyTicketAccess*

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

This setting can not be deactivated.

Default value:

22.3 *CustomerGroupAlwaysGroups*

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

This setting can not be deactivated.

Default value:

```
---  
- users
```

22.4 *CustomerGroupCompanyAlwaysGroups*

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

This setting can not be deactivated.

Default value:

```
---  
- users
```

22.5 *CustomerGroupPermissionContext###001-CustomerID-same*

Defines a permission context for customer to group assignment.

This setting can not be deactivated.

Default value:

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

22.6 *CustomerGroupPermissionContext###100-CustomerID-other*

Defines a permission context for customer to group assignment.

This setting is not active by default.

Default value:

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

22.7 *CustomerGroupSupport*

Activates support for customer and customer user groups.

This setting can not be deactivated.

Default value:

```
0
```

22.8 *CustomerPreferences*

Defines the parameters for the customer preferences table.

This setting can not be deactivated.

Default value:

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


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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

23.6 *Core::MirrorDB::DSN*

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

This setting is not active by default.

Default value:

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

23.7 *Core::MirrorDB::Password*

Specify the password to authenticate for the first mirror database.

This setting is not active by default.

Default value:

some_password

23.8 Core::MirrorDB::User

Specify the username to authenticate for the first mirror database.

This setting is not active by default.

Default value:

some_user

Core → DocumentSearch → Driver

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

It controls availability for Appointment search driver.

This setting can not be deactivated.

Default value:

1

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

It controls availability for ArticleChat search driver.

This setting can not be deactivated.

Default value:

1

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

It controls availability for ArticleMIME search driver.

This setting can not be deactivated.

Default value:

1

24.4 DocumentSearch::Drivers::ArticleSMS::Enabled

It controls availability for ArticleSMS search driver.

This setting can not be deactivated.

Default value:

1

24.5 DocumentSearch::Drivers::CustomPageContent::Enabled

It controls availability for Custom Page Content search driver.

This setting can not be deactivated.

Default value:

1

24.6 DocumentSearch::Drivers::FAQ::Enabled

Controls availability for knowledge base article search driver.

This setting can not be deactivated.

Default value:

1

24.7 DocumentSearch::Drivers::ServiceCatalogueContent::Enabled

It controls availability for Customer Service Catalog Content search driver.

This setting can not be deactivated.

Default value:

1

24.8 DocumentSearch::Drivers::Ticket::Enabled

It controls availability for Ticket search driver.

This setting can not be deactivated.

Default value:

1

Core → DynamicFields → DriverRegistration

25.1 *DynamicFields::Driver###ActivityID*

DynamicField backend registration.

Default value:

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

25.2 *DynamicFields::Driver###Checkbox*

DynamicField backend registration.

Default value:

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

25.3 *DynamicFields::Driver###ContactWithData*

DynamicField backend registration.

Default value:

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

25.4 *DynamicFields::Driver###Date*

DynamicField backend registration.

Default value:

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

25.5 *DynamicFields::Driver###DateTime*

DynamicField backend registration.

Default value:

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

25.6 *DynamicFields::Driver###Dropdown*

DynamicField backend registration.

Default value:

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

25.7 *DynamicFields::Driver###Multiselect*

DynamicField backend registration.

Default value:

```

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

```

25.8 *DynamicFields::Driver###ProcessID*

DynamicField backend registration.

Default value:

```

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

```

25.9 *DynamicFields::Driver###Text*

DynamicField backend registration.

Default value:

```

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

```

25.10 *DynamicFields::Driver###TextArea*

DynamicField backend registration.

Default value:

```

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

```

25.11 *DynamicFieldsLegacy::Driver###ActivityID*

DynamicField backend registration.

Default value:

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

25.12 *DynamicFieldsLegacy::Driver###Checkbox*

DynamicField backend registration.

Default value:

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

25.13 *DynamicFieldsLegacy::Driver###ContactWithData*

DynamicField backend registration.

Default value:

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

25.14 *DynamicFieldsLegacy::Driver###Date*

DynamicField backend registration.

Default value:

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

25.15 *DynamicFieldsLegacy::Driver###DateTime*

DynamicField backend registration.

Default value:

```

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

```

25.16 *DynamicFieldsLegacy::Driver###Dropdown*

DynamicField backend registration.

Default value:

```

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

```

25.17 *DynamicFieldsLegacy::Driver###Multiselect*

DynamicField backend registration.

Default value:

```

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

```

25.18 *DynamicFieldsLegacy::Driver###ProcessID*

DynamicField backend registration.

Default value:

```

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

```

25.19 *DynamicFieldsLegacy::Driver###Text*

DynamicField backend registration.

Default value:

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

25.20 *DynamicFieldsLegacy::Driver###TextArea*

DynamicField backend registration.

Default value:

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

Core → DynamicFields → ObjectTypeRegistration

26.1 *DynamicFields::ObjectType###Appointment*

DynamicField object registration.

Default value:

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

26.2 *DynamicFields::ObjectType###Article*

DynamicField object registration.

Default value:

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

26.3 *DynamicFields::ObjectType###CustomerCompany*

DynamicField object registration.

Default value:

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

26.4 *DynamicFields::ObjectType###CustomerUser*

DynamicField object registration.

Default value:

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

26.5 *DynamicFields::ObjectType###FAQ*

DynamicField object registration.

Default value:

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

26.6 *DynamicFields::ObjectType###Ticket*

DynamicField object registration.

Default value:

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

26.7 *DynamicFieldsLegacy::ObjectType###Appointment*

DynamicField object registration.

Default value:

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

26.8 *DynamicFieldsLegacy::ObjectType###Article*

DynamicField object registration.

Default value:

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

26.9 *DynamicFieldsLegacy::ObjectType###CustomerCompany*

DynamicField object registration.

Default value:

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

26.10 *DynamicFieldsLegacy::ObjectType###CustomerUser*

DynamicField object registration.

Default value:

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

26.11 *DynamicFieldsLegacy::ObjectType###FAQ*

DynamicField object registration.

Default value:

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

26.12 *DynamicFieldsLegacy::ObjectType###Ticket*

DynamicField object registration.

Default value:

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

27.1 *AdminEmail*

Defines the system administrator's email address.

This setting can not be deactivated.

Default value:

```
support@<OTRS_CONFIG_FQDN>
```

27.2 *CheckEmailAddresses*

Makes the application check the syntax of email addresses.

This setting can not be deactivated.

Default value:

```
1
```

27.3 *CheckEmailInvalidAddress*

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

This setting can not be deactivated.

Default value:

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

27.4 *CheckEmailValidAddress*

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

This setting can not be deactivated.

Default value:

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

27.5 *CheckMXRecord*

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

This setting can not be deactivated.

Default value:

```
1
```

27.6 *CheckMXRecord::Nameserver*

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

This setting is not active by default.

Default value:

```
ns.example.com
```

27.7 *Fetchmail::Bin*

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

This setting is not active by default.

Default value:

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

27.8 *NotificationSenderEmail*

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

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

This setting can not be deactivated.

Default value:

```
otrs@<OTRS_CONFIG_FQDN>
```

27.9 NotificationSenderName

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

This setting can not be deactivated.

Default value:

```
OTRS Notifications
```

27.10 Sendmail::DefaultHeaders

Defines default headers for outgoing emails.

This setting is not active by default.

Default value:

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

27.11 SendmailBcc

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

Default value:

```
`SendmailEncodingForce`
```

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

This setting is not active by default.

Default value:

```
base64
```

27.12 *SendmailEnvelopeFrom*

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

This setting is not active by default.

Default value:

```
`SendmailModule`
```

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

This setting can not be deactivated.

Default value:

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

27.13 *SendmailModule::AuthPassword*

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

This setting is not active by default.

Default value:

```
MailserverPassword
```

27.14 *SendmailModule::AuthUser*

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

This setting is not active by default.

Default value:

```
MailserverLogin
```

27.15 *SendmailModule::CMD*

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

This setting can not be deactivated.

Default value:

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

27.16 *SendmailModule::Host*

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

This setting can not be deactivated.

Default value:

```
mail.example.com
```

27.17 *SendmailModule::Port*

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

This setting is not active by default.

Default value:

```
25
```

27.18 *SendmailNotificationEnvelopeFrom*

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

This setting is not active by default.

Default value:

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

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

This setting is not active by default.

Default value:

```
0
```


28.1 *AutoResponseForWebTickets*

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

This setting can not be deactivated.

Default value:

```
1
```

28.2 *KeepStateHeader*

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

Default value:

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

28.3 *LoopProtectionLog*

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

This setting can not be deactivated.

Default value:

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

28.4 *LoopProtectionModule*

Default loop protection module.

This setting can not be deactivated.

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

28.12 *PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers*

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

This setting can not be deactivated.

Default value:

```
1
```

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

Module to decrypt encrypted incoming e-mails and update the article accordingly.

Default value:

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

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

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

Default value:

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

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

Module to fetch customer users S/MIME certificates of incoming messages.

Default value:

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

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

Module to decrypt encrypted bodies of incoming messages so that filtering these messages is possible.

Default value:

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

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

Module used to detect if attachments are present.

Default value:

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

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

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

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

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

```

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

Module to use database filter storage.

This setting can not be deactivated.

Default value:

```

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

```


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

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

This setting is not active by default.

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

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

28.30 *PostMaster::PreFilterModule::NewTicketReject::Body*

Defines the body text for rejected emails.

This setting can not be deactivated.

Default value:

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

28.31 *PostMaster::PreFilterModule::NewTicketReject::Sender*

Defines the sender for rejected emails.

This setting is not active by default.

Default value:

```
noreply@example.com
```

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

Defines the subject for rejected emails.

This setting can not be deactivated.

Default value:

```
Email Rejected
```

28.33 *PostMasterMaxEmailSize*

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

This setting can not be deactivated.

Default value:

```
16384
```

28.34 *PostMasterReconnectMessage*

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

This setting can not be deactivated.

Default value:

20

28.35 *PostmasterAutoHTML2Text*

Converts HTML mails into text messages.

This setting can not be deactivated.

Default value:

1

28.36 *PostmasterBounceEmailAsFollowUp*

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

This setting can not be deactivated.

Default value:

1

28.37 *PostmasterDefaultPriority*

Defines the default priority of new tickets.

This setting can not be deactivated.

Default value:

3 normal

28.38 *PostmasterDefaultQueue*

Defines the postmaster default queue.

This setting can not be deactivated.

Default value:

Raw

28.39 *PostmasterDefaultState*

Defines the default state of new tickets.

This setting can not be deactivated.

Default value:

new

28.40 *PostmasterFollowUpState*

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

This setting can not be deactivated.

Default value:

open

28.41 *PostmasterFollowUpStateClosed*

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

This setting is not active by default.

Default value:

open

28.42 *PostmasterHeaderFieldCount*

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

This setting can not be deactivated.

Default value:

12

28.43 *PostmasterMaxEmails*

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

This setting can not be deactivated.

Default value:

40

28.44 *PostmasterMaxEmailsPerAddress*

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

Default value:

```
--- {}
```

28.45 *PostmasterUserID*

Specifies user id of the postmaster data base.

This setting can not be deactivated.

Default value:

```
1
```

28.46 *PostmasterX-Header*

Defines all the X-headers that should be scanned.

This setting can not be deactivated.

Default value:

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

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

28.47 *SendNoAutoResponseRegExp*

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

This setting can not be deactivated.

Default value:

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

Core → Event → AppointmentCalendar

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

Appointment calendar event module that prepares notification entries for appointments.

Default value:

```

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

```

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

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

Default value:

```

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

```

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

Appointment calendar event module that handles calendar push events.

This setting can not be deactivated.

Default value:

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

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

Appointment calendar event module that handles calendar appointment push events.

This setting can not be deactivated.

Default value:

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

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

Marks down the object involved on the event.

This setting can not be deactivated.

Default value:

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

Core → Event → CustomPage

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

Marks down the object involved on the event.

Default value:

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

Core → Event → CustomerCompany

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

Event module that processes push events for customer companies.

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

Core → Event → CustomerUser

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

Event module that processes push events for customer users.

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

33.4 CustomerUser::EventModulePost###2300-UpdateTickets

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

Default value:

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

33.5 CustomerUser::EventModulePost###9900-GenericInterface

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

Default value:

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

Core → Event → DynamicField

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

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

Default value:

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

Core → Event → FAQ

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

Marks down the object involved on the event.

Default value:

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

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

Marks down the object involved on the event.

This setting can not be deactivated.

Default value:

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

Core → Event → LinkObject

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

Listens to `LinkObjectLinkAdd` and `LinkObjectLinkDelete` and emits a `LinkObjectLinkUpdate` event to update the frontend.

This setting can not be deactivated.

Default value:

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

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

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

Default value:

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

Core → Event → Package

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

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

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

Core → Event → Queue

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

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

Default value:

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

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

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

Default value:

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

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

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

Default value:

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

Core → Event → ServiceCatalogueItem

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

Marks down the object involved on the event.

Default value:

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


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

Marks down the object involved on the event.

Default value:

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

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

Marks down the object involved on the event.

Default value:

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

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

Marks down the object involved on the event.

This setting can not be deactivated.

Default value:

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

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

Marks down the object involved on the event.

This setting can not be deactivated.

Default value:

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

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

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

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:


```

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

```

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

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

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

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

```

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

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

Default value:

```

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

```

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

Forces to unlock tickets after being moved to another queue.

Default value:

```

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

```

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

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

Default value:

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

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

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

This setting is not active by default.

Default value:

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

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

Ticket event module that triggers the escalation stop events.

Default value:

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

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

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

Default value:

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

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

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

Default value:

```

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

```

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

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

This setting is not active by default.

Default value:

```

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

```

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

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

Default value:

```

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

```

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

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

Default value:

```

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

```

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

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

Default value:

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

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

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

Default value:

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

41.1 *FAQ::Customer::StateTypes*

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

This setting can not be deactivated.

Default value:

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

41.2 *FAQ::Public::StateTypes*

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

This setting can not be deactivated.

Default value:

```
---  
- public
```


42.1 *FAQ::CacheTTL*

Cache time to live for knowledge base articles.

This setting can not be deactivated.

Default value:

172800

42.2 *FAQ::Default::Language*

Default language for knowledge base articles on single language mode.

This setting is not active by default.

Default value:

en

42.3 *FAQ::FAQHook*

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

This setting can not be deactivated.

Default value:

FAQ#

42.4 *FAQ::MultiLanguage*

Enable multiple languages on knowledge base module.

This setting can not be deactivated.

Default value:

42.5 *FAQ::TitleSize*

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

This setting can not be deactivated.

Default value:

42.6 *FAQ::Voting*

Enable voting mechanism on knowledge base module.

This setting can not be deactivated.

Default value:

43.1 *FAQ::ApprovalGroup*

Group for the approval of knowledge base articles.

This setting can not be deactivated.

Default value:

43.2 *FAQ::ApprovalQueue*

Queue for the approval of knowledge base articles.

This setting can not be deactivated.

Default value:

43.3 *FAQ::ApprovalRequired*

New knowledge base articles need approval before they get published.

This setting can not be deactivated.

Default value:

43.4 *FAQ::ApprovalTicketBody*

Ticket body for approval of knowledge base article.

This setting can not be deactivated.

Default value:

```
Hi,  
  
a new knowledge base article needs your approval before it can be published.  
  
FAQ#      : <OTRS_FAQ_NUMBER>  
Title     : <OTRS_FAQ_TITLE>  
Author    : <OTRS_FAQ_AUTHOR>  
State     : <OTRS_FAQ_STATE>  
  
If you want to do this, click on this link:  
  
<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN>/agent/knowledge-base-article/  
↳<OTRS_FAQ_ITEMID>?TriggerAction=KnowledgeBaseArticle%3A%3AEdit  
  
Your OTRS Notification Master
```

43.5 *FAQ::ApprovalTicketDefaultState*

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

This setting can not be deactivated.

Default value:

```
new
```

43.6 *FAQ::ApprovalTicketPriority*

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

This setting can not be deactivated.

Default value:

```
3 normal
```

43.7 *FAQ::ApprovalTicketSubject*

Ticket subject for approval of knowledge base article.

This setting can not be deactivated.

Default value:

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

43.8 FAQ::*ApprovalTicketType*

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

This setting can not be deactivated.

Default value:

Unclassified

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

Number of shown items in the top 10 feature.

This setting can not be deactivated.

Default value:

10

45.1 *FAQ::Item::Field1*

Definition of knowledge base article free text field.

This setting can not be deactivated.

Default value:

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

45.2 *FAQ::Item::Field2*

Definition of knowledge base article free text field.

This setting can not be deactivated.

Default value:

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

45.3 *FAQ::Item::Field3*

Definition of knowledge base article free text field.

This setting can not be deactivated.

Default value:

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

45.4 *FAQ::Item::Field4*

Definition of knowledge base article free text field.

This setting can not be deactivated.

Default value:

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

45.5 *FAQ::Item::Field5*

Definition of knowledge base article free text field.

This setting can not be deactivated.

Default value:

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

45.6 *FAQ::Item::Field6*

Definition of knowledge base article free text field.

This setting can not be deactivated.

Default value:

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


45.7 *FAQ::Item::HTML*

Show knowledge base article using HTML format.

This setting can not be deactivated.

Default value:

1

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

Show voting in defined interfaces.

This setting can not be deactivated.

Default value:

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

Core → FAQ → RelatedArticles

47.1 FAQ::KeywordArticeList::SearchLimit

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

This setting can not be deactivated.

Default value:

5000

Core → GoogleChrome

48.1 *GoogleChrome::Bin*

Defines the path to the Google Chrome or Chromium binary.

This setting is not active by default.

Default value:

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


49.1 *LinkObject::IgnoreLinkedTicketStateTypes*

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

Default value:

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

49.2 *LinkObject::PossibleLink###0200*

Links 2 tickets with a “Normal” type link.

Default value:

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

49.3 *LinkObject::PossibleLink###0201*

Links 2 tickets with a “ParentChild” type link.

Default value:

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

49.4 *LinkObject::PossibleLink###1200*

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

Default value:

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

49.5 *LinkObject::PossibleLink###1300*

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

Default value:

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

49.6 *LinkObject::PossibleLink###8301*

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

Default value:

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

49.7 *LinkObject::PossibleLink###8302*

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

Default value:

```

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

```

49.8 *LinkObject::PossibleLink###8303*

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

Default value:

```

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

```

49.9 *LinkObject::PossibleLink###8304*

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

Default value:

```

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

```

49.10 *LinkObject::Type###Normal*

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

This setting can not be deactivated.

Default value:

```

---
SourceName: Normal
TargetName: Normal

```

49.11 *LinkObject::Type###ParentChild*

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

This setting can not be deactivated.

Default value:

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

49.12 *LinkObject::TypeGroup###0001*

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

Default value:

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

50.1 *CGILogPrefix*

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

This setting can not be deactivated.

Default value:

```
OTRS-CGI
```

50.2 *LogModule*

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

This setting can not be deactivated.

Default value:

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

50.3 *LogModule::LogFile*

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

This setting can not be deactivated.

Default value:

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

50.4 *LogModule::LogFile::Date*

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

Default value:

```
0
```

50.5 *LogModule::SysLog::Charset*

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

Default value:

```
utf-8
```

50.6 *LogModule::SysLog::Facility*

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

Default value:

```
user
```

50.7 *MinimumLogLevel*

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

This setting can not be deactivated.

Default value:

```
error
```

51.1 *MailQueue*

MailQueue configuration settings.

This setting can not be deactivated.

Default value:

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

Core → NotificationView

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

Defines the number of days a notification should be still shown in the notification web view screen (value of '0' means always show).

Default value:

30

53.1 PDF::LogoFile

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

This setting can not be deactivated.

Default value:

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

53.2 PDF::MaxPages

Defines the maximum number of pages per PDF file.

This setting can not be deactivated.

Default value:

```
100
```

53.3 PDF::PageSize

Defines the standard size of PDF pages.

This setting can not be deactivated.

Default value:

```
a4
```

53.4 PDF::TTFontFile###Monospaced

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

This setting can not be deactivated.

Default value:

```
DejaVuSansMono.ttf
```

53.5 PDF::TTFontFile###MonospacedBold

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

This setting can not be deactivated.

Default value:

```
DejaVuSansMono-Bold.ttf
```

53.6 PDF::TTFontFile###MonospacedBoldItalic

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

This setting can not be deactivated.

Default value:

```
DejaVuSansMono-BoldOblique.ttf
```

53.7 PDF::TTFontFile###MonospacedItalic

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

This setting can not be deactivated.

Default value:

```
DejaVuSansMono-Oblique.ttf
```

53.8 PDF::TTFontFile###Proportional

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

This setting can not be deactivated.

Default value:

```
DejaVuSans.ttf
```

53.9 PDF::TTFontFile###ProportionalBold

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

This setting can not be deactivated.

Default value:

```
DejaVuSans-Bold.ttf
```

53.10 PDF::TTFontFile###ProportionalBoldItalic

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

This setting can not be deactivated.

Default value:

```
DejaVuSans-BoldOblique.ttf
```

53.11 PDF::TTFontFile###ProportionalItalic

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

This setting can not be deactivated.

Default value:

```
DejaVuSans-Oblique.ttf
```


54.1 *Package::AllowLocalModifications*

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

This setting is not active by default.

Default value:

54.2 *Package::AllowNotVerifiedPackages*

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

Default value:

54.3 *Package::FileUpload*

Enables file upload in the package manager frontend.

This setting can not be deactivated.

Default value:

54.4 *Package::Proxy*

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

This setting is not active by default.

Default value:

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

54.5 *Package::RepositoryAccessRegExp*

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

This setting is not active by default.

Default value:

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

54.6 *Package::RepositoryList*

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

This setting is not active by default.

Default value:

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

54.7 *Package::RepositoryRoot*

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

This setting is not active by default.

Default value:

```
--- []
```

54.8 *Package::ShowFeatureAddons*

Toggles display of OTRS FeatureAddons list in PackageManager.

Default value:

1

54.9 *Package::Timeout*

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

This setting can not be deactivated.

Default value:

120

Core → PasswordPolicy → Exceptions

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

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

This setting can not be deactivated.

Default value:

--- []

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

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

This setting can not be deactivated.

Default value:

--- []

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

Every listed agent login name will override password histories.

This setting can not be deactivated.

Default value:

--- []

55.4 PasswordPolicy::ExceptAgentPasswordTTL###001-Framework

Every listed agent login name will override password expirations.

This setting can not be deactivated.

Default value:

--- []

55.5 PasswordPolicy::ExceptCustomerPasswordChangeAfterFirstLogin###001-Framework

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

This setting can not be deactivated.

Default value:

--- []

55.6 PasswordPolicy::ExceptCustomerPasswordComplexity###001-Framework

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

This setting can not be deactivated.

Default value:

--- []

55.7 PasswordPolicy::ExceptCustomerPasswordHistory###001-Framework

Every listed customer user login name will override password histories.

This setting can not be deactivated.

Default value:

--- []

55.8 PasswordPolicy::ExceptCustomerPasswordTTL###001-Framework

Every listed customer user login name will override password expirations.

This setting can not be deactivated.

Default value:

--- []

56.1 *PerformanceLog*

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

Default value:

56.2 *PerformanceLog::File*

Specifies the path of the file for the performance log.

This setting can not be deactivated.

Default value:

56.3 *PerformanceLog::FileMax*

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

This setting can not be deactivated.

Default value:

57.1 AdminInterfaceAccessGroup

Defines agent groups that have access permission to the administrator interface.

This setting can not be deactivated.

Default value:

```
---  
- admin
```

57.2 EditAnotherUsersPreferencesGroup

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

This setting can not be deactivated.

Default value:

```
admin
```

57.3 SwitchToCustomer

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

This setting can not be deactivated.

Default value:

0

57.4 *SwitchToCustomer::PermissionGroup*

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

This setting can not be deactivated.

Default value:

admin

57.5 *SwitchToUser*

Allows administrator users to login as an other user via the agent interface.

This setting can not be deactivated.

Default value:

0

57.6 *System::Customer::Permission*

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

This setting can not be deactivated.

Default value:

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

57.7 *System::Permission*

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

This setting can not be deactivated.

Default value:

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


58.1 *AgentFrontend::SMS::MessageTextLimit*

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

This setting can not be deactivated.

Default value:

```
1600
```

58.2 *SMSTemplate::Types*

Defines the list of types for SMS templates.

This setting can not be deactivated.

Default value:

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


59.1 SOAP::Keep-Alive

Enable keep-alive connection header for SOAP responses.

This setting can not be deactivated.

Default value:

0

60.1 *AgentSessionLimit*

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

Default value:

60.2 *AgentSessionLimitPriorWarning*

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

This setting is not active by default.

Default value:

60.3 *AgentSessionPerUserLimit*

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

Default value:

60.4 *CustomerSessionLimit*

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

Default value:

100

60.5 *CustomerSessionPerUserLimit*

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

Default value:

20

60.6 *SessionCSRFProtection*

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

This setting can not be deactivated.

Default value:

1

60.7 *SessionCheckRemoteIP*

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

This setting can not be deactivated.

Default value:

1

60.8 *SessionDeleteIfNotRemoteID*

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

This setting can not be deactivated.

Default value:

1

60.9 *SessionDeletelfTimeToOld*

Deletes requested sessions if they have timed out.

This setting can not be deactivated.

Default value:

```
1
```

60.10 *SessionDir*

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

This setting can not be deactivated.

Default value:

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

60.11 *SessionMaxIdleTime*

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

This setting can not be deactivated.

Default value:

```
7200
```

60.12 *SessionMaxTime*

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

This setting can not be deactivated.

Default value:

```
57600
```

60.13 *SessionModule*

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

This setting can not be deactivated.

Default value:

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

60.14 *SessionName*

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

This setting can not be deactivated.

Default value:

```
OTRSAgentInterface
```

60.15 *SessionTable*

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

This setting can not be deactivated.

Default value:

```
sessions
```

60.16 *SessionUseCookieAfterBrowserClose*

Stores cookies after the browser has been closed.

This setting can not be deactivated.

Default value:

```
0
```

61.1 *Stats::DynamicObjectRegistration###Ticket*

Module to generate ticket statistics.

Default value:

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

61.2 *Stats::DynamicObjectRegistration###TicketAccountedTime*

Module to generate accounted time ticket statistics.

Default value:

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

61.3 *Stats::DynamicObjectRegistration###TicketList*

Determines if the statistics module may generate ticket lists.

Default value:

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

61.4 *Stats::DynamicObjectRegistration###TicketSolutionResponseTime*

Module to generate ticket solution and response time statistics.

Default value:

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

61.5 *Stats::MaxResultCellsPreview*

Defines the default maximum number of result cells in the preview (at the moment only relevant for time field relation on x-axis and y-axis).

This setting is not active by default.

Default value:

```
1000
```

61.6 *Stats::MaxXaxisAttributes*

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

This setting is not active by default.

Default value:

```
1000
```

61.7 *Stats::StatsHook*

Sets the stats hook.

This setting can not be deactivated.

Default value:

```
Stat#
```

61.8 *Stats::StatsStartNumber*

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

This setting can not be deactivated.

Default value:

```
10000
```

62.1 StatsReportConfig::CacheTTL

Cache time in seconds for the statistics reports backend.

This setting can not be deactivated.

Default value:

3600

63.1 *AdminTemplate::SubjectMethod###KeepTicketNumber*

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

Default value:

63.2 *AgentSelfNotifyOnAction*

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

This setting can not be deactivated.

Default value:

63.3 *CustomerNotifyJustToRealCustomer*

Sends customer notifications just to the mapped customer.

This setting can not be deactivated.

Default value:

63.4 *DynamicFieldFromCustomerUser::Mapping*

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

This setting is not active by default.

Default value:

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

63.5 *FormDraftTTL###Ticket*

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

Default value:

```
10080
```

63.6 *OTRSEscalationEvents::DecayTime*

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

Default value:

```
1440
```

63.7 *StandardTemplate2QueueByCreating*

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

This setting is not active by default.

Default value:

```
--- []
```

63.8 *StandardTemplate::Types*

Defines the list of types for templates.

Default value:

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

63.9 *Ticket::ArchiveSystem*

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

This setting can not be deactivated.

Default value:

0

63.10 *Ticket::ArchiveSystem::RemoveSeenFlags*

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

This setting can not be deactivated.

Default value:

1

63.11 *Ticket::ArchiveSystem::RemoveTicketWatchers*

Removes the ticket watcher information when a ticket is archived.

This setting can not be deactivated.

Default value:

1

63.12 *Ticket::ChangeOwnerToEveryone*

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

This setting can not be deactivated.

Default value:

0

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

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

This setting is not active by default.

Default value:

Kernel::System::Ticket::Custom

63.14 ***Ticket::DefineEmailFrom***

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

This setting can not be deactivated.

Default value:

SystemAddressName

63.15 ***Ticket::DefineEmailFromSeparator***

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

This setting can not be deactivated.

Default value:

via

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

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

Default value:

Realname

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

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

Default value:

63.18 *Ticket::GenericAgentAllowCustomModuleExecution*

Allows generic agent to execute custom modules.

Default value:

63.19 *Ticket::GenericAgentAllowCustomScriptExecution*

Allows generic agent to execute custom command line scripts.

Default value:

63.20 *Ticket::GenericAgentRunLimit*

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

Default value:

63.21 *Ticket::GenericAgentTicketSearch###ExtendedSearchCondition*

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

This setting can not be deactivated.

Default value:

63.22 *Ticket::Hook*

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

This setting can not be deactivated.

Default value:

63.23 *Ticket::HookDivider*

The divider between TicketHook and ticket number. E.g. ' : '.

This setting can not be deactivated.

Default value:

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

Include unknown customers in ticket filter.

This setting can not be deactivated.

Default value:

```
0
```

63.24 *Ticket::InvalidOwner::StateChange*

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

Default value:

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

63.25 *Ticket::MergeDynamicFields*

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

This setting can not be deactivated.

Default value:

```
--- []
```

63.26 *Ticket::NewArticleIgnoreSystemSender*

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

This setting can not be deactivated.

Default value:

0

63.27 *Ticket::NumberGenerator*

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

This setting can not be deactivated.

Default value:

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

63.28 *Ticket::NumberGenerator::CheckSystemID*

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

This setting can not be deactivated.

Default value:

1

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

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

This setting can not be deactivated.

Default value:

0

63.30 *Ticket::NumberGenerator::MinCounterSize*

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

This setting can not be deactivated.

Default value:

5

63.31 *Ticket::PendingAutoStateType*

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

This setting can not be deactivated.

Default value:

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

63.32 *Ticket::PendingReminderStateType*

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

This setting can not be deactivated.

Default value:

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

63.33 *Ticket::Responsible*

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

Default value:

0

63.34 *Ticket::ResponsibleAutoSet*

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

Default value:

1

63.35 *Ticket::Service*

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

This setting can not be deactivated.

Default value:

0

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

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

This setting can not be deactivated.

Default value:

0

63.37 *Ticket::Service::KeepChildren*

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

This setting can not be deactivated.

Default value:

0

63.38 *Ticket::StateAfterPending*

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

This setting can not be deactivated.

Default value:

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

63.39 *Ticket::SubjectFormat*

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

This setting can not be deactivated.

Default value:

Left

63.40 *Ticket::SubjectFwd*

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

This setting can not be deactivated.

Default value:

Fwd

63.41 *Ticket::SubjectRe*

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

This setting can not be deactivated.

Default value:

Re

63.42 *Ticket::SubjectSize*

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

This setting can not be deactivated.

Default value:

100

63.43 *Ticket::Type*

Enables the ticket type feature.

This setting can not be deactivated.

Default value:

0

63.44 *Ticket::Type::Default*

Defines the default ticket type.

This setting can not be deactivated.

Default value:

```
Unclassified
```

63.45 *Ticket::UnlockOnAway*

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

This setting can not be deactivated.

Default value:

```
1
```

63.46 *Ticket::UnlockStateType*

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

This setting can not be deactivated.

Default value:

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

63.47 *Ticket::ViewableLocks*

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

This setting can not be deactivated.

Default value:

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

63.48 *Ticket::ViewableStateType*

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

This setting can not be deactivated.

Default value:

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

63.49 *Ticket::Watcher*

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

This setting can not be deactivated.

Default value:

```
0
```

63.50 *Ticket::WatcherGroup*

Enables ticket watcher feature only for the listed groups.

This setting is not active by default.

Default value:

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

64.1 *ACL::CacheTTL*

Cache time in seconds for the DB ACL backend.

This setting can not be deactivated.

Default value:

```
3600
```

64.2 *ACLKeysLevel1Change*

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

Default value:

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

64.3 *ACLKeysLevel1Match*

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

Default value:

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

64.4 *ACLKeysLevel2::Possible*

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

Default value:

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

64.5 *ACLKeysLevel2::PossibleAdd*

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

Default value:

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

64.6 *ACLKeysLevel2::PossibleNot*

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

Default value:

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

64.7 *ACLKeysLevel2::Properties*

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

Default value:

```

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

```

64.8 *ACLKeysLevel2::PropertiesDatabase*

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

Default value:

```

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

```

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

Defines which items are available for ‘Action’ in third level of the ACL structure.

Default value:

```

--- []

```

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

ACL module that allows closing parent tickets only if all its children are already closed (“State” shows which states are not available for the parent ticket until all child tickets are closed).

This setting is not active by default.

Default value:

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

64.11 *TicketACL::Debug::Enabled*

If enabled debugging information for ACLs is logged.

This setting can not be deactivated.

Default value:

```
0
```

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

Filter for debugging ACLs. Note: More ticket attributes can be added in the format <OTRS_TICKET_Attribute> e.g. <OTRS_TICKET_Priority>.

This setting is not active by default.

Default value:

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

64.13 *TicketACL::Debug::LogPriority*

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

This setting is not active by default.

Default value:

```
debug
```


64.14 *TicketACL::Default::Action*

Default ACL values for ticket actions.

This setting can not be deactivated.

Default value:

```
--- {}
```

Core → Ticket → DynamicFieldDefault

65.1 *Ticket::TicketDynamicFieldDefault###Element1*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.2 *Ticket::TicketDynamicFieldDefault###Element10*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.3 *Ticket::TicketDynamicFieldDefault###Element11*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.4 *Ticket::TicketDynamicFieldDefault###Element12*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.5 *Ticket::TicketDynamicFieldDefault###Element13*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.6 *Ticket::TicketDynamicFieldDefault###Element14*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.7 *Ticket::TicketDynamicFieldDefault###Element15*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.8 *Ticket::TicketDynamicFieldDefault###Element16*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.9 *Ticket::TicketDynamicFieldDefault###Element2*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.10 *Ticket::TicketDynamicFieldDefault###Element3*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.11 *Ticket::TicketDynamicFieldDefault###Element4*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.12 *Ticket::TicketDynamicFieldDefault###Element5*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.13 *Ticket::TicketDynamicFieldDefault###Element6*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.14 *Ticket::TicketDynamicFieldDefault###Element7*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.15 *Ticket::TicketDynamicFieldDefault###Element8*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

65.16 *Ticket::TicketDynamicFieldDefault###Element9*

Configures a default TicketDynamicField setting. “Name” defines the dynamic field which should be used, “Value” is the data that will be set, and “Event” defines the trigger event. Please check the developer manual (<https://doc.otrs.com/doc/>), chapter “Ticket Event Module” .

This setting is not active by default.

Default value:

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

Core → Ticket → FulltextSearch

66.1 *Ticket::SearchIndex::Attribute*

Basic fulltext index settings. Execute “bin/otrs.Console.pl Maint::Ticket::FulltextIndex –rebuild” in order to generate a new index.

This setting can not be deactivated.

Default value:

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

66.2 *Ticket::SearchIndex::Filters*

Fulltext index regex filters to remove parts of the text.

This setting can not be deactivated.

Default value:

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

66.3 *Ticket::SearchIndex::ForceUnfilteredStorage*

Force the storage of the original article text in the article search index, without executing filters or applying stop word lists. This will increase the size of the search index and thus may slow down fulltext searches.

This setting can not be deactivated.

Default value:

```
0
```

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

Customizable stop words for fulltext index. These words will be removed from the search index.

This setting is not active by default.

Default value:

```
---  
- MyStopWord
```

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

German stop words for fulltext index. These words will be removed from the search index.

Default value:

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

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- der
- des
- dessen
- deshalb
- die
- dies
- dieser
- dieses
- doch
- dort
- du
- durch
- ein
- eine
- einem
- einen
- einer
- eines
- er
- es
- euer
- eure
- für
- hatte
- hatten
- hattest
- hattet
- hier
- hinter
- ich
- ihr
- ihre
- im
- **in**
- ist
- ja
- jede
- jedem
- jeden
- jeder
- jedes
- jener
- jenes
- jetzt
- kann
- kannst
- können
- könnt
- machen
- mein
- meine
- mit

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- muß
- mußt
- musst
- müssen
- müßt
- nach
- nachdem
- nein
- nicht
- nun
- oder
- seid
- sein
- seine
- sich
- sie
- sind
- soll
- sollen
- sollst
- sollte
- sonst
- soweit
- sowie
- und
- unser
- unsere
- unter
- vom
- von
- vor
- wann
- warum
- was
- weiter
- weitere
- wenn
- wer
- werde
- werden
- werdet
- weshalb
- wie
- wieder
- wieso
- wir
- wird
- wirst
- wo
- woher
- wohin
- zu

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- zum
- zur
- über

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

English stop words for fulltext index. These words will be removed from the search index.

Default value:

```
---  
- a  
- about  
- above  
- after  
- again  
- against  
- all  
- am  
- an  
- and  
- any  
- are  
- aren't  
- as  
- at  
- be  
- because  
- been  
- before  
- being  
- below  
- between  
- both  
- but  
- by  
- can't  
- cannot  
- could  
- couldn't  
- did  
- didn't  
- do  
- does  
- doesn't  
- doing  
- don't  
- down  
- during  
- each
```

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- few
- **for**
- **from**
- further
- had
- hadn't
- has
- hasn't
- have
- haven't
- having
- he
- he'd
- he'll
- he's
- her
- here
- here's
- hers
- herself
- him
- himself
- his
- how
- how's
- i
- i'd
- i'll
- i'm
- i've
- **if**
- **in**
- into
- **is**
- isn't
- it
- it's
- its
- itself
- let's
- me
- more
- most
- mustn't
- my
- myself
- no
- nor
- **not**
- of
- off
- on

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- once
- only
- **or**
- other
- ought
- our
- ours
- ourselves
- out
- over
- own
- same
- shan't
- she
- she'd
- she'll
- she's
- should
- shouldn't
- so
- some
- such
- than
- that
- that's
- the
- their
- theirs
- them
- themselves
- then
- there
- there's
- these
- they
- they'd
- they'll
- they're
- they've
- this
- those
- through
- to
- too
- under
- until
- up
- very
- was
- wasn't
- we
- we'd

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```
- we'll
- we're
- we've
- were
- weren't
- what
- what's
- when
- when's
- where
- where's
- which
- while
- who
- who's
- whom
- why
- why's
- with
- won't
- would
- wouldn't
- you
- you'd
- you'll
- you're
- you've
- your
- yours
- yourself
- yourselves
```

66.7 *Ticket::SearchIndex::StopWords###es*

Spanish stop words for fulltext index. These words will be removed from the search index.

Default value:

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

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- alguno
- alguna
- algunos
- algunas
- ser
- es
- soy
- eres
- somos
- sois
- estoy
- esta
- estamos
- estais
- estan
- como
- en
- para
- atras
- porque
- por qué
- estado
- estaba
- ante
- antes
- siendo
- ambos
- pero
- por
- poder
- puede
- puedo
- podemos
- podeis
- pueden
- fui
- fue
- fuimos
- fueron
- hacer
- hago
- hace
- hacemos
- haceis
- hacen
- cada
- fin
- incluso
- primero
- desde
- conseguir
- consigo

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- consigue
- consigues
- conseguimos
- consiguen
- ir
- voy
- va
- vamos
- vais
- van
- vaya
- gueno
- ha
- tener
- tengo
- tiene
- tenemos
- teneis
- tienen
- el
- la
- lo
- las
- los
- su
- aqui
- mio
- tuyo
- ellos
- ellas
- nos
- nosotros
- vosotros
- vosotras
- si
- dentro
- solo
- solamente
- saber
- sabes
- sabe
- sabemos
- sabeis
- saben
- ultimo
- largo
- bastante
- haces
- muchos
- aquellos
- aquellas
- sus

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- entonces
- tiempo
- verdad
- verdadero
- verdadera
- cierto
- ciertos
- cierta
- ciertas
- intentar
- intento
- intenta
- intentas
- intentamos
- intentais
- intentan
- dos
- bajo
- arriba
- encima
- usar
- uso
- usas
- usa
- usamos
- usais
- usan
- emplear
- empleo
- empleas
- emplean
- empleamos
- empleais
- valor
- muy
- era
- eras
- eramos
- eran
- modo
- bien
- cual
- cuando
- donde
- mientras
- quien
- con
- entre
- sin
- trabajo
- trabajar
- trabajas

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```
- trabaja
- trabajamos
- trabajais
- trabajan
- podria
- podrias
- podriamos
- podrian
- podriais
- yo
- aquel
```

66.8 *Ticket::SearchIndex::StopWords###fr*

French stop words for fulltext index. These words will be removed from the search index.

Default value:

```
---
- alors
- au
- aucuns
- aussi
- autre
- avant
- avec
- avoir
- bon
- car
- ce
- cela
- ces
- ceux
- chaque
- ci
- comme
- comment
- dans
- des
- du
- dedans
- dehors
- depuis
- deux
- devrait
- doit
- donc
- dos
- droite
- début
```

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- elle
- elles
- en
- encore
- essai
- est
- et
- eu
- fait
- faites
- fois
- font
- force
- haut
- hors
- ici
- il
- ils
- je
- juste
- la
- le
- les
- leur
- là
- ma
- maintenant
- mais
- mes
- mine
- moins
- mon
- mot
- même
- ni
- nommés
- notre
- nous
- nouveaux
- ou
- où
- par
- parce
- parole
- pas
- personnes
- peut
- peu
- pièce
- plupart
- pour
- pourquoi

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- quand
- que
- quel
- quelle
- quelles
- quels
- qui
- sa
- sans
- ses
- seulement
- si
- sien
- son
- sont
- sous
- soyez
- sujet
- sur
- ta
- tandis
- tellement
- tels
- tes
- ton
- tous
- tout
- trop
- très
- tu
- valeur
- voie
- voient
- vont
- votre
- vous
- vu
- ça
- étaient
- état
- étions
- été
- être

66.9 *Ticket::SearchIndex::StopWords###it*

Italian stop words for fulltext index. These words will be removed from the search index.

Default value:

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

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- io
- la
- lavoro
- le
- lei
- lo
- loro
- lui
- lungo
- ma
- me
- meglio
- molta
- molti
- molto
- nei
- nella
- no
- noi
- nome
- nostro
- nove
- nuovi
- nuovo
- o
- oltre
- ora
- otto
- peggio
- pero
- persone
- piu
- poco
- primo
- promesso
- qua
- quarto
- quasi
- quattro
- quello
- questo
- qui
- quindi
- quinto
- rispetto
- sara
- secondo
- sei
- sembra
- sembrava
- senza
- sette

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```
- sia
- siamo
- siete
- solo
- sono
- sopra
- soprattutto
- sotto
- stati
- stato
- stesso
- su
- subito
- sul
- sulla
- tanto
- te
- tempo
- terzo
- tra
- tre
- triplo
- ultimo
- un
- una
- uno
- va
- vai
- voi
- volte
- vostro
```

66.10 *Ticket::SearchIndex::StopWords###nl*

Dutch stop words for fulltext index. These words will be removed from the search index.

Default value:

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

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(continued from previous page)

- het
- hij
- niet
- met
- er
- dat
- die
- te
- wat
- voor
- naar
- gaan
- kunnen
- zeggen
- dat
- maar
- aan
- veel
- zijn
- worden
- uit
- ook
- komen
- als
- om
- moeten
- we
- doen
- bij
- goed
- haar
- dan
- nog
- of
- maken
- zo
- wel
- mijn
- zien
- over
- willen
- staan
- door
- kijken
- zullen
- heel
- nu
- weten
- zitten
- hem
- schrijven
- vinden

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- woord
- hoe
- geen
- dit
- mens
- al
- jij
- ander
- groot
- waar
- maar
- weer
- kind
- me
- vragen
- een
- denken
- twee
- horen
- iets
- deze
- krijgen
- ons
- zich
- lezen
- hun
- welk
- zin
- laten
- mogen
- hier
- jullie
- toch
- geven
- jaar
- tegen
- al
- eens
- echt
- houden
- alleen
- lopen
- mee
- ja
- roepen
- tijd
- dag
- elkaar
- even
- lang
- land
- liggen

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- waarom
- zetten
- vader
- laat
- beginnen
- blijven
- nee
- moeder
- huis
- nou
- na
- af
- keer
- dus
- tot
- vertellen
- wie
- net
- jou
- les
- want
- man
- nieuw
- elk
- tekst
- omdat
- gebruiken
- u

66.11 *Ticket::SearchIndex::WarnOnStopWordUsage*

Display a warning and prevent search when using stop words within fulltext search.

This setting can not be deactivated.

Default value:

0

66.12 *Ticket::SearchIndexModule*

Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). It will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use “bin/otrs.Console.pl Maint::Ticket::FulltextIndex –rebuild” .

This setting can not be deactivated.

Default value:

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

Core → Ticket → Permission

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

Module to check the group permissions for customer access to tickets.

Default value:

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

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

Module to grant access if the CustomerUserID of the ticket matches the CustomerUserID of the customer.

Default value:

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

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

Module to grant access if the CustomerID of the ticket matches the CustomerID of the customer.

Default value:

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

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

Module to grant access if the CustomerID of the customer has necessary group permissions.

Default value:

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

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

Module to grant access to the owner of a ticket.

Default value:

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

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

Module to grant access to the agent responsible of a ticket.

Default value:

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

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

Module to check the group permissions for the access to tickets.

Default value:

```

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

```

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

Module to grant access to the watcher agents of a ticket.

Default value:

```

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

```

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

Module to grant access to the creator of a ticket.

This setting is not active by default.

Default value:

```

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

```

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

Module to grant access to any agent that has been involved in a ticket in the past (based on ticket history entries).

This setting is not active by default.

Default value:

```

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

```

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

Optional queue limitation for the CreatorCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the InvolvedCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the OwnerCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

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

Optional queue limitation for the ResponsibleCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Default value:

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

Core → Ticket → ProcessManagement

68.1 *Process::ActivityTypes*

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

Default value:

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

68.2 *Process::CacheTTL*

Cache time in seconds for the DB process backend.

This setting can not be deactivated.

Default value:

```
3600
```

68.3 *Process::DefaultLock*

This option defines the process tickets default lock.

This setting can not be deactivated.

Default value:

```
unlock
```

68.4 *Process::DefaultPriority*

This option defines the process tickets default priority.

This setting can not be deactivated.

Default value:

```
3 normal
```

68.5 *Process::DefaultQueue*

This option defines the process tickets default queue.

This setting can not be deactivated.

Default value:

```
Raw
```

68.6 *Process::DefaultState*

This option defines the process tickets default state.

This setting can not be deactivated.

Default value:

```
new
```

68.7 *Process::DynamicFieldProcessManagementActivityID*

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

This setting can not be deactivated.

Default value:

```
ProcessManagementActivityID
```

68.8 *Process::DynamicFieldProcessManagementActivityStatus*

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

This setting can not be deactivated.

Default value:

```
ProcessManagementActivityStatus
```

68.9 *Process::DynamicFieldProcessManagementProcessID*

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

This setting can not be deactivated.

Default value:

```
ProcessManagementProcessID
```

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

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

This setting can not be deactivated.

Default value:

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

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

If enabled debugging information for sequence flows is logged.

This setting can not be deactivated.

Default value:

```
0
```

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

Filter for debugging sequence flows. Note: More filters can be added in the format <OTRS_TICKET_Attribute> e.g. <OTRS_TICKET_Priority>.

This setting is not active by default.

Default value:

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

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

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

This setting is not active by default.

Default value:

```
debug
```

69.1 *CalendarWeekDayStart*

Define the start day of the week for the date picker.

This setting can not be deactivated.

Default value:

69.2 *MaximumCalendarNumber*

Maximum Number of a calendar shown in a dropdown.

This setting is not active by default.

Default value:

69.3 *OTRSTimeZone*

Sets the time zone being used internally by OTRS to e. g. store dates and times in the database. **WARNING:** This setting must not be changed once set and tickets or any other data containing date/time have been created.

This setting can not be deactivated.

Default value:

UTC

69.4 *ShowUserTimeZoneSelectionNotification*

If enabled, users that haven't selected a time zone yet will be notified to do so. Note: Notification will not be shown if (1) user has not yet selected a time zone and (2) OTRSTimeZone and UserDefaultTimeZone do match and (3) are not set to UTC.

This setting can not be deactivated.

Default value:

1

69.5 *TimeInputFormat*

Defines the date input format used in forms (option or input fields).

This setting can not be deactivated.

Default value:

Option

69.6 *TimeInputMinutesStep*

Defines the available steps in time selections. Select "1 minute" to be able to select all minutes of one hour from 1-59. Select "30 minutes" to only make full and half hours available.

This setting can not be deactivated.

Default value:

1

69.7 *TimeShowAlwaysLong*

Shows time in long format (days, hours, minutes), if enabled; or in short format (days, hours), if not enabled.

This setting can not be deactivated.

Default value:

0

69.8 *TimeShowCompleteDescription*

Shows time use complete description (days, hours, minutes), if enabled; or just first letter (d, h, m), if not enabled.

This setting can not be deactivated.

Default value:

```
0
```

69.9 *TimeVacationDays*

Adds the permanent vacation days.

This setting can not be deactivated.

Default value:

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

69.10 *TimeVacationDaysOneTime*

Adds the one time vacation days.

This setting can not be deactivated.

Default value:

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

69.11 *TimeWorkingHours*

Defines the hours and week days to count the working time.

This setting can not be deactivated.

Default value:

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

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

69.12 *UserDefaultTimeZone*

Sets the time zone that will be assigned to newly created users and will be used for users that haven't yet set a time zone. This is the time zone being used as default to convert date and time between the OTRS time zone and the user's time zone.

This setting can not be deactivated.

Default value:

```
UTC
```


70.1 *CalendarWeekDayStart::Calendar1*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

70.2 *TimeVacationDays::Calendar1*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

70.3 *TimeVacationDaysOneTime::Calendar1*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

70.4 *TimeWorkingHours::Calendar1*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

70.5 *TimeZone::Calendar1*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

70.6 *TimeZone::Calendar1Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

```
Calendar Name 1
```

71.1 *CalendarWeekDayStart::Calendar2*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

71.2 *TimeVacationDays::Calendar2*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

71.3 *TimeVacationDaysOneTime::Calendar2*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

71.4 *TimeWorkingHours::Calendar2*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

71.5 *TimeZone::Calendar2*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

71.6 *TimeZone::Calendar2Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 2

72.1 *CalendarWeekDayStart::Calendar3*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

72.2 *TimeVacationDays::Calendar3*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

72.3 *TimeVacationDaysOneTime::Calendar3*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

72.4 *TimeWorkingHours::Calendar3*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

72.5 *TimeZone::Calendar3*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

72.6 *TimeZone::Calendar3Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 3

73.1 *CalendarWeekDayStart::Calendar4*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

73.2 *TimeVacationDays::Calendar4*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

73.3 *TimeVacationDaysOneTime::Calendar4*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

73.4 *TimeWorkingHours::Calendar4*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

73.5 *TimeZone::Calendar4*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

73.6 *TimeZone::Calendar4Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 4

74.1 *CalendarWeekDayStart::Calendar5*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

74.2 *TimeVacationDays::Calendar5*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

74.3 *TimeVacationDaysOneTime::Calendar5*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

74.4 *TimeWorkingHours::Calendar5*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

74.5 *TimeZone::Calendar5*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

74.6 *TimeZone::Calendar5Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 5

75.1 *CalendarWeekDayStart::Calendar6*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

75.2 *TimeVacationDays::Calendar6*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

75.3 *TimeVacationDaysOneTime::Calendar6*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

75.4 *TimeWorkingHours::Calendar6*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

75.5 *TimeZone::Calendar6*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

75.6 *TimeZone::Calendar6Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 6

76.1 *CalendarWeekDayStart::Calendar7*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

76.2 *TimeVacationDays::Calendar7*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

76.3 *TimeVacationDaysOneTime::Calendar7*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

76.4 *TimeWorkingHours::Calendar7*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

76.5 *TimeZone::Calendar7*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

76.6 *TimeZone::Calendar7Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 7

77.1 *CalendarWeekDayStart::Calendar8*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

77.2 *TimeVacationDays::Calendar8*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

77.3 *TimeVacationDaysOneTime::Calendar8*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

77.4 *TimeWorkingHours::Calendar8*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

77.5 *TimeZone::Calendar8*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

77.6 *TimeZone::Calendar8Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 8

78.1 *CalendarWeekDayStart::Calendar9*

Define the start day of the week for the date picker for the indicated calendar.

This setting can not be deactivated.

Default value:

```
1
```

78.2 *TimeVacationDays::Calendar9*

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

78.3 *TimeVacationDaysOneTime::Calendar9*

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Default value:

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

78.4 *TimeWorkingHours::Calendar9*

Defines the hours and week days of the indicated calendar, to count the working time.

This setting can not be deactivated.

Default value:

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

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

78.5 *TimeZone::Calendar9*

Defines the time zone of the indicated calendar, which can be assigned later to a specific queue.

This setting is not active by default.

Default value:

```
UTC
```

78.6 *TimeZone::Calendar9Name*

Defines the name of the indicated calendar.

This setting can not be deactivated.

Default value:

Calendar Name 9

79.1 *WebUserAgent::DisableSSLVerification*

Turns off SSL certificate validation, for example if you use a transparent HTTPS proxy. Use at your own risk!

This setting can not be deactivated.

Default value:

```
0
```

79.2 *WebUserAgent::Proxy*

Defines the connections for http/ftp, via a proxy.

This setting is not active by default.

Default value:

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

79.3 *WebUserAgent::Timeout*

Sets the timeout (in seconds) for http/ftp downloads.

This setting can not be deactivated.

Default value:

```
15
```


80.1 *Daemon::PID::Path*

If enabled the daemon will use this directory to create its PID files. Note: Please stop the daemon before any change and use this setting only if <\$OTRSHome>/var/run/ can not be used.

This setting is not active by default.

Default value:

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


81.1 *Daemon::Log::DaysToKeep*

Defines the number of days to keep the daemon log files.

This setting is not active by default.

Default value:

81.2 *Daemon::Log::RotationType*

Type of daemon log rotation to use: Choose 'OTRS' to let OTRS system to handle the file rotation, or choose 'External' to use a 3rd party rotation mechanism (i.e. logrotate). Note: External rotation mechanism requires its own and independent configuration.

This setting can not be deactivated.

Default value:

81.3 *Daemon::Log::STDERR*

If enabled the daemon will redirect the standard error stream to a log file.

This setting can not be deactivated.

Default value:

1

81.4 *Daemon::Log::STDOUT*

If enabled the daemon will redirect the standard output stream to a log file.

This setting can not be deactivated.

Default value:

0

Daemon → ModuleRegistration

82.1 *DaemonModules###PushEventManager*

The daemon registration for the push event manager.

This setting can not be deactivated.

Default value:

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

82.2 *DaemonModules###SchedulerCronTaskManager*

The daemon registration for the scheduler cron task manager.

This setting can not be deactivated.

Default value:

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

82.3 *DaemonModules###SchedulerFutureTaskManager*

The daemon registration for the scheduler future task manager.

This setting can not be deactivated.

Default value:

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

82.4 *DaemonModules###SchedulerGenericAgentTaskManager*

The daemon registration for the scheduler generic agent task manager.

This setting can not be deactivated.

Default value:

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

82.5 *DaemonModules###SchedulerTaskWorker*

The daemon registration for the scheduler task worker.

This setting can not be deactivated.

Default value:

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

82.6 *DaemonModules###SystemConfigurationSyncManager*

The daemon registration for the configuration deployment sync manager.

This setting can not be deactivated.

Default value:

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

Daemon → *SchedulerCronTaskManager* → *Task*

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

Delete expired access-tokens.

Default value:

```

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

```

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

Generate new access-token key, and from now on all new tokens will use this key, and also purges the older ones.

Default value:

```

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

```

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

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

Checks for articles that needs to be updated in the article search index.

Default value:

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

83.4 *Daemon::SchedulerCronTaskManager::Task###BrowserTrustCleanupExpired*

Cleanup expired trusted browsers. Please check 'AuthTwoFactor::BrowserTrust::ExpirationPeriod' for the configured expiration period.

This setting can not be deactivated.

Default value:

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

83.5 *Daemon::SchedulerCronTaskManager::Task###CachePurgeTrash*

Flush trash directory of the cache.

Default value:

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

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```

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

```

83.6 *Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete*

Checks for communication log entries to be deleted.

Default value:

```

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

```

83.7 *Daemon::SchedulerCronTaskManager::Task###ConfigurationDeploymentCleanup*

Removes old system configuration deployments (Sunday mornings).

This setting can not be deactivated.

Default value:

```

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

```

83.8 *Daemon::SchedulerCronTaskManager::Task###ContractCheck*

Checks the contract status of the system.

This setting can not be deactivated.

Default value:

```

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

```

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

83.9 *Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup*

Delete expired cache from core modules.

Default value:

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

83.10 *Daemon::SchedulerCronTaskManager::Task###Custom1*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

83.11 *Daemon::SchedulerCronTaskManager::Task###Custom2*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

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

83.12 *Daemon::SchedulerCronTaskManager::Task###Custom3*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

83.13 *Daemon::SchedulerCronTaskManager::Task###Custom4*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

83.14 *Daemon::SchedulerCronTaskManager::Task###Custom5*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

```
---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
```

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```
Schedule: '* * * * *'
TaskName: Custom5
```

83.15 *Daemon::SchedulerCronTaskManager::Task###Custom6*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

83.16 *Daemon::SchedulerCronTaskManager::Task###Custom7*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

83.17 *Daemon::SchedulerCronTaskManager::Task###Custom8*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

```
---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
```

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```
Schedule: '* * * * *'
TaskName: Custom8
```

83.18 *Daemon::SchedulerCronTaskManager::Task###Custom9*

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Default value:

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

83.19 *Daemon::SchedulerCronTaskManager::Task###EscalationCheck*

Triggers ticket escalation events and notification events for escalation.

Default value:

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

83.20 *Daemon::SchedulerCronTaskManager::Task###FetchMail*

Fetch emails via fetchmail.

This setting is not active by default.

Default value:

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

83.21 *Daemon::SchedulerCronTaskManager::Task###FetchMailSSL*

Fetch emails via fetchmail (using SSL).

This setting is not active by default.

Default value:

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

83.22 *Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats*

Generate dashboard statistics.

Default value:

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

83.23 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

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

83.24 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

```

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

```

83.25 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

```

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

```

83.26 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

```

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

```

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```

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

```

83.27 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5*

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. “Kernel::System::GenericAgent”).

This setting is not active by default.

Default value:

```

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

```

83.28 *Daemon::SchedulerCronTaskManager::Task###GenericInterfaceDebugLog*

Removes old generic interface debug log entries created before the specified amount of days.

Default value:

```

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

```

83.29 *Daemon::SchedulerCronTaskManager::Task###IndexMaintenance*

Verify indices structure and index missing documents.

This setting can not be deactivated.

Default value:


```

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

```

83.30 *Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete*

Delete expired loader cache weekly (Sunday mornings).

Default value:

```

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

```

83.31 *Daemon::SchedulerCronTaskManager::Task###MailAccountFetch*

Fetch incoming emails from configured mail accounts.

Default value:

```

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

```

83.32 *Daemon::SchedulerCronTaskManager::Task###MailQueueSend*

Checks for queued outgoing emails to be sent.

Default value:

```

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

```

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```

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

```

83.33 *Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExp*

Delete expired notifications from Notification View screen.

Default value:

```

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

```

83.34 *Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend*

Sends registration information to OTRS group.

This setting can not be deactivated.

Default value:

```

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

```

83.35 *Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats*

Remove closed chats older than ChatEngine::ChatTTL.

Default value:

```

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

```

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```
Schedule: 7 23 * * *
TaskName: RemoveClosedChats
```

83.36 *Daemon::SchedulerCronTaskManager::Task###RemoveOldChats*

Remove old chats.

This setting is not active by default.

Default value:

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

83.37 *Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates*

Renew existing S/MIME certificates from customer backend. Note: SMIME and SMIME::FetchFromCustomer needs to be enabled in SysConfig and customer backend needs to be configured to fetch UserSMIMECertificate attribute.

Default value:

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

83.38 *Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired*

Delete expired sessions.

Default value:

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

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

83.39 *Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess*

Reprocess mails from spool directory that could not be imported in the first place.

Default value:

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

83.40 *Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron*

Generate statistics reports.

This setting can not be deactivated.

Default value:

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

83.41 *Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynch*

Collect support data for asynchronous plug-in modules.

This setting can not be deactivated.

Default value:

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

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

83.42 *Daemon::SchedulerCronTaskManager::Task###TemporaryLinkCleanup*

Deletes temporary links after one day.

Default value:

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

83.43 *Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired*

Delete expired ticket draft entries.

Default value:

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

83.44 *Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterCle*

Removes old ticket number counters (each 10 minutes).

This setting can not be deactivated.

Default value:

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

83.45 *Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck*

Process pending tickets.

Default value:

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

83.46 *Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout*

Unlock tickets that are past their unlock timeout.

Default value:

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

83.47 *Daemon::SchedulerCronTaskManager::Task###UserActivityCleanup*

Cleanup expired user activity.

This setting can not be deactivated.

Default value:

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

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

83.48 *Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup*

Delete expired upload cache hourly.

Default value:

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

Daemon → *SchedulerGenericAgentTaskManager*

84.1 *Daemon::SchedulerGenericAgentTaskManager::SleepTime*

Defines a sleep time in microseconds between tickets while they are been processed by a job.

This setting can not be deactivated.

Default value:

84.2 *Daemon::SchedulerGenericAgentTaskManager::TicketLimit*

Defines the maximum number of affected tickets per job.

This setting can not be deactivated.

Default value:

Daemon → *SchedulerGenericInterfaceTaskManager*

85.1 *Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff*

Defines the default the number of seconds (from current time) to re-schedule a generic interface failed task.

This setting can not be deactivated.

Default value:

300

Daemon → *SchedulerTaskWorker*

86.1 *Daemon::SchedulerTaskWorker::MaximumWorkers*

Defines the maximum number of tasks to be executed as the same time. Note: Options below 5 might result in a slow processing of the tasks and are not recommended.

This setting can not be deactivated.

Default value:

```
5
```

86.2 *Daemon::SchedulerTaskWorker::NotificationRecipientEmail*

Specifies the email addresses to get notification messages from scheduler tasks.

Default value:

```
root@localhost
```


87.1 *AgentLoginLogo*

The logo shown on top of the login box of the administrator interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.

Default value:

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

87.2 *AgentLogo*

The logo shown in the header of the administrator interface. The URL to the image can be a relative URL to the skin image directory, or a full URL to a remote web server.

Default value:

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

87.3 *AgentLogoCustom###default*

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

This setting is not active by default.

Default value:

```
---
StyleHeight: 50px
StyleRight: 30px
StyleTop: 20px
StyleWidth: 120px
URL: skins/Agent/default/img/loginlogo_default.png
```

87.4 *AgentLogoCustom###highcontrast*

The logo shown in the header of the administrator interface for the skin “High Contrast” . See “AgentLogo” for further description.

Default value:

```
---
StyleHeight: 50px
StyleRight: 25px
StyleTop: 20px
StyleWidth: 50px
URL: skins/Agent/highcontrast/img/otrs-signet-white.png
```

87.5 *AgentLogoCustom###slim*

The logo shown in the header of the administrator interface for the skin “Slim” . See “AgentLogo” for further description.

Default value:

```
---
StyleHeight: 30px
StyleRight: 15px
StyleTop: 13px
StyleWidth: 30px
URL: skins/Agent/default/img/otrs-signet.png
```

87.6 *AutoComplete::Agent###CustomerSearch*

Defines the configuration options for the autocompletion feature.

Default value:


```

---
AutoCompleteActive: '1'
ButtonText: Search Customer
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

87.7 *AutoComplete::Agent###UserSearch*

Defines the configuration options for the autocompletion feature.

Default value:

```

---
AutoCompleteActive: '1'
ButtonText: Search User
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

87.8 *Events###Appointment*

List of all appointment events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```

---
- AppointmentCreate
- AppointmentUpdate
- AppointmentDelete
- AppointmentNotification

```

87.9 *Events###Article*

List of all article events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```

---
- ArticleCreate
- ArticleUpdate
- ArticleSend
- ArticleBounce
- ArticleAgentNotification
- ArticleCustomerNotification

```

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- ArticleAutoResponse
- ArticleFlagSet
- ArticleFlagsSet
- ArticleFlagDelete
- ArticleCustomerFlagSet
- ArticleCustomerFlagDelete
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleEmailSendingQueued
- ArticleEmailSendingSent
- ArticleEmailSendingError
- ArticleDeleteAttachment

87.10 *Events###Calendar*

List of all calendar events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

- ```

- CalendarCreate
- CalendarUpdate
```

## 87.11 *Events###Chat*

List of all chat events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

- ```
---  
- ChatAdd  
- ChatChannelUpdate  
- ChatMessageAdd  
- ChatRequestUpdate  
- ChatUpdate
```

87.12 *Events###CustomPage*

List of all CustomPage events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---  
- CustomPageAdd  
- CustomPageUpdate  
- CustomPageDelete  
- CustomPageContentAdd  
- CustomPageContentUpdate  
- CustomPageContentDelete
```

87.13 *Events###CustomerCompany*

List of all CustomerCompany events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---  
- CustomerCompanyAdd  
- CustomerCompanyUpdate
```

87.14 *Events###CustomerUser*

List of all CustomerUser events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---  
- CustomerUserAdd  
- CustomerUserUpdate
```

87.15 *Events###DynamicField*

List of all DynamicField events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---  
- DynamicFieldAdd  
- DynamicFieldUpdate  
- DynamicFieldDelete
```

87.16 *Events###FAQ*

List of all FAQ events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---
- FAQCreate
- FAQDelete
- FAQUpdate
- FAQVoteAdd
- FAQCategoryGroupUpdate
```

87.17 *Events###LinkObject*

List of all LinkObject events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---
- LinkObjectLinkAdd
- LinkObjectLinkDelete
```

87.18 *Events###Package*

List of all Package events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---
- PackageInstall
- PackageReinstall
- PackageUpgrade
- PackageUninstall
```

87.19 *Events###Queue*

List of all queue events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```
---
- QueueCreate
- QueueUpdate
```

87.20 *Events###SLA*

List of all sla events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```

---
- SLACreate
- SLAPreferencesSet
- SLAUpdate

```

87.21 *Events###Service*

List of all service events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```

---
- ServiceCreate
- ServicePreferencesSet
- ServiceUpdate

```

87.22 *Events###ServiceCatalogueltem*

List of all ServiceCatalogueltem events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```

---
- ItemContentCategorySet
- ItemContentDelete
- ItemContentUpdate

```

87.23 *Events###Ticket*

List of all ticket events to be displayed in the GUI.

This setting can not be deactivated.

Default value:

```

---
- TicketCreate
- TicketDelete

```

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- TicketTitleUpdate
- TicketUnlockTimeoutUpdate
- TicketQueueUpdate
- TicketTypeUpdate
- TicketServiceUpdate
- TicketSLAUpdate
- TicketCustomerUpdate
- TicketPendingTimeUpdate
- TicketLockUpdate
- TicketArchiveFlagUpdate
- TicketStateUpdate
- TicketOwnerUpdate
- TicketResponsibleUpdate
- TicketPriorityUpdate
- HistoryAdd
- HistoryDelete
- TicketAccountTime
- TicketMerge
- TicketSubscribe
- TicketUnsubscribe
- TicketFlagSet
- TicketCustomerFlagSet
- TicketFlagDelete
- TicketCustomerFlagDelete
- EscalationResponseTimeNotifyBefore
- EscalationUpdateTimeNotifyBefore
- EscalationSolutionTimeNotifyBefore
- EscalationResponseTimeStart
- EscalationUpdateTimeStart
- EscalationSolutionTimeStart
- EscalationResponseTimeStop
- EscalationUpdateTimeStop
- EscalationSolutionTimeStop
- NotificationNewTicket
- NotificationFollowUp
- NotificationLockTimeout
- NotificationOwnerUpdate
- NotificationResponsibleUpdate
- NotificationAddNote
- NotificationMove
- NotificationPendingReminder
- NotificationEscalation
- NotificationEscalationNotifyBefore
- NotificationServiceUpdate

87.24 *Frontend::CommonParam###Action*

Defines the default value for the action parameter.

Default value:

Admin

87.25 *Frontend::RichText::DefaultCSS*

Defines the default CSS used in rich text editors.

This setting can not be deactivated.

Default value:

```
font-family: Geneva, Helvetica, Arial, sans-serif; font-size: 12px;
```

87.26 *Frontend::RichText::EnhancedMode*

Enables the enhanced mode for the multi-line editor with more editing features.

This setting can not be deactivated.

Default value:

```
0
```

87.27 *Frontend::RichTextHeight*

Defines the height for the rich text editor component. Enter number (pixels) or percent value (relative).

This setting can not be deactivated.

Default value:

```
320
```

87.28 *Frontend::RichTextPath*

Defines the URL rich text editor path.

This setting can not be deactivated.

Default value:

```
<OTRS_CONFIG_Frontend::PrefixPath>/htdocs/js/thirdparty/ckeditor-4.7.0/
```

87.29 *Frontend::RichTextWidth*

Defines the width for the rich text editor component. Enter number (pixels) or percent value (relative).

This setting can not be deactivated.

Default value:

620

87.30 *LoginURL*

Defines an alternate login URL for the administrator interface.

This setting is not active by default.

Default value:

`http://host.example.com/login.html`

87.31 *ModernizeFormFields*

Use modern type of select and autocomplete fields in the administrator interface, where applicable (input fields).

This setting can not be deactivated.

Default value:

1

87.32 *OpenMainMenuOnHover*

If enabled, the first level of the main menu opens on mouse hover (instead of click only).

This setting can not be deactivated.

Default value:

0

87.33 *PossibleNextActions*

Defines the list of possible next actions on an error screen, a full path is required, then is possible to add external links if needed.

Default value:

```
---  
'[% Env('CGIHandle') %]?Action=Admin': Go to administrator interface.
```

Frontend → *Admin* → *FrontendNotification*

88.1 *Frontend::NotifyModule###1000-CloudServicesDisabled*

Defines the module to display a notification if cloud services are disabled.

This setting can not be deactivated.

Default value:

```
---  
Group: admin  
Module: Kernel::Output::HTML::Notification::AgentCloudServicesDisabled
```

88.2 *Frontend::NotifyModule###5000-SystemConfigurationIsDirty-Check*

Defines the module to display a notification in the administrator interface, if there are modified system configuration settings that are not deployed yet.

This setting can not be deactivated.

Default value:

```
---  
Group: admin  
Module: Kernel::Output::HTML::Notification::SystemConfigurationIsDirtyCheck
```

88.3 *Frontend::NotifyModule###5200-SystemConfigurationInvalid-Check*

Defines the module to display a notification in the administrator interface, if there are invalid system configuration settings deployed.

This setting can not be deactivated.

Default value:

```
---  
Group: admin  
Module: Kernel::Output::HTML::Notification::SystemConfigurationInvalidCheck
```

88.4 *Frontend::NotifyModule###6050-SystemConfiguration-OutOfSync-Check*

Defines the module to display a notification in the administrator interface if the system configuration is out of sync.

This setting can not be deactivated.

Default value:

```
---  
AllowedDelayMinutes: '5'  
Module: Kernel::Output::HTML::Notification::SystemConfigurationOutOfSyncCheck
```

88.5 *Frontend::NotifyModule###8000-PackageManager-CheckNotVerifiedPackages*

Defines the module to display a notification in the administrator interface, if the installation of not verified packages is activated.

This setting can not be deactivated.

Default value:

```
---  
Module: ↵  
↪Kernel::Output::HTML::Notification::PackageManagerCheckNotVerifiedPackages
```

88.6 *Frontend::NotifyModule###9000-Generic*

Defines the module to display a generic notification in the administrator interface. Either “Text” - if configured - or the contents of “File” will be displayed. Use “Priority” key to style the notification. If “Link” key is supplied, notification text will be wrapped in an anchor leading to specified address. You can use “Target” key to define a target attribute of the defined link.

This setting is not active by default.

Default value:

```
---  
File: <OTRS_CONFIG_Home>/var/notify.txt  
Link: https://www.otrs.com  
Module: Kernel::Output::HTML::Notification::Generic  
Priority: Warning  
Target: _blank  
Text: The OTRS Website
```

Frontend → Admin → ModuleRegistration

89.1 *Frontend::Module###Admin*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin Area.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: ''
```

89.2 *Frontend::Module###AdminACL*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Access Control Lists (ACL)
```

89.3 *Frontend::Module###AdminAgentStyle*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Agent Interface Style
```

89.4 *Frontend::Module###AdminAppointmentCalendarManage*

Frontend module registration for the administrator interface.

Default value:

```
---
Description: Calendar manage screen.
Group:
- admin
GroupRo: []
NavBarName: Calendar
Title: Manage Calendars
```

89.5 *Frontend::Module###AdminAppointmentNotificationEvent*

Frontend module registration for the administrator interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Appointment Notifications
```

89.6 *Frontend::Module###AdminAttachment*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Attachments

```

89.7 *Frontend::Module###AdminAutoResponse*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Auto Responses

```

89.8 *Frontend::Module###AdminChatChannel*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Channels

```

89.9 *Frontend::Module###AdminChatIntegration*

Frontend module registration for the admin interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Integration

```

89.10 *Frontend::Module###AdminCloudServiceSMS*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: SMS
```

89.11 *Frontend::Module###AdminCloudServices*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services
```

89.12 *Frontend::Module###AdminCommunicationLog*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Communication Log GUI
```

89.13 *Frontend::Module###AdminContactWithData*

Frontend module registration for the agent interface.

Default value:


```

---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data

```

89.14 *Frontend::Module###AdminCustomPage*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Custom Page

```

89.15 *Frontend::Module###AdminCustomerCompany*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Edit Customer Companies.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Companies

```

89.16 *Frontend::Module###AdminCustomerGroup*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []

```

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```
NavBarName: Admin
Title: Customers Groups
```

89.17 *Frontend::Module###AdminCustomerUser*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Edit Customer Users.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Users
```

89.18 *Frontend::Module###AdminCustomerUserCustomer*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users Customers
```

89.19 *Frontend::Module###AdminCustomerUserGroup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users Groups
```

89.20 *Frontend::Module###AdminCustomerUserService*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users  Services
```

89.21 *Frontend::Module###AdminDynamicField*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Dynamic Fields GUI
```

89.22 *Frontend::Module###AdminDynamicFieldCheckbox*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Checkbox Backend GUI
```

89.23 *Frontend::Module###AdminDynamicFieldContactWithData*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Contact Data Backend GUI
```

89.24 *Frontend::Module###AdminDynamicFieldDateTime*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Date Time Backend GUI
```

89.25 *Frontend::Module###AdminDynamicFieldDropdown*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Drop-down Backend GUI
```

89.26 *Frontend::Module###AdminDynamicFieldInvalid*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Invalid Backend GUI
```

89.27 *Frontend::Module###AdminDynamicFieldMultiselect*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Multiselect Backend GUI

```

89.28 *Frontend::Module###AdminDynamicFieldText*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Text Backend GUI

```

89.29 *Frontend::Module###AdminEmail*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Notification

```

89.30 *Frontend::Module###AdminExternalHomePage*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin External Home Page
```

89.31 *Frontend::Module###AdminExternalLayout*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin External Interface Layout
```

89.32 *Frontend::Module###AdminGenericAgent*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericAgent
```

89.33 *Frontend::Module###AdminGenericInterfaceDebugger*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Debugger GUI
```

89.34 *Frontend::Module###AdminGenericInterfaceErrorHandlingDefault*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI
```

89.35 *Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI
```

89.36 *Frontend::Module###AdminGenericInterfaceInvokerDefault*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker GUI
```

89.37 *Frontend::Module###AdminGenericInterfaceInvokerEvent*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker Event GUI
```

89.38 *Frontend::Module###AdminGenericInterfaceMappingSimple*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

89.39 *Frontend::Module###AdminGenericInterfaceMappingXSLT*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

89.40 *Frontend::Module###AdminGenericInterfaceOperationDefault*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Operation GUI
```


89.41 *Frontend::Module###AdminGenericInterfaceOperationRPC*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface RPC Operation GUI

```

89.42 *Frontend::Module###AdminGenericInterfaceTransportHTTPREST*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPREST GUI

```

89.43 *Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPSOAP GUI

```

89.44 *Frontend::Module###AdminGenericInterfaceWebservice*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericInterface Web Service GUI
```

89.45 *Frontend::Module###AdminGenericInterfaceWebserviceHistory*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service History GUI
```

89.46 *Frontend::Module###AdminGroup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Groups
```

89.47 *Frontend::Module###AdminLog*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Log
```

89.48 *Frontend::Module###AdminMailAccount*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Mail Accounts

```

89.49 *Frontend::Module###AdminNotificationEvent*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Ticket Notifications

```

89.50 *Frontend::Module###AdminPGP*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PGP Key Management

```

89.51 *Frontend::Module###AdminPackageManager*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Software Package Manager.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Package Manager
```

89.52 *Frontend::Module###AdminPerformanceLog*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Performance Log
```

89.53 *Frontend::Module###AdminPostMasterFilter*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

89.54 *Frontend::Module###AdminPriority*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Priorities
```

89.55 *Frontend::Module###AdminProcessManagement*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Process Management

```

89.56 *Frontend::Module###AdminProcessManagementActivity*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity GUI

```

89.57 *Frontend::Module###AdminProcessManagementActivityDialog*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity Dialog GUI

```

89.58 *Frontend::Module###AdminProcessManagementPath*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Path GUI
```

89.59 *Frontend::Module###AdminProcessManagementSequenceFlow*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow GUI
```

89.60 *Frontend::Module###AdminProcessManagementSequenceFlowAction*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Sequence Flow Action GUI
```

89.61 *Frontend::Module###AdminQueue*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues
```

89.62 *Frontend::Module###AdminQueueAutoResponse*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Queues  Auto Responses
```

89.63 *Frontend::Module###AdminQueueSMSTemplates*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates  Queues
```

89.64 *Frontend::Module###AdminQueueTemplates*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates  Queues
```

89.65 *Frontend::Module###AdminRegistration*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Registration
```

89.66 *Frontend::Module###AdminRole*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles
```

89.67 *Frontend::Module###AdminRoleGroup*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles Groups
```

89.68 *Frontend::Module###AdminRoleUser*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Roles
```


89.69 *Frontend::Module###AdminSLA*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Service Level Agreements
```

89.70 *Frontend::Module###AdminSMIME*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: S/MIME Management
```

89.71 *Frontend::Module###AdminSMSTemplate*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates
```

89.72 *Frontend::Module###AdminSalutation*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Salutations
```

89.73 *Frontend::Module###AdminSelectBox*

Frontend module registration for the agent interface.

This setting is not active by default.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

89.74 *Frontend::Module###AdminService*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Services
```

89.75 *Frontend::Module###AdminServiceCatalogue*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
```

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```
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog.
```

89.76 *Frontend::Module###AdminServiceCatalogueCategories*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog Categories
```

89.77 *Frontend::Module###AdminServiceCatalogueItems*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Customer Service Catalog Items
```

89.78 *Frontend::Module###AdminSession*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Session Management
```

89.79 *Frontend::Module###AdminSignature*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Signatures
```

89.80 *Frontend::Module###AdminState*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: States
```

89.81 *Frontend::Module###AdminSupportDataCollector*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Support Data Collector
```

89.82 *Frontend::Module###AdminSystemAddress*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Email Addresses

```

89.83 *Frontend::Module###AdminSystemConfiguration*

Frontend module registration for the agent interface.

This setting can not be deactivated.

Default value:

```

---
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration

```

89.84 *Frontend::Module###AdminSystemConfigurationDeployment*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Manage System Configuration Deployments.
Group:
- admin
- users
GroupRo: []
NavBarName: SystemConfiguration
Title: System Configuration Deployment

```

89.85 *Frontend::Module###AdminSystemConfigurationGroup*

Frontend module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration Group
```

89.86 *Frontend::Module###AdminTemplate*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates
```

89.87 *Frontend::Module###AdminTemplateAttachment*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Attachments
```

89.88 *Frontend::Module###AdminType*

Frontend module registration for the agent interface.

Default value:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Types
```

89.89 *Frontend::Module###AdminUser*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Create and manage agents.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents

```

89.90 *Frontend::Module###AdminUserGroup*

Frontend module registration for the agent interface.

Default value:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Groups

```

89.91 *Frontend::Module###AgentDaemonInfo*

Frontend module registration for the agent interface.

Default value:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Shows information on how to start OTRS Daemon

```

89.92 *Frontend::NavBarModule###2-AdminFavourites*

Frontend module registration for the administrator interface. Shows personal favorites as sub navigation items of the Admin menu.

Default value:

```
---  
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

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90.1 *Frontend::NavigationModule###Admin*

Admin area navigation for the agent interface.

Default value:

```
---
Block: ''
Description: Admin modules overview.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: ''
```

90.2 *Frontend::NavigationModule###AdminACL*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
IconBig: fa-check-square-o
```

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```
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)
```

90.3 *Frontend::NavigationModule###AdminAgentStyle*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Agent
Description: Manage the Styles.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Styles
```

90.4 *Frontend::NavigationModule###AdminAppointmentCalendarManage*

Admin area navigation for the administrator interface.

Default value:

```
---
Block: Administration
Description: Create and manage calendars.
Group:
- admin
GroupRo: []
IconBig: fa-calendar
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Calendars
```

90.5 *Frontend::NavigationModule###AdminAppointmentNotificationEvent*

Admin area navigation for the administrator interface.

Default value:

```
---
Block: Communication
Description: Create and manage appointment notifications.
```

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```

Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Appointment Notifications

```

90.6 *Frontend::NavigationModule###AdminAttachment*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments

```

90.7 *Frontend::NavigationModule###AdminAutoResponse*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage responses that are automatically sent.
Group:
- admin
GroupRo: []
IconBig: fa-reply
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Auto Responses

```

90.8 *Frontend::NavigationModule###AdminChatChannel*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Chat
Description: Create and manage chat channels.
Group:
- admin
GroupRo: []
IconBig: fa-comments-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Chat Channels
```

90.9 *Frontend::NavigationModule###AdminChatIntegration*

Admin area navigation for the admin interface.

Default value:

```
---
Block: Chat
Description: Integrate the public chat into a website.
Group:
- admin
GroupRo: []
IconBig: fa-commenting-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Chat Integration
```

90.10 *Frontend::NavigationModule###AdminCloudServices*

Admin area navigation for the agent interface.

Default value:

```
---
Block: OTRSGroup
Description: Manage OTRS Group cloud services.
Group:
- admin
GroupRo: []
IconBig: fa-cloud
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Cloud Services
```

90.11 *Frontend::NavigationModule###AdminCommunicationLog*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Display communication log entries.
Group:
- admin
GroupRo: []
IconBig: fa-table
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Communication Log

```

90.12 *Frontend::NavigationModule###AdminCustomPage*

Admin area navigation for the agent interface.

Default value:

```

---
Block: External
Description: Manage Custom Pages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Custom Pages

```

90.13 *Frontend::NavigationModule###AdminCustomerCompany*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Create and manage customers.
Group:
- admin
- users
GroupRo: []
IconBig: fa-building-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers

```

90.14 *Frontend::NavigationModule###AdminCustomerGroup*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link customers to groups.
Group:
- admin
GroupRo: []
IconBig: fa-building-o
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers Groups
```

90.15 *Frontend::NavigationModule###AdminCustomerUser*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Create and manage customer users.
Group:
- admin
- users
GroupRo: []
IconBig: fa-male
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users
```

90.16 *Frontend::NavigationModule###AdminCustomerUserCustomer*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Link customer users to customers.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-building-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users Customers
```

90.17 *Frontend::NavigationModule###AdminCustomerUserGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link customer users to groups.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users  Groups

```

90.18 *Frontend::NavigationModule###AdminCustomerUserService*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link customer users to services.
Group:
- admin
GroupRo: []
IconBig: fa-male
IconSmall: fa-wrench
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Users  Services

```

90.19 *Frontend::NavigationModule###AdminDynamicField*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Automation
Description: Create and manage dynamic fields.
Group:
- admin
GroupRo: []
IconBig: fa-align-left
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Dynamic Fields

```

90.20 *Frontend::NavigationModule###AdminEmail*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Send notifications to users.
Group:
- admin
GroupRo: []
IconBig: fa-quote-right
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Admin Notification
```

90.21 *Frontend::NavigationModule###AdminExternalHomePage*

Admin area navigation for the agent interface.

Default value:

```
---
Block: External
Description: Manage the Home Page.
Group:
- admin
GroupRo: []
IconBig: fa-home
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Home Page
```

90.22 *Frontend::NavigationModule###AdminExternalLayout*

Admin area navigation for the agent interface.

Default value:

```
---
Block: External
Description: Manage the Layout.
Group:
- admin
GroupRo: []
IconBig: fa-paint-brush
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Layout
```


90.23 *Frontend::NavigationModule###AdminGenericAgent*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Automation
Description: Manage tasks triggered by event or time based execution.
Group:
- admin
GroupRo: []
IconBig: fa-database
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: GenericAgent

```

90.24 *Frontend::NavigationModule###AdminGenericInterfaceWebservice*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Automation
Description: Create and manage web services.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Web Services

```

90.25 *Frontend::NavigationModule###AdminGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Create and manage groups.
Group:
- admin
GroupRo: []
IconBig: fa-users
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Groups

```

90.26 *Frontend::NavigationModule###AdminLog*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: View system log messages.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Log
```

90.27 *Frontend::NavigationModule###AdminMailAccount*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Manage POP3 or IMAP accounts to fetch email from.
Group:
- admin
GroupRo: []
IconBig: fa-envelope-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Mail Accounts
```

90.28 *Frontend::NavigationModule###AdminNotificationEvent*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Create and manage ticket notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Ticket Notifications
```

90.29 *Frontend::NavigationModule###AdminPGP*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Manage PGP keys for email encryption.
Group:
- admin
GroupRo: []
IconBig: fa-user-secret
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PGP Keys

```

90.30 *Frontend::NavigationModule###AdminPackageManager*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: Update and extend your system with software packages.
Group:
- admin
GroupRo: []
IconBig: fa-plug
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Package Manager

```

90.31 *Frontend::NavigationModule###AdminPerformanceLog*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: View performance benchmark results.
Group:
- admin
GroupRo: []
IconBig: fa-bar-chart
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Performance Log

```

90.32 *Frontend::NavigationModule###AdminPostMasterFilter*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Filter incoming emails.
Group:
- admin
GroupRo: []
IconBig: fa-filter
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Filters
```

90.33 *Frontend::NavigationModule###AdminPriority*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage ticket priorities.
Group:
- admin
GroupRo: []
IconBig: fa-list-ol
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Priorities
```

90.34 *Frontend::NavigationModule###AdminProcessManagement*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Automation
Description: Configure Processes.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Process Management
```

90.35 *Frontend::NavigationModule###AdminQueue*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage queues.
Group:
- admin
GroupRo: []
IconBig: fa-folder
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues

```

90.36 *Frontend::NavigationModule###AdminQueueAutoResponse*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Link queues to auto responses.
Group:
- admin
GroupRo: []
IconBig: fa-reply
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Queues Auto Responses

```

90.37 *Frontend::NavigationModule###AdminQueueSMSTemplates*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Link SMS templates to queues.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates Queues

```

90.38 *Frontend::NavigationModule###AdminQueueTemplates*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Link templates to queues.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: fa-folder
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates Queues
```

90.39 *Frontend::NavigationModule###AdminRegistration*

Admin area navigation for the agent interface.

Default value:

```
---
Block: OTRSGroup
Description: Manage system registration.
Group:
- admin
GroupRo: []
IconBig: fa-edit
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Registration
```

90.40 *Frontend::NavigationModule###AdminRole*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Users
Description: Create and manage roles.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles
```

90.41 *Frontend::NavigationModule###AdminRoleGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link roles to groups.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles  Groups

```

90.42 *Frontend::NavigationModule###AdminRoleUser*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link agents to roles.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-circle-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents  Roles

```

90.43 *Frontend::NavigationModule###AdminSLA*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage Service Level Agreements (SLAs).
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Service Level Agreements

```

90.44 *Frontend::NavigationModule###AdminSMIME*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Communication
Description: Manage S/MIME certificates for email encryption.
Group:
- admin
GroupRo: []
IconBig: fa-user-secret
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: S/MIME Certificates
```

90.45 *Frontend::NavigationModule###AdminSMSTemplate*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage SMS templates.
Group:
- admin
GroupRo: []
IconBig: fa-mobile
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SMS Templates
```

90.46 *Frontend::NavigationModule###AdminSalutation*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage salutations.
Group:
- admin
GroupRo: []
IconBig: fa-comment-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Salutations
```


90.47 *Frontend::NavigationModule###AdminSelectBox*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Administration
Description: Execute SQL statements.
Group:
- admin
GroupRo: []
IconBig: fa-terminal
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SQL Box

```

90.48 *Frontend::NavigationModule###AdminService*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Ticket
Description: Create and manage services.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Services

```

90.49 *Frontend::NavigationModule###AdminServiceCatalogue*

Admin area navigation for the agent interface.

Default value:

```

---
Block: External
Description: Manage Customer Service Catalog.
Group:
- admin
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customer Service Catalog

```

90.50 *Frontend::NavigationModule###AdminSession*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: Manage existing sessions.
Group:
- admin
GroupRo: []
IconBig: fa-clock-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Session Management
```

90.51 *Frontend::NavigationModule###AdminSignature*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage signatures.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Signatures
```

90.52 *Frontend::NavigationModule###AdminState*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage ticket states.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: States
```

90.53 *Frontend::NavigationModule###AdminSupportDataCollector*

Admin area navigation for the agent interface.

Default value:

```

---
Block: OTRSGroup
Description: Manage support data.
Group:
- admin
GroupRo: []
IconBig: fa-search
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Support Data Collector

```

90.54 *Frontend::NavigationModule###AdminSystemAddress*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Communication
Description: Set sender email addresses for this system.
Group:
- admin
GroupRo: []
IconBig: fa-at
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Email Addresses

```

90.55 *Frontend::NavigationModule###AdminSystemConfiguration*

Admin area navigation for the agent interface.

This setting can not be deactivated.

Default value:

```

---
Block: Administration
Description: Edit the system configuration settings.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''

```

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```
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Configuration
```

90.56 *Frontend::NavigationModule###AdminTemplate*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage templates.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates
```

90.57 *Frontend::NavigationModule###AdminTemplateAttachment*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Link templates to attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: fa-file-text-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates Attachments
```

90.58 *Frontend::NavigationModule###AdminType*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Ticket
Description: Create and manage ticket types.
Group:
```

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```

- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Types

```

90.59 *Frontend::NavigationModule###AdminUser*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Create and manage agents.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents

```

90.60 *Frontend::NavigationModule###AdminUserGroup*

Admin area navigation for the agent interface.

Default value:

```

---
Block: Users
Description: Link agents to groups.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents Groups

```

90.61 *Frontend::NavigationModule###AgentFAQCategory*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: FAQ Category Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-list
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Category
```

90.62 *Frontend::NavigationModule###AgentFAQLanguage*

Admin area navigation for the agent interface.

Default value:

```
---
Block: Administration
Description: FAQ Language Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-language
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Language
```

Frontend → Admin → ModuleRegistration → Loader

91.1 Loader::Module::Admin###001-Framework

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.css  
JavaScript:  
- Core.Agent.Admin.js  
- Core.UI.AllocationList.js  
- Core.Agent.TableFilters.js
```

91.2 Loader::Module::AdminACL###002-Ticket

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

91.3 *Loader::Module::AdminAgentStyle###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.AgentStyle.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.AgentStyle.js
```

91.4 *Loader::Module::AdminAppointmentCalendarManage###002-Calendar*

Loader module registration for the administrator interface.

Default value:

```
---
CSS:
- Core.AppointmentCalendar.Manage.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.Agent.Admin.AppointmentCalendar.Manage.js
```

91.5 *Loader::Module::AdminAppointmentNotificationEvent###002-Calendar*

Loader module registration for the administrator interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.NotificationEvent.css
JavaScript:
- Core.Agent.Admin.NotificationEvent.js
```

91.6 *Loader::Module::AdminAttachment###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Attachment.js
```

91.7 *Loader::Module::AdminAutoResponse###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.AutoResponse.js
```

91.8 *Loader::Module::AdminChatIntegration###002-Ticket*

Loader module registration for the admin interface.

Default value:

```
---
CSS:
- thirdparty/spectrum-1.8.0/spectrum.css
- Core.Agent.Admin.ChatIntegration.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.Agent.Admin.ChatIntegration.js
```

91.9 *Loader::Module::AdminCloudServiceSMS###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.CloudService.SMS.css
JavaScript:
- Core.Agent.Admin.CloudServiceSMS.js
```

91.10 *Loader::Module::AdminCloudServices###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.CloudServices.css
```

91.11 *Loader::Module::AdminCommunicationLog###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.CommunicationLog.css  
JavaScript:  
- Core.Agent.Admin.CommunicationLog.js  
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js  
- Core.UI.Table.Sort.js
```

91.12 *Loader::Module::AdminCustomPage###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomPage.js  
- Core.UI.InputFields.js
```

91.13 *Loader::Module::AdminCustomerCompany###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerCompany.js
```

91.14 *Loader::Module::AdminCustomerGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerGroup.js
```

91.15 *Loader::Module::AdminCustomerUser###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.Admin.CustomerUser.js
```

91.16 *Loader::Module::AdminCustomerUserCustomer###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerUserService.js
```

91.17 *Loader::Module::AdminCustomerUserGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerGroup.js
```

91.18 *Loader::Module::AdminCustomerUserService###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.CustomerUserService.js
```

91.19 *Loader::Module::AdminDynamicField###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.20 *Loader::Module::AdminDynamicFieldCheckbox###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldCheckbox.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.21 *Loader::Module::AdminDynamicFieldContactWithData###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.22 *Loader::Module::AdminDynamicFieldDateTime###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldDateTime.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

91.23 *Loader::Module::AdminDynamicFieldDropdown###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.DynamicFieldDropdown.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

91.24 *Loader::Module::AdminDynamicFieldInvalid###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.DynamicField.css  
JavaScript:  
- Core.Agent.Admin.DynamicField.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

91.25 *Loader::Module::AdminDynamicFieldMultiselect###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldMultiselect.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.26 *Loader::Module::AdminDynamicFieldText###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.27 *Loader::Module::AdminExternalHomePage###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalHomePage.js
```

91.28 *Loader::Module::AdminExternalLayout###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- Core.Agent.Admin.ExternalLayout.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
```

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```
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalLayout.js
```

91.29 *Loader::Module::AdminGenericAgent###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```

91.30 *Loader::Module::AdminGenericInterfaceDebugger###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js
```

91.31 *Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
```

91.32 *Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###0 GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js
```

91.33 *Loader::Module::AdminGenericInterfaceInvokerDefault###002-GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvoker.js
```

91.34 *Loader::Module::AdminGenericInterfaceInvokerEvent###002-GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js
```

91.35 *Loader::Module::AdminGenericInterfaceMappingSimple###002-GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMapping.js
```


91.36 *Loader::Module::AdminGenericInterfaceMappingXSLT###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

91.37 *Loader::Module::AdminGenericInterfaceOperationDefault###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

91.38 *Loader::Module::AdminGenericInterfaceOperationRPC###001- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.GenericInterface.css  
JavaScript:  
- Core.Agent.Admin.GenericInterfaceOperation.js
```

91.39 *Loader::Module::AdminGenericInterfaceTransportHTTPREST###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js
```

91.40 *Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
- Core.Agent.SortedTree.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js
- Core.Agent.SortedTree.js
```

91.41 *Loader::Module::AdminGenericInterfaceWebservice###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebservice.js
```

91.42 *Loader::Module::AdminGenericInterfaceWebserviceHistory###002- GenericInterface*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

91.43 *Loader::Module::AdminGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Group.js
```

91.44 *Loader::Module::AdminLog###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Log.js
```

91.45 *Loader::Module::AdminMailAccount###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.MailAccount.js
```

91.46 *Loader::Module::AdminNotificationEvent###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

91.47 *Loader::Module::AdminPGP###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.PGP.js
```

91.48 *Loader::Module::AdminPackageManager###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

91.49 *Loader::Module::AdminPerformanceLog###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.PerformanceLog.css
```

91.50 *Loader::Module::AdminPostMasterFilter###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
CSS:  
- Core.Agent.Admin.PostMasterFilter.css  
JavaScript:  
- Core.Agent.Admin.PostMasterFilter.js
```

91.51 *Loader::Module::AdminPriority###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.Priority.js
- Core.Agent.Admin.SysConfig.Entity.js

```

91.52 *Loader::Module::AdminProcessManagement###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jsplumb-1.6.4/jsplumb.js
- thirdparty/farahey-0.5/farahey.js
- thirdparty/jsplumb-labelspacer/label-spacer.js
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.Canvas.js
- Core.UI.AllocationList.js

```

91.53 *Loader::Module::AdminProcessManagementActivity###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪ js
- Core.UI.AllocationList.js

```

91.54 *Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

91.55 *Loader::Module::AdminProcessManagementPath###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

91.56 *Loader::Module::AdminProcessManagementSequenceFlow###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
```

91.57 *Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
```

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```
JavaScript:
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪ js
- Core.Agent.Admin.ProcessManagement.js
```

91.58 *Loader::Module::AdminQueue###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Queue.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.59 *Loader::Module::AdminQueueAutoResponse###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.QueueAutoResponse.js
```

91.60 *Loader::Module::AdminQueueSMSTemplates###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.QueueSMSTemplates.js
```

91.61 *Loader::Module::AdminQueueTemplates###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.QueueTemplates.js
```

91.62 *Loader::Module::AdminRegistration###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.Registration.css
JavaScript:
- Core.Agent.Admin.Registration.js
```

91.63 *Loader::Module::AdminRole###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Role.js
```

91.64 *Loader::Module::AdminRoleGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.RoleGroup.js
```

91.65 *Loader::Module::AdminRoleUser###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.RoleUser.js
```

91.66 *Loader::Module::AdminSLA###002-Ticket*

Loader module registration for the agent interface.

Default value:


```
---  
JavaScript:  
- Core.Agent.Admin.SLA.js
```

91.67 *Loader::Module::AdminSMIME###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

91.68 *Loader::Module::AdminSMSTemplate###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

91.69 *Loader::Module::AdminSalutation###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

91.70 *Loader::Module::AdminSelectBox###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

91.71 *Loader::Module::AdminService###002-Ticket*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.Service.js
```

91.72 *Loader::Module::AdminServiceCatalogue###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.ServiceCatalogue.css
```

91.73 *Loader::Module::AdminServiceCatalogueCategories###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

91.74 *Loader::Module::AdminServiceCatalogueItems###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
JavaScript:
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

91.75 *Loader::Module::AdminSession###001-Framework*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.Session.js

```

91.76 *Loader::Module::AdminSignature###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.Signature.js

```

91.77 *Loader::Module::AdminState###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.State.js
- Core.Agent.Admin.SysConfig.Entity.js

```

91.78 *Loader::Module::AdminSupportDataCollector###001-Framework*

Loader module registration for the agent interface.

Default value:

```

---
CSS:
- Core.Agent.Admin.SupportDataCollector.css
JavaScript:
- Core.Agent.Admin.SupportDataCollector.js

```

91.79 *Loader::Module::AdminSystemAddress###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.SystemAddress.js

```

91.80 *Loader::Module::AdminSystemConfiguration###001-Framework*

Loader module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js
- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js
```

91.81 *Loader::Module::AdminSystemConfigurationDeployment###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js
```

91.82 *Loader::Module::AdminSystemConfigurationGroup###001-Framework*

Loader module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
```

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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

```

91.83 *Loader::Module::AdminTemplate###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.Template.js

```

91.84 *Loader::Module::AdminTemplateAttachment###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.TemplateAttachment.js

```

91.85 *Loader::Module::AdminType###002-Ticket*

Loader module registration for the agent interface.

Default value:

```

---
JavaScript:
- Core.Agent.Admin.Type.js
- Core.Agent.Admin.SysConfig.Entity.js

```

91.86 *Loader::Module::AdminUser###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.Users.js
```

91.87 *Loader::Module::AdminUserGroup###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.Admin.UserGroup.js
```

Frontend → Admin → ModuleRegistration → MainMenu

92.1 *Frontend::Navigation###Admin###001-Framework*

Main menu item registration.

Default value:

```
---  
- AccessKey: a  
  Block: ItemArea  
  Description: Admin modules overview.  
  Group:  
  - admin  
  GroupRo: []  
  Link: Action=Admin  
  LinkOption: ''  
  Name: Admin  
  NavBar: Admin  
  Prio: '10000'  
  Type: Menu
```

92.2 *Frontend::Navigation###AdminACL###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.3 *Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar*

Main menu item registration.

This setting is not active by default.

Default value:

92.4 *Frontend::Navigation###AdminAttachment###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.5 *Frontend::Navigation###AdminAutoResponse###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.6 *Frontend::Navigation###AdminChatChannel###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.7 *Frontend::Navigation###AdminChatIntegration###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:


```
--- []
```

92.8 *Frontend::Navigation###AdminCloudServiceSMS###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.9 *Frontend::Navigation###AdminCloudServices###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.10 *Frontend::Navigation###AdminCommunicationLog###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.11 *Frontend::Navigation###AdminContactWithData###002-Ticket*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ''
  Description: Edit contacts with data.
  Group:
```

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```

- admin
GroupRo: []
Link: Action=AdminContactWithData
LinkOption: ''
Name: Edit contacts with data
NavBar: Ticket
Prio: '900'
Type: ''

```

92.12 *Frontend::Navigation###AdminCustomPage###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.13 *Frontend::Navigation###AdminCustomerCompany###001-Framework*

Main menu item registration.

Default value:

```

---
- AccessKey: ''
Block: ItemArea
Description: Create and manage customers.
Group:
- admin
- users
GroupRo: []
Link: Action=AdminCustomerCompany;Nav=Agent
LinkOption: ''
Name: Customer Administration
NavBar: Customers
Prio: '9100'
Type: ''

```

92.14 *Frontend::Navigation###AdminCustomerGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.15 *Frontend::Navigation###AdminCustomerUser###001-Framework*

Main menu item registration.

Default value:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customer users.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerUser;Nav=Agent
  LinkOption: ''
  Name: Customer User Administration
  NavBar: Customers
  Prio: '9000'
  Type: ''
```

92.16 *Frontend::Navigation###AdminCustomerUserCustomer###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

92.17 *Frontend::Navigation###AdminCustomerUserGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.18 *Frontend::Navigation###AdminCustomerUserService###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.19 *Frontend::Navigation###AdminDynamicField###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.20 *Frontend::Navigation###AdminEmail###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.21 *Frontend::Navigation###AdminExternalHomePage###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.22 *Frontend::Navigation###AdminExternalLayout###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.23 *Frontend::Navigation###AdminGenericAgent###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.24 *Frontend::Navigation###AdminGenericInterfaceDebugger###002-GenericInterface*

Main menu item registration.

This setting is not active by default.

Default value:

92.25 *Frontend::Navigation###AdminGenericInterfaceWebservice###002-GenericInterface*

Main menu item registration.

This setting is not active by default.

Default value:

92.26 *Frontend::Navigation###AdminGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.27 *Frontend::Navigation###AdminLog###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.28 *Frontend::Navigation###AdminMailAccount###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.29 *Frontend::Navigation###AdminNotificationEvent###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.30 *Frontend::Navigation###AdminPGP###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.31 *Frontend::Navigation###AdminPackageManager###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.32 *Frontend::Navigation###AdminPerformanceLog###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.33 *Frontend::Navigation###AdminPostMasterFilter###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.34 *Frontend::Navigation###AdminPriority###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.35 *Frontend::Navigation###AdminProcessManagement###002-ProcessManagement*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.36 *Frontend::Navigation###AdminQueue###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.37 *Frontend::Navigation###AdminQueueAutoResponse###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.38 *Frontend::Navigation###AdminQueueSMSTemplates###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.39 *Frontend::Navigation###AdminQueueTemplates###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.40 *Frontend::Navigation###AdminRegistration###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.41 *Frontend::Navigation###AdminRole###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.42 *Frontend::Navigation###AdminRoleGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.43 *Frontend::Navigation###AdminRoleUser###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.44 *Frontend::Navigation###AdminSLA###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.45 *Frontend::Navigation###AdminSMIME###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.46 *Frontend::Navigation###AdminSMSTemplate###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.47 *Frontend::Navigation###AdminSalutation###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.48 *Frontend::Navigation###AdminSelectBox###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.49 *Frontend::Navigation###AdminService###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.50 *Frontend::Navigation###AdminServiceCatalogue###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.51 *Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.52 *Frontend::Navigation###AdminServiceCatalogueItems###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.53 *Frontend::Navigation###AdminSession###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.54 *Frontend::Navigation###AdminSignature###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.55 *Frontend::Navigation###AdminState###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.56 *Frontend::Navigation###AdminSupportDataCollector###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.57 *Frontend::Navigation###AdminSystemAddress###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

--- []

92.58 *Frontend::Navigation###AdminSystemConfiguration###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.59 *Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.60 *Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.61 *Frontend::Navigation###AdminTemplate###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.62 *Frontend::Navigation###AdminTemplateAttachment###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.63 *Frontend::Navigation###AdminType###002-Ticket*

Main menu item registration.

This setting is not active by default.

Default value:

92.64 *Frontend::Navigation###AdminUser###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

92.65 *Frontend::Navigation###AdminUserGroup###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

Frontend → Admin → NavBarModule

93.1 *Frontend::AdminModuleGroups###001-Framework*

Defines available groups for the admin overview screen.

This setting can not be deactivated.

Default value:

```
---
Administration:
  Order: '6000'
  Title: Administration
Agent:
  Order: '4200'
  Title: Agent Interface
Automation:
  Order: '4000'
  Title: Processes & Automation
Chat:
  Order: '5500'
  Title: Chat
Communication:
  Order: '2000'
  Title: Communication & Notifications
External:
  Order: '4500'
  Title: External Interface
Miscellaneous:
  Order: '7000'
  Title: Miscellaneous
OTRSGroup:
  Order: '5000'
```

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<p>Title: OTRS Group Services</p> <p>Ticket:</p> <p>Order: '1000'</p> <p>Title: Ticket Settings</p> <p>Users:</p> <p>Order: '3000'</p> <p>Title: Users, Groups & Roles</p>
--

Frontend → Admin → View → ContactWithData

94.1 *AdminContactWithData::RunInitialWildcardSearch*

Runs an initial wildcard search of the existing contacts with data when accessing the contact with data module of the administrator interface.

This setting can not be deactivated.

Default value:

1

Frontend → Admin → View → CustomPage

95.1 *Frontend::Admin::AdminCustomPage###RichText*

Uses richtext for viewing and editing ticket notification.

Default value:

95.2 *Frontend::Admin::AdminCustomPage###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

95.3 *Frontend::Admin::AdminCustomPage###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

Frontend → Admin → View → CustomerCompany

96.1 AdminCustomerCompany::RunInitialWildcardSearch

Runs an initial wildcard search of the existing customer company when accessing the AdminCustomerCompany module.

This setting can not be deactivated.

Default value:

1

Frontend → Admin → View → CustomerUser

97.1 *AdminCustomerUser::RunInitialWildcardSearch*

Runs an initial wildcard search of the existing customer users when accessing the AdminCustomerUser module.

This setting can not be deactivated.

Default value:

97.2 *AdminCustomerUser::UseAutoComplete*

Controls if the autocomplete field will be used for the customer ID selection in the AdminCustomerUser interface.

This setting can not be deactivated.

Default value:

Frontend → Admin → View → DynamicFieldOverview

98.1 *Frontend::AdminDynamicField###DynamicFieldsOverviewPageShown*

Parameters for the pages (in which the dynamic fields are shown) of the dynamic fields overview.

Default value:

1000

Frontend → Admin → View → NotificationEvent

99.1 *AppointmentNotification::Transport###Email*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '1'
Class: Icon--Small
CommonIcon: regular, envelope
Icon: fa fa-envelope
Module: Kernel::System::Calendar::Event::Transport::Email
Name: Email
Prio: '100'
```

99.2 *AppointmentNotification::Transport###NotificationView*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, network-browser
Icon: fa fa-th-list
Module: Kernel::System::Calendar::Event::Transport::NotificationView
Name: Web View
Prio: '110'
```

99.3 *AppointmentNotification::Transport###SMS*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, mobile-phone
Icon: fa fa-mobile
Module: Kernel::System::Calendar::Event::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

99.4 *Frontend::Admin::AdminAppointmentNotificationEvent###EventObjectType*

Defines the event object types that will be handled via AdminAppointmentNotificationEvent.

Default value:

```
---
- Calendar
- Appointment
```

99.5 *Frontend::Admin::AdminAppointmentNotificationEvent###RichText*

Uses richtext for viewing and editing ticket notification.

Default value:

```
1
```

99.6 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

```
320
```

99.7 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

620

99.8 *Frontend::Admin::AdminNotificationEvent###RichText*

Uses richtext for viewing and editing ticket notification.

Default value:

1

99.9 *Frontend::Admin::AdminNotificationEvent###RichTextHeight*

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

320

99.10 *Frontend::Admin::AdminNotificationEvent###RichTextWidth*

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

Default value:

620

99.11 *Notification::Transport###Email*

Defines all the parameters for this notification transport.

Default value:

```

---
AgentEnabledByDefault: '1'
CommonIcon: regular, envelope
Icon: fa fa-envelope
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'

```

99.12 *Notification::Transport###NotificationView*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, network-browser
Icon: fa fa-th-list
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

99.13 *Notification::Transport###SMS*

Defines all the parameters for this notification transport.

Default value:

```
---
AgentEnabledByDefault: '0'
CommonIcon: regular, mobile-phone
Icon: fa fa-mobile
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

Frontend → Admin → View → Preferences

100.1 *AgentPersonalPreference###Skin*

Parameters for the skin setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '0'
AdminModule: Kernel::Output::HTML::Preferences::Skin
Desc: Select your preferred layout for the administrator interface.
Key: ''
Label: Administrator Interface Skin
Module: Kernel::WebApp::Util::UserPreferenceType::Dummy
NeedsReload: '1'
PrefKey: UserSkin
PreferenceGroup: Miscellaneous
Prio: '100'
ShowInUserManagement: '1'
```

100.2 *AgentPersonalPreference###Theme*

Parameters for the theme setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '0'
AdminModule: Kernel::Output::HTML::Preferences::Theme
Desc: Select your preferred theme for the OTRS user interface.
Key: ''
Label: Theme
Module: Kernel::WebApp::Util::UserPreferenceType::Dummy
NeedsReload: '1'
PrefKey: UserTheme
PreferenceGroup: Miscellaneous
Prio: '3100'
ShowInUserManagement: '1'
```

100.3 PreferencesGroups###CommunicationLogPageShown

Parameters for the pages (in which the communication log entries are shown) of the communication log overview.

Default value:

```
---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
  '50': '50'
DataSelected: '25'
Desc: Communication log limit per page for Communication Log Overview.
Key: ''
Label: CommunicationLog Overview Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AdminCommunicationLogPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'
```

100.4 PreferencesGroups###DynamicField

Defines the config parameters of this item, to be shown in the preferences view. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

This setting is not active by default.

Default value:


```
---  
Active: '1'  
Block: Input  
Data: "[% Env("UserDynamicField_NameX") %]'  
Desc: This is a Description for DynamicField on Framework.  
Label: Default value for NameX  
Module: Kernel::Output::HTML::Preferences::Generic  
PrefKey: UserDynamicField_NameX  
PreferenceGroup: Miscellaneous  
Prio: '7000'
```


CHAPTER 101

Frontend → Admin → View → Queue

101.1 *QueuePreferences###ChatChannel*

Chat channel to queue mapping.

Default value:

```
---
Block: Option
Cols: '50'
Desc: Chat channel that will be used for communication related to the tickets.
↳ in this
    queue.
Label: Chat channel
Module: Kernel::Output::HTML::QueuePreferences::ChatChannel
PrefKey: ChatChannel
Rows: '5'
```

101.2 *QueuePreferences###Comment2*

Parameters of the example queue attribute Comment2.

This setting is not active by default.

Default value:

```
---
Block: TextArea
Cols: '50'
Desc: Define the queue comment 2.
Label: Comment2
```

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```
Module: Kernel::Output::HTML::QueuePreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

Frontend → Admin → View → SLA

102.1 *SLAPreferences###Comment2*

Parameters of the example SLA attribute Comment2.

This setting is not active by default.

Default value:

```
---  
Block: TextArea  
Cols: '50'  
Desc: Define the sla comment 2.  
Label: Comment2  
Module: Kernel::Output::HTML::SLAPreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

102.2 *SLAPreferences###FieldSelectionDialogText*

Text which is being displayed on selection of this SLA on the new ticket screen.

Default value:

```
---  
Block: TextArea  
Cols: '51'  
Desc: Is being displayed if a customer chooses this SLA on ticket creation.  
Label: Dialog message  
Module: Kernel::Output::HTML::SLAPreferences::Generic
```

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```
PrefKey: FieldSelectionDialogText  
Rows: '5'
```

Frontend → Admin → View → SelectBox

103.1 AdminSelectBox::AllowDatabaseModification

Controls if the admin is allowed to make changes to the database via AdminSelectBox.

This setting can not be deactivated.

Default value:

Frontend → Admin → View → Service

104.1 *ServicePreferences###Comment2*

Parameters of the example service attribute Comment2.

This setting is not active by default.

Default value:

```
---  
Block: TextArea  
Cols: '50'  
Desc: Define the service comment 2.  
Label: Comment2  
Module: Kernel::Output::HTML::ServicePreferences::Generic  
PrefKey: Comment2  
Rows: '5'
```

Frontend → Admin → View → SysConfig

105.1 *ConfigLevel*

Sets the configuration level of the administrator. Depending on the config level, some sysconfig options will be not shown. The config levels are in in ascending order: Expert, Advanced, Beginner. The higher the config level is (e.g. Beginner is the highest), the less likely is it that the user can accidentally configure the system in a way that it is not usable any more.

This setting can not be deactivated.

Default value:

100

106.1 *AgentFrontend::Avatar::Fallback*

Defines which avatar engine should be used as the fallback for the agent avatars in the agent interface. If ‘None’ is selected, initials will be displayed instead. Please note that selecting anything other than ‘None’ will transfer the encrypted email address of the particular user to an external service.

This setting can not be deactivated.

Default value:

Gravatar

106.2 *AgentFrontend::Breadcrumb::Home*

Defines which route component should be used for the home icon of the breadcrumb. The route components are defined in settings where the name of the setting starts with “AgentFrontend::Route” .

This setting can not be deactivated.

Default value:

Dashboard

106.3 *AgentFrontend::CustomizationColors*

List of colors in hexadecimal RGB which will be available for selection during customization of the agent interface. Make sure the colors are dark enough so white text can be overlaid on them.

Default value:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'  
- '#05F802'  
- '#03F987'  
- '#00FDFD'  
- '#008CFF'  
- '#002EFF'  
- '#8931FF'  
- '#FF39FF'  
- '#FF2987'  
- '#FF726E'  
- '#FFCE6E'  
- '#FFFB6D'  
- '#CEFA6E'  
- '#68F96E'  
- '#68FDFD'  
- '#68FBD0'  
- '#6ACFFF'  
- '#6E76FF'  
- '#D278FF'  
- '#FF7AFF'  
- '#FF7FD3'
```

106.4 *AgentFrontend::ExternalScripts*

Defines the list of external script resources that will be included in the agent interface app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

106.5 *AgentFrontend::Gravatar::DefaultImage*

Defines which avatar default image should be used for the current agent if no gravatar is assigned to the email address of the agent. Check <https://gravatar.com/site/implement/images/> for further information.

This setting can not be deactivated.

Default value:

```
mp
```

106.6 *AgentFrontend::InlineScripts*

Defines the list of inline scripts that will be included in the agent interface app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

106.7 *AgentFrontend::PendingDiffTime*

Time in seconds that gets added to the actual time if setting a pending-state (default: 86400 = 1 day).

This setting can not be deactivated.

Default value:

```
86400
```

106.8 *AgentFrontend::RichText::EnhancedMode*

Enables the enhanced mode for the multi-line editor with more editing features.

This setting can not be deactivated.

Default value:

0

106.9 *AgentFrontend::Ticket::TextAreaEmail*

Defines the allowed width for the email text area.

This setting can not be deactivated.

Default value:

82

106.10 *AgentFrontend::TicketCreate::NewResponsibleSelection*

Shows a selection for the responsible agent in phone and email tickets in the ticket create screens.

This setting can not be deactivated.

Default value:

1

106.11 *AgentFrontend::UserIdleTime*

Defines the period of time (in minutes) before an agent is considered idle due to inactivity. Any requests made after this time has passed will not extend corresponding session.

This setting can not be deactivated.

Default value:

5

106.12 *AutoComplete::Agent###Default*

Defines the configuration options for the autocompletion feature.

Default value:

```
---
AutoCompleteActive: '1'
ButtonText: Search
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'
```


106.13 *AutoComplete::Agent###DynamicFieldContactWithData*

Defines the config options for the autocompletion feature.

This setting can not be deactivated.

Default value:

```

----
AutoCompleteActive: '1'
ButtonText: Search
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

106.14 *Frontend::CommonParam###QueueID*

Default queue ID used by the system in the agent interface.

This setting can not be deactivated.

Default value:

```
0
```

106.15 *Frontend::CommonParam###TicketID*

Default ticket ID used by the system in the agent interface.

This setting can not be deactivated.

Default value:

```
`NewTicketInNewWindow::Enabled`
```

If enabled, TicketPhone and TicketEmail will be open in new windows.

This setting can not be deactivated.

Default value:

```
0
```

106.16 *Ticket::Frontend::AccountTime*

Activates time accounting.

This setting can not be deactivated.

Default value:

1

106.17 *Ticket::Frontend::CustomerInfoCompose*

Shows the customer user information (phone and email) in the compose screen.

This setting can not be deactivated.

Default value:

1

106.18 *Ticket::Frontend::ListType*

Shows existing parent/child queue lists in the system in the form of a tree or a list.

This setting can not be deactivated.

Default value:

tree

106.19 *Ticket::Frontend::MaxQueueLevel*

Define the max depth of queues.

This setting can not be deactivated.

Default value:

5

106.20 *Ticket::Frontend::TextAreaNote*

Permitted width for compose note windows.

This setting can not be deactivated.

Default value:

78

106.21 *Ticket::Frontend::TimeUnits*

Sets the preferred time units (e.g. work units, hours, minutes).

This setting can not be deactivated.

Default value:

(work units)

Frontend → Agent → Auth

107.1 *AgentFrontend::Auth::LoginURL*

Defines an alternate login URL for the agent interface.

This setting is not active by default.

Default value:

```
http://host.example.com/cgi-bin/login.pl
```

107.2 *AgentFrontend::Auth::LogoutURL*

Defines an alternate logout URL for the agent interface.

This setting is not active by default.

Default value:

```
http://host.example.com/cgi-bin/logout.pl
```


108.1 *AgentFrontend::BusinessCard::User*

Default configuration for the user business card.

This setting can not be deactivated.

Default value:

```
---
AdditionalProperties:
  IsActive: 1
Properties:
- DisplayName: Out of Office
  IsVisible: 1
  Name: OutOfOfficeMessage
- DisplayName: Email
  IsVisible: 0
  Name: UserEmail
- DisplayName: Mobile
  IsVisible: 0
  Name: UserMobile
Chat:
  IsActive: 1
Contact:
  IsActive: 1
Properties:
- Icon: envelope
  IsVisible: 1
  Name: UserEmail
- Icon: mobile-phone
  IsVisible: 1
  Name: UserMobile
```

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Header:

Properties:

- IsVisible: 1
Name: Avatar
- IsVisible: 1
Name: UserTitle
- IsVisible: 1
Name: UserTimeZone
- IsVisible: 1
Name: UserLanguage

Frontend → Agent → BusinessObject

109.1 *Agent::BusinessObject::Type###Calendar*

The business object type Calendar is for displaying calendars.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Calendar
```

109.2 *Agent::BusinessObject::Type###CalendarAppointment*

The business object type Calendar Appointment is for displaying appointments.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Calendar::Appointment
```

109.3 *Agent::BusinessObject::Type###ChatRequest*

The business object type Chat Request is used for displaying chat requests.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::ChatRequest
```

109.4 *Agent::BusinessObject::Type###CustomerCompany*

The business object type Customer Company is used for displaying customers (e.g. customer companies).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::CustomerCompany
```

109.5 *Agent::BusinessObject::Type###CustomerUser*

The business object type Customer User is used for displaying customer users (e.g. customer user listings or the customer user address book).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::CustomerUser
```

109.6 *Agent::BusinessObject::Type###Dashboard*

The business object type Dashboard is for displaying widgets (e.g. ticket listings).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Dashboard
```

109.7 *Agent::BusinessObject::Type###FormDraft*

The business object type Form Draft is used for displaying drafts.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::FormDraft  
UpdateCheckInterval: '15'
```

109.8 *Agent::BusinessObject::Type###KnowledgeBaseArticle*

The business object type Knowledge Base Article is for displaying knowledge base article output (e.g. knowledge base article listings).

This setting can not be deactivated.

Default value:

```
---
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticle
UpdateCheckInterval: '15'
```

109.9 *Agent::BusinessObject::Type###KnowledgeBaseArticleAttachment*

The business object type Knowledge Base Article Attachment is used for retrieving knowledge base articles attachments content.

This setting can not be deactivated.

Default value:

```
---
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticleAttachment
UpdateCheckInterval: '15'
```

109.10 *Agent::BusinessObject::Type###LinkObject::CalendarAppointment*

The business object type Link Object is used for displaying linked objects. In this case it is the link object type Calendar Appointment with the default list configuration.

This setting can not be deactivated.

Default value:

```
---
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::LinkObject::Calendar::Appointment
```

109.11 *Agent::BusinessObject::Type###LinkObject::KnowledgeBaseArticle*

The business object type Link Object is used for displaying linked objects. In this case it is the link object type Knowledge Base Article with the default list configuration.

This setting can not be deactivated.

Default value:

```
---
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::KnowledgeBaseArticle
```

109.12 *Agent::BusinessObject::Type###LinkObject::Ticket*

The business object type Link Object is used for displaying linked objects. In this case it is the link object type Ticket with the default list configuration.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::Ticket
```

109.13 *Agent::BusinessObject::Type###Search*

The business object type Search is used for displaying search results.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Search
```

109.14 *Agent::BusinessObject::Type###Statistic*

The business object type Statistic is for displaying statistics.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Statistic
```

109.15 *Agent::BusinessObject::Type###StatisticReport*

The business object type Report is for displaying reports.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::StatisticReport
```

109.16 *Agent::BusinessObject::Type###Ticket*

The business object type Ticket is used for displaying tickets (e.g. ticket listings).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::Ticket  
UpdateCheckInterval: '15'
```

109.17 *Agent::BusinessObject::Type###TicketArticle*

The business object type Ticket Article is used for displaying ticket articles.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::TicketArticle
```

109.18 *Agent::BusinessObject::Type###TicketAttachment*

The business object type Ticket Attachment is used for displaying ticket attachments.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::TicketAttachment
```

109.19 *Agent::BusinessObject::Type###WebNotification*

The business object type Web Notification is used for displaying web notifications (e.g. ticket or appointment notifications).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::BusinessObject::WebNotification  
UpdateCheckInterval: '15'
```

Frontend → Agent → Customer

110.1 *AgentFrontend::Customer::MapLink###0001-Framework*

Definition of map links for the customer company.

Default value:

```
---  
- Active: '1'  
  Attributes: CustomerCompanyStreet;CustomerCompanyCity;  
  Class: Google  
  CommonIcon: regular,maps-pin-1  
  Module: Kernel::WebApp::Util::Link  
  Name: GoogleMaps  
  Order: '2000'  
  Required: CustomerCompanyStreet;CustomerCompanyCity;  
  Target: _blank  
  Title: Google Maps  
  URL: http://maps.google.com/maps?z=7&q=
```

110.2 *AgentFrontend::Customer::MapLink###4001-Custom*

Definition of map links for the customer company.

This setting is not active by default.

Default value:

```
--- []
```

110.3 *AgentFrontend::Customer::SocialLinks###0001-Framework*

Definition of social links for the customer company.

Default value:

```

---
- Active: '1'
  Attributes: CustomerCompanyName;
  CommonIcon: bold,search-engine-google
  Module: Kernel::WebApp::Util::Link
  Name: Google
  Order: '1000'
  Required: CustomerCompanyName;
  Target: _blank
  Title: Google
  URL: http://google.com/search?q=
- Active: '1'
  Attributes: CustomerCompanyStreet;CustomerCompanyCity;
  CommonIcon: bold,professional-network-linkedin
  Module: Kernel::WebApp::Util::Link
  Name: LinkedIn
  Order: '3000'
  Required: CustomerCompanyStreet;CustomerCompanyCity;
  Target: _blank
  Title: LinkedIn
  URL: https://www.linkedin.com/search/results/all/?keywords=
- Active: '1'
  Attributes: CustomerCompanyStreet;CustomerCompanyCity;
  CommonIcon: bold,social-media-xing
  Module: Kernel::WebApp::Util::Link
  Name: Xing
  Order: '3000'
  Required: CustomerCompanyStreet;CustomerCompanyCity;
  Target: _blank
  Title: Xing
  URL: https://www.xing.com/search/?keywords=

```

110.4 *AgentFrontend::Customer::SocialLinks###4001-Custom*

Definition of social links for the customer company.

This setting is not active by default.

Default value:

```

--- []

```

110.5 *AgentFrontend::Customer::TicketKPI###0001-Framework*

Definition of KPI for the customer company.

Default value:

```

---
- Active: '1'
  Attributes: StateType=Open;
  Module: Kernel::WebApp::Util::KPI::Ticket
  Name: OpenTickets
  Title: Open Tickets
  TotalsActive: '1'
  TotalsAttributes: ''
  TotalsTitle: Total Tickets
  TotalsURLConfig: ''
  URL: /tickets/static
  URLConfig:
    FilterPresetSelected: Open Tickets
    FilterPresets:
      Open Tickets:
        StateType:
          Value: Open
- Active: '1'
  Attributes: StateType=Closed;
  Module: Kernel::WebApp::Util::KPI::Ticket
  Name: ClosedTickets
  Title: Closed Tickets
  TotalsActive: '1'
  TotalsAttributes: ''
  TotalsTitle: Total Tickets
  TotalsURLConfig: ''
  URL: /tickets/static
  URLConfig:
    FilterPresetSelected: Closed Tickets
    FilterPresets:
      Closed Tickets:
        StateType:
          Value: Closed

```

110.6 *AgentFrontend::Customer::TicketKPI###4001-Custom*

Definition of KPI for the customer company.

This setting is not active by default.

Default value:

```

--- []

```

Frontend → Agent → CustomerUser

111.1 *AgentFrontend::CustomerUser::MapLink###0001-Framework*

Definition of map links for the customer user.

Default value:

```
---  
- Active: '1'  
  Attributes: UserStreet;UserCity;UserCountry;  
  Class: Google  
  CommonIcon: regular,maps-pin-1  
  Module: Kernel::WebApp::Util::Link  
  Name: GoogleMaps  
  Order: '2000'  
  Required: UserStreet;UserCity;  
  Target: _blank  
  Title: Google Maps  
  URL: http://maps.google.com/maps?z=7&q=
```

111.2 *AgentFrontend::CustomerUser::MapLink###4001-Custom*

Definition of map links for the customer user.

This setting is not active by default.

Default value:

```
--- []
```

111.3 *AgentFrontend::CustomerUser::SocialLinks###0001-Framework*

Definition of social links for the customer user.

Default value:

```

---
- Active: '1'
  Attributes: UserFirstname;UserLastname;
  CommonIcon: bold,search-engine-google
  Module: Kernel::WebApp::Util::Link
  Name: Google
  Order: '1000'
  Required: UserFirstname;UserLastname;
  Target: _blank
  Title: Google
  URL: http://google.com/search?q=
- Active: '1'
  Attributes: UserFirstname;UserLastname;
  CommonIcon: bold,professional-network-linkedin
  Module: Kernel::WebApp::Util::Link
  Name: LinkedIn
  Order: '3000'
  Required: UserFirstname;UserLastname;
  Target: _blank
  Title: LinkedIn
  URL: https://www.linkedin.com/search/results/all/?keywords=
- Active: '1'
  Attributes: UserFirstname;UserLastname;
  CommonIcon: bold,social-media-xing
  Module: Kernel::WebApp::Util::Link
  Name: Xing
  Order: '3000'
  Required: UserFirstname;UserLastname;
  Target: _blank
  Title: Xing
  URL: https://www.xing.com/search/?keywords=

```

111.4 *AgentFrontend::CustomerUser::SocialLinks###4001-Custom*

Definition of social links for the customer user.

This setting is not active by default.

Default value:

```

--- []

```

111.5 *AgentFrontend::CustomerUser::TicketKPI###0001-Framework*

Definition of KPI for the customer user.

Default value:

```

---
- Active: '1'
  Attributes: StateType=Open;
  Module: Kernel::WebApp::Util::KPI::Ticket
  Name: OpenTickets
  Title: Open Tickets
  TotalsActive: '1'
  TotalsAttributes: ''
  TotalsTitle: Total Tickets
  TotalsURLConfig: ''
  URL: /tickets/static
  URLConfig:
    FilterPresetSelected: Open Tickets
    FilterPresets:
      Open Tickets:
        StateType:
          Value: Open
- Active: '1'
  Attributes: StateType=Closed;
  Module: Kernel::WebApp::Util::KPI::Ticket
  Name: ClosedTickets
  Title: Closed Tickets
  TotalsActive: '1'
  TotalsAttributes: ''
  TotalsTitle: Total Tickets
  TotalsURLConfig: ''
  URL: /tickets/static
  URLConfig:
    FilterPresetSelected: Closed Tickets
    FilterPresets:
      Closed Tickets:
        StateType:
          Value: Closed

```

111.6 *AgentFrontend::CustomerUser::TicketKPI###4001-Custom*

Definition of KPI for the customer user.

This setting is not active by default.

Default value:

```

--- []

```

Frontend → Agent → DocumentSearch

112.1 *DocumentSearch::Agent::DynamicField*

Searchable and highlightable dynamic fields in the agent interface.

Default value:

```
--- {}
```


113.1 *AgentFrontend::FAQ::RelatedArticles###Enabled*

Enables the related knowledge base article feature.

This setting can not be deactivated.

Default value:

1

113.2 *AgentFrontend::FAQ::RelatedArticles###QueuesEnabled*

List of queue names for which the related knowledge base article feature is enabled.

This setting is not active by default.

Default value:

- Raw

113.3 *FAQ::Agent::StateTypes*

List of state types which can be used in the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- internal  
- external  
- public
```

Frontend → Agent → FAQ → RelatedArticles

114.1 *AgentFrontend::FAQ::RelatedArticles###DefaultLanguages*

The default languages for the related knowledge base articles.

Default value:

```
---  
- en
```

114.2 *AgentFrontend::FAQ::RelatedArticles###ShowLimit*

Output limit for the related knowledge base articles.

This setting can not be deactivated.

Default value:

```
10
```

Frontend → Agent → FrontendNotification

115.1 *Frontend::NotifyModule###523-ChatPreferredChannels-Check*

Defines the module to display a notification in the agent interface, if the agent is available for external chats, but forgot to set preferred channel(s).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck
```

115.2 *Frontend::NotifyModule###8000-Daemon-Check*

Defines the module to display a notification in the agent interface if the OTRS Daemon is not running.

Default value:

```
---  
Module: Kernel::Output::HTML::Notification::DaemonCheck
```


116.1 *AgentFrontend::Menu::Groups###0001-Framework*

Defines groups for the main menu.

This setting can not be deactivated.

Default value:

```
---
- Description: Access dashboard related screens.
  Icon: pie-line-graph-desktop
  Label: Dashboards
  Name: Dashboard
  Order: '1000'
- Description: Access ticket related screens.
  Icon: tags
  Label: Tickets (Case and Process Management)
  Name: Ticket
  Order: '2000'
- Description: Access knowledge related screens.
  Icon: book-close-2
  Label: Knowledge Management
  Name: KBA
  Order: '3000'
- Description: Access customer related screens.
  Icon: multiple-users-1
  Label: Customer Management
  Name: Customer
  Order: '4000'
- Description: Access administrator interface.
  Icon: cog
  Label: Administration
```

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```
Name: Admin
Order: '5000'
```

116.2 AgentFrontend::Menu::Groups###0002-Custom

Defines groups for the main menu.

This setting is not active by default.

Default value:

```
--- []
```

116.3 AgentFrontend::Menu::Main::Items###0001-Framework

Defines menu items for the main menu.

This setting can not be deactivated.

Default value:

```
---
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show your personal dashboard
  Group: []
  GroupRo: []
  Link: /dashboard
  MenuGroup: Dashboard
  Name: Personal Dashboard
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show statistics and reports overview page
  Group: []
  GroupRo: []
  Link: /statistic-report
  MenuGroup: Dashboard
  Name: Statistics and Reports
  Prio: '200'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show calendar overview page
  Group: []
  GroupRo: []
```

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```

Link: /calendar
MenuGroup: Dashboard
Name: Calendar Overview
Prio: '300'
Target: ''
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessProcessTicket
Active: '1'
Description: Create a new process ticket
Group: []
GroupRo: []
Link: /ticket/create/process
MenuGroup: Ticket
Name: Start Processes
Prio: '100'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create a new phone ticket (inbound)
Group: []
GroupRo: []
Link: /ticket/create/phone
MenuGroup: Ticket
Name: Take Phone Calls
Prio: '200'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create a new email ticket (outbound)
Group: []
GroupRo: []
Link: /ticket/create/email
MenuGroup: Ticket
Name: Send Emails
Prio: '300'
Target: ''
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessSMSTicket
Active: '1'
Description: Create a new SMS ticket
Group: []
GroupRo: []
Link: /ticket/create/sms
MenuGroup: Ticket
Name: Send SMS
Prio: '400'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'

```

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```
Description: Show unresolved tickets
Group: []
GroupRo: []
Link: /tickets/unresolved
MenuGroup: Ticket
Name: Show Unresolved
Prio: '500'
Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show unlocked tickets
  Group: []
  GroupRo: []
  Link: /tickets/unlocked
  MenuGroup: Ticket
  Name: Show Unlocked
  Prio: '600'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show tickets with reached reminders
  Group: []
  GroupRo: []
  Link: /tickets/reminders
  MenuGroup: Ticket
  Name: Show Reached Reminders
  Prio: '700'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show escalated tickets
  Group: []
  GroupRo: []
  Link: /tickets/escalations
  MenuGroup: Ticket
  Name: Show Escalations
  Prio: '800'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently created tickets
  Group: []
  GroupRo: []
  Link: /tickets/created
  MenuGroup: Ticket
  Name: Show Recently Created
  Prio: '900'
  Target: ''
```

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```

- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently closed tickets
  Group: []
  GroupRo: []
  Link: /tickets/closed
  MenuGroup: Ticket
  Name: Show Recently Closed
  Prio: '1000'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create a new knowledge base article
  Group: []
  GroupRo: []
  Link: /knowledge-base/article/create
  MenuGroup: KBA
  Name: Document Knowledge
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently added knowledge base articles
  Group: []
  GroupRo: []
  Link: /knowledge-base-articles/added
  MenuGroup: KBA
  Name: Show Recently Added
  Prio: '200'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show recently updated knowledge base articles
  Group: []
  GroupRo: []
  Link: /knowledge-base-articles/updated
  MenuGroup: KBA
  Name: Show Recently Updated
  Prio: '300'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Show highest rated knowledge base articles
  Group: []
  GroupRo: []
  Link: /knowledge-base-articles/rated
  MenuGroup: KBA

```

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```

Name: Show Highest Rated
Prio: '400'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create a new customer
Group: []
GroupRo: []
Link: /customer/create
MenuGroup: Customer
Name: Create Customer
Prio: '100'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create a new customer user
Group: []
GroupRo: []
Link: /customer/user/create
MenuGroup: Customer
Name: Create Customer User
Prio: '200'
Target: ''
- AccessKey: a
AccessModule: Kernel::WebApp::Util::Menu::AccessAdminInterface
Active: '1'
Description: Go to the administrator interface
Group: []
GroupRo: []
Link: /otrs/index.pl
MenuGroup: Admin
Name: Open Administrator Dashboard
Prio: '100'
Target: _blank
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessAdminInterface
Active: '1'
Description: Go to the system configuration screen in the administrator
↪interface
Group: []
GroupRo: []
Link: /otrs/index.pl?Action=AdminSystemConfiguration
MenuGroup: Admin
Name: Open System Configuration
Prio: '200'
Target: _blank
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessContactWithData
Active: '1'
Description: Go to the contact with data management screen in the
↪administrator

```

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```

    interface
    Group: []
    GroupRo: []
    Link: /otrs/index.pl?Action=AdminContactWithData
    MenuGroup: Admin
    Name: Manage Contacts with Data
    Prio: '300'
    Target: _blank
- AccessKey: ''
  AccessModule: Kernel::WebApp::Util::Menu::AccessAdminInterface
  Active: '1'
  Description: Go to the documentation of the administrator interface
  Group: []
  GroupRo: []
  Link: https://doc.otrs.com/doc/manual/admin/8.0/en/content/index.html
  MenuGroup: Admin
  Name: Show Administrator Manual
  Prio: '400'
  Target: _blank

```

116.4 *AgentFrontend::Menu::Main::Items###0900-Custom*

Defines menu items for the main menu.

This setting is not active by default.

Default value:

```
--- []
```

116.5 *AgentFrontend::Menu::NewAction::Groups###0001-Framework*

Defines groups for the new action menu.

This setting can not be deactivated.

Default value:

```

---
- Description: Access communication related screens.
  Label: Communication
  Name: Communication
  Order: '1000'
  Title: ''
- Description: Access process related screens.
  Label: Processes
  Name: Processes
  Order: '2000'

```

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```

Title: ''
- Description: Access customer relations related screens.
  Label: Customer Relations
  Name: CustomerRelations
  Order: '3000'
  Title: ''
- Description: Access time and resources related screens.
  Label: Time & Resources
  Name: TimeAndResources
  Order: '4000'
  Title: ''
- Description: Access knowledge base related screens.
  Label: Knowledge Base
  Name: KnowledgeBase
  Order: '5000'
  Title: ''

```

116.6 *AgentFrontend::Menu::NewAction::Groups###0002-Custom*

Defines custom groups for the new action menu.

This setting is not active by default.

Default value:

```
--- []
```

116.7 *AgentFrontend::Menu::NewAction::Items###0001-Framework*

Defines menu items for the new action menu.

This setting can not be deactivated.

Default value:

```

---
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new phone ticket (inbound)
  Group: []
  GroupRo: []
  Link: /ticket/create/phone
  MenuGroup: Communication
  Name: Take Phone Call
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'

```

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```

Description: Create new email ticket (outbound)
Group: []
GroupRo: []
Link: /ticket/create/email
MenuGroup: Communication
Name: Send Email
Prio: '200'
Target: ''
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessSMSTicket
Active: '1'
Description: Create new SMS ticket
Group: []
GroupRo: []
Link: /ticket/create/sms
MenuGroup: Communication
Name: Send SMS
Prio: '300'
Target: ''
- AccessKey: ''
AccessModule: Kernel::WebApp::Util::Menu::AccessProcessTicket
Active: '1'
Description: Create new process ticket
Group: []
GroupRo: []
Link: /ticket/create/process
MenuGroup: Processes
Name: Process Ticket
Prio: '100'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create new customer
Group: []
GroupRo: []
Link: /customer/create
MenuGroup: CustomerRelations
Name: Add Customer
Prio: '100'
Target: ''
- AccessKey: ''
AccessModule: ''
Active: '1'
Description: Create new customer user
Group: []
GroupRo: []
Link: /customer/user/create
MenuGroup: CustomerRelations
Name: Add Customer User
Prio: '200'
Target: ''

```

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```

- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new appointment
  Group: []
  GroupRo: []
  Link: /calendar?TriggerAction=Calendar%3A%3AAddAppointment
  MenuGroup: TimeAndResources
  Name: Add Appointment
  Prio: '100'
  Target: ''
- AccessKey: ''
  AccessModule: ''
  Active: '1'
  Description: Create new knowledge base article
  Group: []
  GroupRo: []
  Link: /knowledge-base/article/create
  MenuGroup: KnowledgeBase
  Name: Add Article
  Prio: '100'
  Target: ''

```

116.8 *AgentFrontend::Menu::NewAction::Items###0900-Custom*

Defines custom menu items for the new action menu.

This setting is not active by default.

Default value:

```
--- []
```

116.9 *AgentFrontend::Menu::QuickAccess::Items###0001-Framework*

Defines optional quick access menu items to be shown in the top bar menu.

Default value:

```
--- []
```

116.10 *AgentFrontend::Menu::QuickAccess::Items###0099-Custom*

Defines optional quick access menu items to be shown in the top bar menu.

Default value:

--- []

Frontend → Agent → ModuleRegistration

117.1 *Frontend::Module###AgentCustomerSearch*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent Customer Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Customer Search
```

117.2 *Frontend::Module###AgentFAQCategory*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Area.
Group:
- admin
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

117.3 *Frontend::Module###AgentFAQLanguage*

Frontend module registration for the agent interface.

Default value:

```
---
Description: FAQ Area.
Group:
- admin
GroupRo: []
NavBarName: FAQ
Title: FAQ
```

117.4 *Frontend::Module###AgentPreferences*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent Preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: ''
```

117.5 *Frontend::Module###AgentSystemContract*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Agent
Group: []
GroupRo: []
NavBarName: ''
Title: System Contract
```

117.6 *Frontend::Module###AjaxAttachment*

Frontend module registration for the agent interface.

Default value:

```
---
Description: AJAX attachment.
Group: []
```

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```
GroupRo: []
NavBarName: ''
Title: AJAX Attachment
```

117.7 *Frontend::Module###Logout*

Frontend module registration for the agent interface.

Default value:

```
---
Description: Logout
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

117.8 *Frontend::Module###PictureUpload*

Frontend module registration for the agent interface.

This setting can not be deactivated.

Default value:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture Upload
```

117.9 *Frontend::NavBarModule###11-AdminContactWithData*

Frontend module registration for the agent interface. Disables “Edit contacts with data” link if there is no source field configured.

Default value:

```
---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData
```

117.10 *Frontend::NavBarModule###6-CustomerCompany*

Frontend module registration (disable company link if no company feature is used).

Default value:

```
---  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

Frontend → Agent → ModuleRegistration → Loader

118.1 *Loader::Module::AgentFAQCategory###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js
```

118.2 *Loader::Module::AgentFAQLanguage###002-FAQ*

Loader module registration for the agent interface.

Default value:

```
---  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js
```

118.3 *Loader::Module::AgentPreferences###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.Preferences.css
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Preferences.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
```

118.4 *Loader::Module::AgentSystemContract###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- Core.Agent.SystemContract.css
```

118.5 *Loader::Module::Graph2PNG###001-Framework*

Loader module registration for the agent interface.

Default value:

```
---
CSS:
- thirdparty/nvd3-1.7.1/nv.d3.css
JavaScript:
- thirdparty/d3-3.5.6/d3.min.js
- thirdparty/nvd3-1.7.1/nvd3.min.js
- thirdparty/nvd3-1.7.1/models/OTRSLineChart.js
- thirdparty/nvd3-1.7.1/models/OTRSMultiBarChart.js
- thirdparty/nvd3-1.7.1/models/OTRSStackedAreaChart.js
- Core.UI.AdvancedChart.js
```

Frontend → Agent → ModuleRegistration → MainMenu

119.1 *Frontend::Navigation###AgentFAQCategory###002-FAQ*

Main menu item registration.

Default value:

```
----  
- AccessKey: g  
  Block: ''  
  Description: Category Management.  
  Group:  
  - admin  
  GroupRo: []  
  Link: Action=AgentFAQCategory  
  LinkOption: ''  
  Name: Category Management  
  NavBar: FAQ  
  Prio: '950'  
  Type: ''
```

119.2 *Frontend::Navigation###AgentFAQLanguage###002-FAQ*

Main menu item registration.

Default value:

```
----  
- AccessKey: l  
  Block: ''  
  Description: Language Management.
```

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```
Group:
- admin
GroupRo: []
Link: Action=AgentFAQLanguage
LinkOption: ''
Name: Language Management
NavBar: FAQ
Prio: '940'
Type: ''
```

119.3 *Frontend::Navigation###AgentPreferences###001-Framework*

Main menu item registration.

This setting is not active by default.

Default value:

```
--- []
```

Frontend → Agent → NotifyModule

120.1 *AgentFrontend::GenericNotifyModule::Notifications*

Defines the notifications shown by the generic notify module in the agent interface. The “Name” defines the name of the notification. Via “Active” flag, it is possible to disable notifications. The “Phases” can be “AppLoad”, “Polling” or “PostAuth” (it is possible to combine phases via |). The “NotifyType” can only be “Toast” or “Alert”. It is possible to set “Dismissible” to 0 (non-dismissible notification) or 1 (dismissible notification). Possible values for “Priority” are “Info”, “Warning”, “Error” or “Success”. The content of the notification can be entered in the “Text” or a text file can be defined in the “File” key. The “Title” will be used as title of the shown notification. Furthermore it is possible to specify a link via the “Link” key in combination with a link target. Possible values of “LinkTarget” are for example “_blank” or “_self”.

This setting can not be deactivated.

Default value:

```
---
- Active: '0'
  Dismissible: '0'
  File: <OTRS_CONFIG_Home>/var/notify.txt
  Link: https://www.otrs.com
  LinkTarget: _blank
  Name: MyNotification
  NotifyType: Toast
  Phases: AppLoad|Polling
  Priority: Warning
  Text: The OTRS Website
  Title: OTRS
```

120.2 *AgentFrontend::NotifyModule###2000-UID-Check*

Defines the module to display a notification in the agent interface, if the system is used by the admin user (normally you should not work as admin).

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UIDCheck  
Name: UIDCheck
```

120.3 *AgentFrontend::NotifyModule###5500-OutofOffice-Check*

Defines the module to display a notification in the agent interface, if the agent is logged in while having out-of-office active.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::OutOfOfficeCheck  
Name: OutofOffice-Check
```

120.4 *AgentFrontend::NotifyModule###7000-AgentTimeZone-Check*

Defines the module to display a notification in the agent interface, if the agent has not selected a time zone yet.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UserTimeZoneCheck  
Name: AgentTimeZone-Check
```

120.5 *AgentFrontend::NotifyModule###9000-Generic*

Defines the module that shows a generic notification in the agent interface.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::Agent::Generic
```

120.6 *AgentFrontend::NotifyModule::PollingInterval*

The polling interval for the notify modules in seconds.

This setting can not be deactivated.

Default value:

180

121.1 *Agent::Organizer###0001-Framework*

Defines the configuration parameters for organizer items predefined by the system. “ItemType” defines the module that is associated with the item, “Label” defines what is shown as tooltip. With “Order” you can influence the ordering of the items in the organizer, “Available” defines if the user can use it or not, with “Visible” you can define if it will be included in the organizer by default. “Changeable” defines if the user can customize this item. “Groups” defines which groups of agents will this item be available, empty value means for any group.

This setting can not be deactivated.

Default value:

```
---
ChatRequestList::AllChatRequests:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters: {}
    CountPolling: ShowNumberFoundItems
    FilterPresets: {}
    ItemsPerPage: 25
    SortBy:
      - Column: CreateTime
        Direction: Up
    VisibleColumns:
      - Column: CreateTime
        IsVisible: 1
      - Column: Type
        IsVisible: 1
      - Column: RequesterType
```

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```

    IsVisible: 1
  - Column: RequesterName
    IsVisible: 1
  - Column: Channel
    IsVisible: 1
  - Column: Description
    IsVisible: 1
  - Column: Action
    IsVisible: 1
Description: List of all chat requests.
Groups: []
Icon: conversation-chat-1
ItemType: ChatRequestList
Label: All Chat Requests
Order: '1000'
Visible: '1'
CustomerCompanyList::ValidCustomers:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    ValidID:
      Value:
        - 1
  FilterPresets: {}
  ItemsPerPage: 25
  SortBy:
    - Column: CustomerCompanyName
      Direction: Up
Description: List of valid customers.
Groups: []
Icon: water-dam
ItemType: CustomerCompanyList
Label: Valid Customers
Order: '13000'
Visible: '0'
CustomerUserList::ValidCustomerUsers:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    ValidID:
      Value:
        - 1
  FilterPresets: {}
  ItemsPerPage: 25
  SortBy:
    - Column: UserLastname
      Direction: Up
Description: List of valid customer users.
Groups: []
Icon: multiple-users-1

```

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```

ItemType: CustomerUserList
Label: Valid Customer Users
Order: '14000'
Visible: '0'
KnowledgeBaseArticleList::HighestRatedKBAs:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    ValidIDs:
      Value:
        - 1
  Columns:
    Category:
      IsVisible: 2
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    Language:
      IsVisible: 2
    Number:
      IsVisible: 2
    State:
      IsVisible: 2
    Title:
      IsVisible: 2
    Valid:
      IsVisible: 2
  ItemsPerPage: 25
  SortBy:
    - Column: Votes
      Direction: Down
    - Column: Result
      Direction: Down
Description: List of highest rated knowledge base articles.
Groups: []
Icon: book-star
ItemType: KnowledgeBaseArticleList
Label: Highest Rated Knowledge Base Articles
Order: '12000'
Visible: '0'
KnowledgeBaseArticleList::RecentlyAddedKBAs:
Available: '1'
Changeable: '1'
Config:
  ActiveFilters:
    ValidIDs:
      Value:
        - 1
  Columns:
    Category:

```

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```

    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
  ItemsPerPage: 25
  SortBy:
  - Column: Created
    Direction: Up
  Description: List of recently added knowledge base articles.
  Groups: []
  Icon: book-upload
  ItemType: KnowledgeBaseArticleList
  Label: Recently Added Knowledge Base Articles
  Order: '10000'
  Visible: '0'
KnowledgeBaseArticleList::RecentlyUpdatedKBAs:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      ValidIDs:
        Value:
          - 1
    Columns:
      Category:
        IsVisible: 2
      Changed:
        IsVisible: 2
      Created:
        IsVisible: 1
      Language:
        IsVisible: 2
      Number:
        IsVisible: 2
      State:
        IsVisible: 2
      Title:
        IsVisible: 2
      Valid:
        IsVisible: 2
      ItemsPerPage: 25

```

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```

SortBy:
  - Column: Changed
    Direction: Up
Description: List of recently updated knowledge base articles.
Groups: []
Icon: book-edit
ItemType: KnowledgeBaseArticleList
Label: Recently Updated Knowledge Base Articles
Order: '11000'
Visible: '0'
Separator:
  Available: '1'
  Changeable: '1'
  Config: ~
  Description: Use separators to group your items.
  Groups: []
  Icon: desktop-monitor-approve
  ItemType: Separator
  Label: Separator
  Order: '15000'
  Visible: '0'
TicketList::InMyQueues:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentQueues:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
    Reminder Reached:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
      Unlocked:
        LockIDs:
          Value:
            - 1
      Unread:
        AgentTicketFlagSeen:

```

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```
Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
```

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```

    IsVisible: 0
  - Column: Service
    IsVisible: 0
  - Column: SLA
    IsVisible: 0
  - Column: Watch
    IsVisible: 1
Description: List of tickets in your queues.
Groups: []
Icon: hierarchy-5
ItemType: TicketList
Label: In My Queues
Order: '3000'
Visible: '1'
TicketList::InvolvingMe:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentInvolved:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
    Reminder Reached:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
      Unlocked:
        LockIDs:
          Value:
            - 1
      Unread:
        AgentTicketFlagSeen:
          Value: Unread
    ItemsPerPage: 25
    LastUsedFilterPreset: Open
    SortBy:
      - Column: Changed
        Direction: Down
    VisibleColumns:

```

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- Column: LivePeople
IsVisible: 1
- Column: TicketNumber
IsVisible: 1
- Column: Title
IsVisible: 1
- Column: Priority
IsVisible: 1
- Column: Created
IsVisible: 0
- Column: Age
IsVisible: 0
- Column: Changed
IsVisible: 1
- Column: PendingTime
IsVisible: 0
- Column: EscalationTime
IsVisible: 0
- Column: EscalationUpdateTime
IsVisible: 0
- Column: EscalationResponseTime
IsVisible: 0
- Column: EscalationSolutionTime
IsVisible: 0
- Column: Sender
IsVisible: 1
- Column: Subject
IsVisible: 0
- Column: State
IsVisible: 1
- Column: Lock
IsVisible: 1
- Column: Queue
IsVisible: 1
- Column: Owner
IsVisible: 1
- Column: Responsible
IsVisible: 0
- Column: CustomerID
IsVisible: 1
- Column: CustomerName
IsVisible: 0
- Column: CustomerUserID
IsVisible: 0
- Column: Type
IsVisible: 0
- Column: Service
IsVisible: 0
- Column: SLA
IsVisible: 0
- Column: Watch
IsVisible: 1

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```

Description: List of tickets where you are involved.
Groups: []
Icon: tags-favorite
ItemType: TicketList
Label: Tickets Where I Am Involved
Order: '9000'
Visible: '0'
TicketList::MyEscalations:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentOwner:
        Value: 1
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
      Reminder Reached:
        TicketPending_DateTimeRelative:
          Value:
            Format: minute
            Point: 1
            Start: Before
      Unlocked:
        LockIDs:
          Value:
            - 1
      Unread:
        AgentTicketFlagSeen:
          Value: Unread
    ItemsPerPage: 25
    LastUsedFilterPreset: Locked
    SortBy:
      - Column: EscalationTime
        Direction: Down
    VisibleColumns:
      - Column: LivePeople
        IsVisible: 1

```

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```
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 1
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 0
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 1
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
```

Description: List of your escalated tickets.

Groups: []

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```

Icon: tags-alert
ItemType: TicketList
Label: My Escalations
Order: '7000'
Visible: '0'
TicketList::MyReachedReminders:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentOwner:
        Value: 1
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Locked:
        LockIDs:
          Value:
            - 2
      Unlocked:
        LockIDs:
          Value:
            - 1
      Unread:
        AgentTicketFlagSeen:
          Value: Unread
    ItemsPerPage: 25
    LastUsedFilterPreset: Locked
    SortBy:
      - Column: PendingTime
        Direction: Down
    VisibleColumns:
      - Column: LivePeople
        IsVisible: 1
      - Column: TicketNumber
        IsVisible: 1
      - Column: Title
        IsVisible: 1
      - Column: Priority
        IsVisible: 1
      - Column: Created
        IsVisible: 1
      - Column: Age
        IsVisible: 0
      - Column: Changed
        IsVisible: 0
      - Column: PendingTime
        IsVisible: 1

```

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```
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
```

Description: List of your tickets **with** reached reminders.

Groups: []

Icon: tags-check

ItemType: TicketList

Label: My Reached Reminders

Order: '6000'

Visible: '0'

TicketList::MyRecentlyCreated:

Available: '1'

Changeable: '1'

Config:

ActiveFilters:

AgentCreator:

Value: 1

CountPolling: ShowNumberFoundItems

FilterPresets:

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```
Closed:
  StateType:
    Value: Closed
Locked:
  LockIDs:
    Value:
      - 2
Open:
  StateType:
    Value: Open
Reminder Reached:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
Unlocked:
  LockIDs:
    Value:
      - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Created
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 1
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 0
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
```

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```

    IsVisible: 0
  - Column: Sender
    IsVisible: 1
  - Column: Subject
    IsVisible: 0
  - Column: State
    IsVisible: 1
  - Column: Lock
    IsVisible: 1
  - Column: Queue
    IsVisible: 1
  - Column: Owner
    IsVisible: 1
  - Column: Responsible
    IsVisible: 0
  - Column: CustomerID
    IsVisible: 1
  - Column: CustomerName
    IsVisible: 0
  - Column: CustomerUserID
    IsVisible: 0
  - Column: Type
    IsVisible: 0
  - Column: Service
    IsVisible: 0
  - Column: SLA
    IsVisible: 0
  - Column: Watch
    IsVisible: 1
Description: List of your recently created tickets.
Groups: []
Icon: tags-add
ItemType: TicketList
Label: My Recently Created
Order: '8000'
Visible: '0'
TicketList::MyResponsibilities:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentResponsible:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2

```

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```
Open:
  StateType:
    Value: Open
Reminder Reached:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
Unlocked:
  LockIDs:
    Value:
      - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Open
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
```

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```

- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
Description: List of tickets where you are responsible.
Groups: []
Icon: tags-edit
ItemType: TicketList
Label: I Am Responsible
Order: '5000'
Visible: '1'
TicketList::MyUnresolved:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentOwner:
        Value: 1
      StateType:
        Value: Open
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Locked:
        LockIDs:
          Value:
            - 2
      Reminder Reached:
        TicketPending_DateTimeRelative:
          Value:
            Format: minute
            Point: 1
            Start: Before
    Unlocked:
      LockIDs:

```

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```
Value:
  - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
ItemsPerPage: 25
LastUsedFilterPreset: Locked
SortBy:
  - Column: Created
    Direction: Down
VisibleColumns:
  - Column: LivePeople
    IsVisible: 1
  - Column: TicketNumber
    IsVisible: 1
  - Column: Title
    IsVisible: 1
  - Column: Priority
    IsVisible: 1
  - Column: Created
    IsVisible: 1
  - Column: Age
    IsVisible: 0
  - Column: Changed
    IsVisible: 0
  - Column: PendingTime
    IsVisible: 0
  - Column: EscalationTime
    IsVisible: 0
  - Column: EscalationUpdateTime
    IsVisible: 0
  - Column: EscalationResponseTime
    IsVisible: 0
  - Column: EscalationSolutionTime
    IsVisible: 0
  - Column: Sender
    IsVisible: 1
  - Column: Subject
    IsVisible: 0
  - Column: State
    IsVisible: 1
  - Column: Lock
    IsVisible: 1
  - Column: Queue
    IsVisible: 1
  - Column: Owner
    IsVisible: 1
  - Column: Responsible
    IsVisible: 0
  - Column: CustomerID
    IsVisible: 1
  - Column: CustomerName
```

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```

    IsVisible: 0
  - Column: CustomerUserID
    IsVisible: 0
  - Column: Type
    IsVisible: 0
  - Column: Service
    IsVisible: 0
  - Column: SLA
    IsVisible: 0
  - Column: Watch
    IsVisible: 1
Description: List of your unresolved tickets.
Groups: []
Icon: tags-search
ItemType: TicketList
Label: My Unresolved
Order: '4000'
Visible: '1'
TicketList::WatchedByMe:
  Available: '1'
  Changeable: '1'
  Config:
    ActiveFilters:
      AgentWatcher:
        Value: 1
    CountPolling: ShowNumberFoundItems
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Locked:
        LockIDs:
          Value:
            - 2
      Open:
        StateType:
          Value: Open
    Reminder Reached:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
      Unlocked:
        LockIDs:
          Value:
            - 1
      Unread:
        AgentTicketFlagSeen:
          Value: Unread
    ItemsPerPage: 25
    LastUsedFilterPreset: Open

```

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```
SortBy:
- Column: Changed
  Direction: Down
VisibleColumns:
- Column: LivePeople
  IsVisible: 1
- Column: TicketNumber
  IsVisible: 1
- Column: Title
  IsVisible: 1
- Column: Priority
  IsVisible: 1
- Column: Created
  IsVisible: 0
- Column: Age
  IsVisible: 0
- Column: Changed
  IsVisible: 1
- Column: PendingTime
  IsVisible: 0
- Column: EscalationTime
  IsVisible: 0
- Column: EscalationUpdateTime
  IsVisible: 0
- Column: EscalationResponseTime
  IsVisible: 0
- Column: EscalationSolutionTime
  IsVisible: 0
- Column: Sender
  IsVisible: 1
- Column: Subject
  IsVisible: 0
- Column: State
  IsVisible: 1
- Column: Lock
  IsVisible: 1
- Column: Queue
  IsVisible: 1
- Column: Owner
  IsVisible: 1
- Column: Responsible
  IsVisible: 0
- Column: CustomerID
  IsVisible: 1
- Column: CustomerName
  IsVisible: 0
- Column: CustomerUserID
  IsVisible: 0
- Column: Type
  IsVisible: 0
- Column: Service
  IsVisible: 0
```

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```

- Column: SLA
  IsVisible: 0
- Column: Watch
  IsVisible: 1
Description: List of tickets you are watching.
Groups: []
Icon: tags-favorite-star
ItemType: TicketList
Label: I Am Watching
Order: '2000'
Visible: '1'

```

121.2 Agent::Organizer###4001-Custom

Defines the configuration parameters for organizer items predefined by the system. “ItemType” defines the module that is associated with the item, “Label” defines what is shown as tooltip. With “Order” you can influence the ordering of the items in the organizer, “Available” defines if the user can use it or not, with “Visible” you can define if it will be included in the organizer by default. “Changeable” defines if the user can customize this item. “Groups” defines which groups of agents will this item be available, empty value means for any group.

This setting is not active by default.

Default value:

```
--- {}
```

121.3 Agent::Organizer::ItemType###ChatRequestList

The organizer item type Chat Request List is used to create a list of chat requests.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  Columns:
    Action:
      IsVisible: 2
    Channel:
      IsVisible: 2
    CreateTime:
      IsVisible: 2
    Description:
      IsVisible: 2
    RequesterName:
      IsVisible: 2
    RequesterType:

```

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```

    IsVisible: 2
  Type:
    IsVisible: 2
DefaultColumnOrder:
- CreateTime
- Type
- RequesterType
- RequesterName
- Channel
- Description
- Action
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Up
Label: Chat Request List
Module: Kernel::WebApp::Util::Organizer::ItemType::ChatRequestList

```

121.4 Agent::Organizer::ItemType###CustomerCompanyList

The organizer item type Customer Company List is used to create customer list organizer items.

This setting can not be deactivated.

Default value:

```

---
Config:
ActiveFilters: {}
AvailableDynamicFieldFilters: []
Columns:
  ClosedTickets:
    IsVisible: 2
  CustomerCompanyCity:
    IsVisible: 2
  CustomerCompanyCountry:
    IsVisible: 1
  CustomerCompanyName:
    IsVisible: 2
  CustomerCompanyStreet:
    IsVisible: 1
  CustomerCompanyURL:
    IsVisible: 1
  CustomerCompanyZIP:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
Edit:

```

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```

    IsVisible: 2
  OpenTickets:
    IsVisible: 2
  ValidID:
    IsVisible: 2
  DefaultColumnOrder:
  - CustomerID
  - CustomerCompanyName
  - CustomerCompanyStreet
  - CustomerCompanyZIP
  - CustomerCompanyCity
  - CustomerCompanyCountry
  - CustomerCompanyURL
  - ValidID
  - OpenTickets
  - ClosedTickets
  - Edit
  FilterPresets: {}
  HideAvailableFilters: []
  ItemsPerPage: 25
  Limit: 1000
  SortBy:
  - Column: CustomerID
    Direction: Up
  Label: Customer List
  Module: Kernel::WebApp::Util::Organizer::ItemType::CustomerCompanyList

```

121.5 *Agent::Organizer::ItemType###CustomerUserList*

The organizer item type Customer User List is used to create customer user list organizer items.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  Columns:
    Chat:
      IsVisible: 2
    ClosedTickets:
      IsVisible: 2
    CreateTicket:
      IsVisible: 2
    Edit:
      IsVisible: 2
    OpenTickets:
      IsVisible: 2
    SwitchToCustomer:

```

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```
    IsVisible: 2
  UserCity:
    IsVisible: 1
  UserCountry:
    IsVisible: 1
  UserCustomerID:
    IsVisible: 2
  UserEmail:
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
  UserMobile:
    IsVisible: 1
  UserStreet:
    IsVisible: 1
  UserZip:
    IsVisible: 1
  ValidID:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserMobile
- UserCustomerID
- UserStreet
- UserZip
- UserCity
- UserCountry
- ValidID
- OpenTickets
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Label: Customer User List
Module: Kernel::WebApp::Util::Organizer::ItemType::CustomerUserList
```

121.6 *Agent::Organizer::ItemType###KnowledgeBaseArticleList*

The organizer item type Knowledge Base Article List is used to create a list of knowledge base articles.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns: {}
  AvailableDynamicFieldFilters: []
  Columns:
    Category:
      isVisible: 2
    Changed:
      isVisible: 2
    Created:
      isVisible: 1
    Language:
      isVisible: 2
    Number:
      isVisible: 2
    State:
      isVisible: 2
    Title:
      isVisible: 2
    Valid:
      isVisible: 2
  DefaultColumnOrder:
  - Number
  - Title
  - Category
  - Language
  - State
  - Valid
  - Created
  - Age
  - Changed
  FilterPresets:
    For Everyone (public):
      StateIDs:
        Value:
          - 3
    Only for Agents (internal):
      StateIDs:
        Value:
          - 1
    Only for Customer Users (external):
      StateIDs:
        Value:
          - 2
  HideAvailableFilters: []

```

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```

ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: ItemID
  Direction: Up
Label: Knowledge Base Article List
Module: Kernel::WebApp::Util::Organizer::ItemType::KnowledgeBaseArticleList

```

121.7 Agent::Organizer::ItemType###Separator

The organizer item type Separator is used to separate and/or create groups of certain organizer items that are somehow related.

This setting can not be deactivated.

Default value:

```

---
Label: Miscellaneous
Module: Kernel::WebApp::Util::Organizer::ItemType::Separator

```

121.8 Agent::Organizer::ItemType###TicketList

The organizer item type Ticket List is used to create different ticket list organizer items.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsInlineEditable: 0

```

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```
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
```

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```

- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
  - Column: Created
    Direction: Down
Label: Ticket List
Module: Kernel::WebApp::Util::Organizer::ItemType::TicketList

```

121.9 *Agent::Organizer::ReadonlyGroups*

Defines groups in which users cannot customize their organizer.

This setting is not active by default.

Default value:

```
--- []
```

121.10 *AgentFrontend::CustomerCompanyDetailView::WidgetType###Customer*

Default configuration for the Customer User List widget type of the customer detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: CustomerUser
  Collapsed: 0
  Columns:
    Chat:
      IsVisible: 2
    ClosedTickets:
      IsVisible: 2
    CreateTicket:
      IsVisible: 2
    Edit:
      IsVisible: 2
    OpenTickets:
      IsVisible: 2
    SwitchToCustomer:
      IsVisible: 2
    UserCity:
      IsVisible: 1
    UserCountry:
      IsVisible: 1
    UserCustomerID:
      IsVisible: 2
    UserEmail:
      IsVisible: 2
    UserFirstname:
      IsVisible: 2
    UserLastname:
      IsVisible: 2
    UserLogin:
      IsVisible: 2
    UserMobile:
      IsVisible: 1
    UserStreet:
      IsVisible: 1
    UserZip:
      IsVisible: 1
    ValidID:
      IsVisible: 2
  DefaultColumnOrder:
  - UserFirstname
  - UserLastname
  - UserLogin
  - UserEmail
  - UserMobile
  - UserCustomerID
  - UserStreet
  - UserZip
```

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```
- UserCity
- UserCountry
- ValidID
- OpenTickets
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLastname
  Direction: Up
Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompany::CustomerUserList
```

Frontend → *Agent* → *Route*

122.1 *AgentFrontend::Route###001-Framework*

Defines the application routes for the agent interface. Additional routes are defined by adding new items and specifying their parameters. ‘Group’ and ‘GroupRo’ arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. ‘Path’ defines the relative path of the route. And ‘Alias’ can be used for specifying an alternative path. ‘Component’ is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. ‘Props’ can be used to signal that the path contain dynamic segments, and that their values should be bound to the component as props (use ‘1’ to turn on this feature).

Default value:

```
---
- Alias: /dashboard
  Component: Dashboard
  Group: []
  GroupRo: []
  Path: /
  Props: '1'
- Alias: ''
  Component: Search
  Group: []
  GroupRo: []
  Path: /search/:searchQuery
  Props: '1'
- Alias: ''
  Component: StatisticReportOverview
  Group: []
  GroupRo: []
  Path: /statistic-report
  Props: '1'
```

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```
- Alias: /statistic/update/:itemId
  Component: StatisticCreateUpdateView
  Group: []
  GroupRo: []
  Path: /statistic/create/:itemId?
  Props: '1'
- Alias: /statistic-report/update/:itemId
  Component: StatisticReportCreateUpdateView
  Group: []
  GroupRo: []
  Path: /statistic-report/create/:itemId?
  Props: '1'
- Alias: ''
  Component: TicketDetailView
  Group: []
  GroupRo: []
  Path: /ticket/:itemId
  Props: '1'
- Alias: ''
  Component: TicketListView
  Group: []
  GroupRo: []
  Path: /tickets/:type/:name?
  Props: '1'
- Alias: ''
  Component: TicketCreateEmail
  Group: []
  GroupRo: []
  Path: /ticket/create/email
  Props: '1'
- Alias: ''
  Component: TicketCreatePhone
  Group: []
  GroupRo: []
  Path: /ticket/create/phone
  Props: '1'
- Alias: ''
  Component: TicketCreateSMS
  Group: []
  GroupRo: []
  Path: /ticket/create/sms
  Props: '1'
- Alias: ''
  Component: TicketCreateProcess
  Group: []
  GroupRo: []
  Path: /ticket/create/process
  Props: '1'
- Alias: ''
  Component: KnowledgeBaseArticleDetailView
  Group: []
  GroupRo: []
```

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```

Path: /knowledge-base-article/:itemId
Props: '1'
- Alias: ''
Component: KnowledgeBaseArticleCreate
Group: []
GroupRo: []
Path: /knowledge-base/article/create
Props: '1'
- Alias: ''
Component: KnowledgeBaseArticleListView
Group: []
GroupRo: []
Path: /knowledge-base-articles/:type/:name?
Props: '1'
- Alias: ''
Component: WebNotificationListView
Group: []
GroupRo: []
Path: /notifications/:notificationId?
Props: '1'
- Alias: ''
Component: CustomerUserCreate
Group: []
GroupRo: []
Path: /customer/user/create
Props: '1'
- Alias: ''
Component: CustomerUserDetailView
Group: []
GroupRo: []
Path: /customer/user/:itemId
Props: '1'
- Alias: ''
Component: CustomerUserListView
Group: []
GroupRo: []
Path: /customers/user/:type/:name?
Props: '1'
- Alias: ''
Component: CustomerCompanyListView
Group: []
GroupRo: []
Path: /customers/:type/:name?
Props: '1'
- Alias: ''
Component: CustomerCompanyCreate
Group: []
GroupRo: []
Path: /customer/create
Props: '1'
- Alias: ''
Component: CustomerCompanyDetailView

```

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```
Group: []
GroupRo: []
Path: /customer/:itemId
Props: '1'
- Alias: ''
Component: CalendarOverview
Group: []
GroupRo: []
Path: /calendar
Props: '1'
```


123.1 *AgentFrontend::Search###DefaultConfig*

Default search result list configuration.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Search
Changeable: 1
Columns:
  Result:
    IsVisible: 2
  Source:
    IsVisible: 2
  Type:
    IsVisible: 2
DefaultColumnOrder:
- Type
- Result
- Source
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Relevance
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → Ticket

124.1 *AgentFrontend::Ticket::AccountedTime*

Activates the time accounting.

This setting can not be deactivated.

Default value:

124.2 *AgentFrontend::Ticket::IncludeUnknownTicketCustomers*

Include unknown customers in ticket filter.

This setting can not be deactivated.

Default value:

124.3 *AgentFrontend::Ticket::NeedAccountedTime*

Defines if time accounting is mandatory in the agent interface. If enabled, a note must be entered for all ticket actions (no matter if the note itself is configured as active or is originally mandatory for the individual ticket action screen).

This setting can not be deactivated.

Default value:

0

124.4 *AgentFrontend::Ticket::TimeUnits*

Sets the preferred time units (e.g. work units, hours, minutes).

This setting can not be deactivated.

Default value:

(work units)

124.5 *AgentFrontend::TicketDetailView::Property###StateType*

Defines the next possible states for tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
----  
- new  
- open  
- closed  
- pending reminder  
- pending auto
```

Frontend → Agent → View → Calendar → AppointmentCreate

125.1 Forms###AgentFrontend::Calendar::AppointmentCreate::Properties

Configurable form for the Add Appointment calendar action.

This setting can not be deactivated.

Default value:

```
---
- Collapsible: 1
  Fields:
  - Name: CalendarID
  - Name: Title
  - Name: Description
  - Name: Location
  Label: Basic Information
- Collapsible: 1
  Fields:
  - Name: TeamID
  - Name: ResourceID
  Label: Resource
- Collapsible: 1
  Fields:
  - Name: AllDay
  - Name: StartTime
  - Name: EndTime
  - Name: Recurrence
  Label: Date & Time
- Collapsible: 1
  Fields:
  - Name: Notification
  Label: Notification
```

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<ul style="list-style-type: none">- Collapsible: 1Fields:<ul style="list-style-type: none">- Name: TicketPluginLabel: Linked Tickets
--

Frontend → Agent → View → Calendar → AppointmentUpdate

126.1 Forms###AgentFrontend::Calendar::AppointmentUpdate::Properties

Configurable form for the Edit Appointment calendar action.

This setting can not be deactivated.

Default value:

```
---
- Collapsible: 1
  Fields:
  - Name: CalendarID
  - Name: Title
  - Name: Description
  - Name: Location
  Label: Basic Information
- Collapsible: 1
  Fields:
  - Name: TeamID
  - Name: ResourceID
  Label: Resource
- Collapsible: 1
  Fields:
  - Name: AllDay
  - Name: StartTime
  - Name: EndTime
  - Name: Recurrence
  Label: Date & Time
- Collapsible: 1
  Fields:
  - Name: Notification
  Label: Notification
```

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<ul style="list-style-type: none">- Collapsible: 1Fields:<ul style="list-style-type: none">- Name: TicketPluginLabel: Linked Tickets
--

Frontend → Agent → View → CalendarOverview

127.1 *AgentFrontend::CalendarOverview###001-Framework*

The default column layout configuration for the Calendar Overview.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Calendar
ColumnLayout:
  OneColumn:
    '1':
      - Name: AppointmentsToday
      - Name: AppointmentsThisWeek
      - Name: AppointmentsThisMonth
  ThreeColumns:
    '1':
      - Name: AppointmentsToday
    '2':
      - Name: AppointmentsThisWeek
    '3':
      - Name: AppointmentsThisMonth
  TwoColumns:
    '1':
      - Name: AppointmentsToday
    '2':
      - Name: AppointmentsThisWeek
Type: BusinessObjectOverview
```

127.2 *AgentFrontend::CalendarOverview###100-Custom*

User-defined configuration extensions for the column layouts of the Calendar Overview. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

127.3 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisMonth*

Default configuration for the Appointments This Month widget of the Calendar Overview.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    AgendaView: Month
    DefaultView: Timeline
    GridView: Month
    TimelineView: Month
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments This Month
Group: []
Type: CalendarView
```

127.4 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisWeek*

Default configuration for the Appointments This Week widget of the Calendar Overview.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    AgendaView: Week
    DefaultView: Grid
    GridView: Week
    TimelineView: Week
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
```

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```
Title: Appointments This Week
Group: []
Type: CalendarView
```

127.5 *AgentFrontend::CalendarOverview::Widget###AppointmentsToday*

Default configuration for the Appointments Today widget of the Calendar Overview.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    AgendaView: Day
    DefaultView: Agenda
    GridView: Day
    TimelineView: Day
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments Today
Group: []
Type: CalendarView
```

127.6 *AgentFrontend::Dashboard::Widget###CalendarView*

Default configuration for the Appointments widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    DefaultView: Grid
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments
Group: []
Type: CalendarView
```

127.7 *AgentFrontend::WidgetType###CalendarView*

Default configuration for the Calendar View widget type of the Calendar Overview.

This setting can not be deactivated.

Default value:

```
---  
Config:  
  ActiveCalendarLimit: 10  
  AgendaView: Day  
  Collapsed: 0  
  GridView: Week  
  Hidden: 0  
  TimelineView: Month  
Module: Kernel::WebApp::Util::BusinessObject::Widget::CalendarView
```

Frontend → Agent → View → CalendarOverview → Action

128.1 AgentFrontend::Calendar::Action###AddAppointment

Registration of the Add Appointment calendar action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '100'
Component: AddAppointment
Description: Add an appointment
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Calendar::AddAppointment
Name: Add Appointment
```

128.2 AgentFrontend::Calendar::Action###EditAppointment

Registration of the Edit Appointment calendar action.

This setting can not be deactivated.

Default value:

```
---
Component: EditAppointment
Description: Edit an appointment
Group: []
GroupRo: []
```

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```
Module: ↳  
↳Kernel::WebApp::Util::BusinessObject::Action::Calendar::EditAppointment  
Name: Edit Appointment
```

Frontend → Agent → View → CustomerAddressBookList

129.1 *AgentFrontend::CustomerCompanyAddressBookList###DefaultConfig*

Default configuration for the customer address book list.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters:
  Valid:
    Value: 1
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerCompany
Columns:
  CustomerCompanyCity:
    IsVisible: 2
  CustomerCompanyCountry:
    IsVisible: 1
  CustomerCompanyName:
    IsVisible: 2
  CustomerCompanyStreet:
    IsVisible: 1
  CustomerCompanyURL:
    IsVisible: 1
  CustomerCompanyZIP:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
DefaultColumnOrder:
- CustomerID
- CustomerCompanyName
```

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```
- CustomerCompanyStreet
- CustomerCompanyZIP
- CustomerCompanyCity
- CustomerCompanyCountry
- CustomerCompanyURL
DefaultFilterPresetFields:
  CustomerCompanyName:
    Value: ''
  CustomerID:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CustomerID
  Direction: Up
Type: BusinessObject
```

Frontend → Agent → View → CustomerCompanyDetailView

130.1 *AgentFrontend::CustomerCompanyDetailView###001-Framework*

The default column layout configuration for the customer detail view.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: CustomerCompany
ColumnLayout:
  OneColumn:
    '1':
      - Name: CustomerInformation
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
      - Name: CustomerUserList
  ThreeColumns:
    '1':
      - Name: CustomerInformation
    '2':
      - Name: CustomerUserList
    '3':
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
  TwoColumns:
    '1':
      - Name: CustomerInformation
```

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```

- Name: CustomerUserList
  '2':
- Name: EscalatedTickets
- Name: ReminderTickets
- Name: OpenTickets
Type: BusinessObjectDetailView

```

130.2 *AgentFrontend::CustomerCompanyDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the customer detail view. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

130.3 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerInform*

Default configuration for the Customer Information widget of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerID
    ShowPropertyOnEmpty: 0
  IsAlwaysPresent: 0
  IsDuplicatable: 0
  IsVisible: 1
  Title: Customer Information
  Group: []
  Type: CustomerInformation

```

130.4 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerUser*

Default configuration for the Customer Users widget of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:

```

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```

Active: 1
Config: {}
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Customer Users
Group: []
Type: CustomerUserList

```

130.5 AgentFrontend::CustomerCompanyDetailView::Widget###EscalatedTicke

Default configuration for the Escalations widget of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
      EscalationSolutionTime:
        IsVisible: 1
      EscalationTime:
        IsVisible: 2
      EscalationUpdateTime:
        IsVisible: 1
      Lock:

```

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```
    IsVisible: 1
  Owner:
    IsVisible: 1
  PendingTime:
    IsVisible: 1
  Priority:
    IsVisible: 2
  Queue:
    IsVisible: 1
  SLA:
    IsVisible: 1
  Sender:
    IsVisible: 1
  Service:
    IsVisible: 1
  State:
    IsVisible: 1
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 2
  Title:
    IsVisible: 2
  Type:
    IsVisible: 1
  Watch:
    IsVisible: 1
  FilterPresets:
    Locked:
      LockIDs:
        Value:
          - 2
    Unlocked:
      LockIDs:
        Value:
          - 1
    Unread:
      AgentTicketFlagSeen:
        Value: Unread
  SortBy:
    - Column: EscalationTime
      Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Escalations
  Group: []
  Type: TicketList
```

130.6 *AgentFrontend::CustomerCompanyDetailView::Widget###OpenTickets*

Default configuration for the Open Tickets widget of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
      EscalationSolutionTime:
        IsVisible: 1
      EscalationTime:
        IsVisible: 1
      EscalationUpdateTime:
        IsVisible: 1
      Lock:
        IsVisible: 1
      Owner:
        IsVisible: 1
      PendingTime:
        IsVisible: 1
      Priority:
        IsVisible: 2
      Queue:
        IsVisible: 1
      SLA:
        IsVisible: 1
      Sender:
        IsVisible: 1
      Service:
        IsVisible: 1

```

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```

State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Open Tickets
Group: []
Type: TicketList

```

130.7 *AgentFrontend::CustomerCompanyDetailView::Widget###ReminderTicke*

Default configuration for the Reminders widget of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:

```

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```
    IsVisible: 1
Changed:
    IsVisible: 1
Created:
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 1
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 2
Priority:
    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
FilterPresets:
    Locked:
        LockIDs:
```

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```

    Value:
      - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
  SortBy:
    - Column: PendingTime
      Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Reminders
Group: []
Type: TicketList

```

130.8 *AgentFrontend::CustomerCompanyDetailView::Widget###TicketList*

Default configuration for the Ticket List widget of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList

```

130.9 *AgentFrontend::CustomerCompanyDetailView::WidgetType###TicketList*

Default configuration for the Ticket List widget type of the customer detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:

```

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```
ArticleTree: 0
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Collapsed: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  Lock:
    IsVisible: 2
  Owner:
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsVisible: 2
  Queue:
    IsVisible: 2
  Responsible:
    IsVisible: 1
  SLA:
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsVisible: 1
  State:
    IsVisible: 2
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 1
  Title:
```

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```
    IsVisible: 2
  Type:
    IsVisible: 1
  Watch:
    IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompany::TicketList
```

Frontend → Agent → View → CustomerCompanyDetailView → Action

131.1 *AgentFrontend::CustomerCompany::Action###AddCustomerUser*

Registration of the Add Customer User customer action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: People
ClusterPriority: '300'
Component: AddCustomerUser
Description: Add customer user
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerCompany::AddCustomerUser
Name: Add Customer User
```

131.2 *AgentFrontend::CustomerCompany::Action###Edit*

Registration of the Edit customer action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '200'
Component: Edit
```

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Description: Edit this customer Group: [] GroupRo: [] Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerCompany::Edit Name: Edit
--

Frontend → Agent → View → CustomerCreate

132.1 *AgentFrontend::CustomerCompanyCreate###001-Framework*

The default column layout configuration for the Create Customer screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: CustomerCompany
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

132.2 *AgentFrontend::CustomerCompanyCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Customer screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

132.3 *AgentFrontend::CustomerCompanyCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Customer screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

132.4 *AgentFrontend::CustomerCompanyCreate::WidgetType###CreatePropert*

Default configuration for the Properties widget type of the Create Customer screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CreateProperties
```

132.5 *Forms###AgentFrontend::CustomerCompanyCreate::Properties*

Configurable form for the Properties widget of the Create Customer screen.

This setting can not be deactivated.

Default value:

```
---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
```

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```
Label: Data Source
- Collapsible: 1
Fields:
  - Name: CustomerCompanyName
  - Name: CustomerID
  - Name: ValidID
Label: Customer Information
- Collapsible: 1
Fields:
  - Name: CustomerCompanyStreet
  - Name: CustomerCompanyZIP
  - Name: CustomerCompanyCity
  - Name: CustomerCompanyCountry
Label: Address
- ColumnLayout: 2
Fields:
  - Collapsible: 1
Fields:
  - Name: CustomerCompanyURL
  - Name: CustomerCompanyComment
Label: Miscellaneous
```

Frontend → Agent → View → CustomerUpdate

133.1 *Forms###AgentFrontend::CustomerCompanyUpdate::Properties*

Configurable form for the Properties widget of the Edit Customer screen.

This setting can not be deactivated.

Default value:

```
---
- Collapsible: 1
  Fields:
  - Name: CustomerCompanyName
  - Name: CustomerID
  - Name: ValidID
  Label: Customer Information
- Collapsible: 1
  Fields:
  - Name: CustomerCompanyStreet
  - Name: CustomerCompanyZIP
  - Name: CustomerCompanyCity
  - Name: CustomerCompanyCountry
  Label: Address
- Collapsible: 1
  Fields:
  - Name: CustomerCompanyURL
  - Name: CustomerCompanyComment
  Label: Miscellaneous
```

Frontend → Agent → View → CustomerUserAddressBookList

134.1 *AgentFrontend::CustomerUserAddressBookList::Email###DefaultConfig*

Default configuration for the customer user address book list with type email.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters:
  Valid:
    Value: 1
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerUser
Columns:
  UserCustomerID:
    IsVisible: 2
  UserEmail:
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserCustomerID
DefaultFilterPresetFields:
```

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```

UserCustomerID:
  Value: ''
UserEmail:
  Value: ''
UserFirstname:
  Value: ''
UserLastname:
  Value: ''
UserLogin:
  Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject

```

134.2 AgentFrontend::CustomerUserAddressBookList::SMS###DefaultConfig

Default configuration for the customer user address book list with type SMS.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters:
  Valid:
    Value: 1
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerUser
Columns:
  UserCustomerID:
    IsVisible: 2
  UserFirstname:
    IsVisible: 2
  UserLastname:
    IsVisible: 2
  UserLogin:
    IsVisible: 2
  UserMobile:
    IsVisible: 2
DefaultColumnOrder:
- UserFirstname
- UserLastname
- UserLogin
- UserMobile
- UserCustomerID
DefaultFilterPresetFields:

```

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```
UserCustomerID:
  Value: ''
UserFirstname:
  Value: ''
UserLastname:
  Value: ''
UserLogin:
  Value: ''
UserMobile:
  Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject
```

Frontend → Agent → View → CustomerUserCreate

135.1 *AgentFrontend::CustomerUserCreate###001-Framework*

The default column layout configuration for the Create Customer User screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: CustomerUser
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

135.2 *AgentFrontend::CustomerUserCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Customer User screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

135.3 *AgentFrontend::CustomerUserCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Customer User screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

135.4 *AgentFrontend::CustomerUserCreate::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the Create Customer User screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CreateProperties
```

135.5 *Forms###AgentFrontend::CustomerUserCreate::Properties*

Configurable form for the Properties widget of the Create Customer User screen.

This setting can not be deactivated.

Default value:

```
---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
```

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```
Label: Data Source
- Collapsible: 1
Fields:
- Name: UserTitle
- Name: UserFirstname
- Name: UserLastname
- Name: UserEmail
- Name: UserCustomerID
- Name: UserPhone
- Name: UserFax
- Name: UserMobile
Label: Personal Information
- Collapsible: 1
Fields:
- Name: UserStreet
- Name: UserZip
- Name: UserCity
- Name: UserCountry
Label: Address
- Collapsible: 1
Fields:
- Name: UserLogin
- Name: UserPassword
- Name: ValidID
Label: Login Credentials
- ColumnLayout: 2
Fields:
- Collapsible: 1
Fields:
- Name: Preference_LoginForbidden
- Fields:
- ColumnLayout: 2
  Name: Preference_PGP
- ColumnLayout: 2
  Name: Preference_SMIME
- Name: Preference_TwoFactor
Label: Security
- Collapsible: 1
Fields:
- Name: UserComment
Label: Miscellaneous
```

Frontend → *Agent* → *View* → *CustomerUserDetailView*

136.1 *AgentFrontend::CustomerUserDetailView###001-Framework*

The default column layout configuration for the customer user detail view.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: CustomerUser
ColumnLayout:
  OneColumn:
    '1':
      - Name: CustomerInformation
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
  ThreeColumns:
    '1':
      - Name: CustomerInformation
    '2':
      - Name: EscalatedTickets
    '3':
      - Name: ReminderTickets
      - Name: OpenTickets
  TwoColumns:
    '1':
      - Name: CustomerInformation
    '2':
      - Name: EscalatedTickets
      - Name: ReminderTickets
```

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```
- Name: OpenTickets
Type: BusinessObjectDetailView
```

136.2 *AgentFrontend::CustomerUserDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the customer user detail view. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

136.3 *AgentFrontend::CustomerUserDetailView::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the customer user detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerUserID
      - CustomerID
  IsAlwaysPresent: 0
  IsDuplicatable: 0
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation
```

136.4 *AgentFrontend::CustomerUserDetailView::Widget###EscalatedTickets*

Default configuration for the Escalations widget of the customer user detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketEscalation_DateTimeRelative:
```

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```
Value:
  Format: minute
  Point: 1
  Start: Before
Columns:
Age:
  IsVisible: 1
Changed:
  IsVisible: 1
Created:
  IsVisible: 2
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 1
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 2
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
```

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```

    IsVisible: 1
  Watch:
    IsVisible: 1
  FilterPresets:
    Locked:
      LockIDs:
        Value:
          - 2
    Unlocked:
      LockIDs:
        Value:
          - 1
    Unread:
      AgentTicketFlagSeen:
        Value: Unread
  SortBy:
    - Column: EscalationTime
      Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Escalations
Group: []
Type: TicketList

```

136.5 *AgentFrontend::CustomerUserDetailView::Widget###OpenTickets*

Default configuration for the Open Tickets widget of the customer user detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1

```

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```
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
Unread:
  AgentTicketFlagSeen:
    Value: Unread
```

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```

IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Open Tickets
Group: []
Type: TicketList

```

136.6 AgentFrontend::CustomerUserDetailView::Widget###ReminderTickets

Default configuration for the Reminders widget of the customer user detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
      EscalationSolutionTime:
        IsVisible: 1
      EscalationTime:
        IsVisible: 1
      EscalationUpdateTime:
        IsVisible: 1
      Lock:
        IsVisible: 1
      Owner:

```

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```

    IsVisible: 1
PendingTime:
    IsVisible: 2
Priority:
    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
SortBy:
  - Column: PendingTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Reminders
Group: []
Type: TicketList

```

136.7 *AgentFrontend::CustomerUserDetailView::Widget###TicketList*

Default configuration for the Ticket List widget of the customer user detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList
```

136.8 *AgentFrontend::CustomerUserDetailView::WidgetType###TicketList*

Default configuration for the Ticket List widget type of the customer user detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
```

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```

    IsVisible: 1
Lock:
    IsVisible: 2
Owner:
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsVisible: 2
Queue:
    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName

```

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```
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerUser::TicketList
```

Frontend → Agent → View → CustomerUserDetailView → Action

137.1 AgentFrontend::CustomerUser::Action###Chat

Registration of the Start Chat customer user action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Communication
ClusterPriority: '400'
Component: Chat
Description: Start chat
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::Chat
Name: Start Chat
```

137.2 AgentFrontend::CustomerUser::Action###Edit

Registration of the Edit Customer User customer user action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '100'
Component: Edit
Description: Edit customer user
```

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```

Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::Edit
Name: Edit Customer User

```

137.3 *AgentFrontend::CustomerUser::Action###EmailTicket*

Registration of the Create Email Ticket customer user action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '200'
Component: EmailTicket
Description: Create email ticket
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::EmailTicket
Name: Create Email Ticket

```

137.4 *AgentFrontend::CustomerUser::Action###PhoneTicket*

Registration of the Create Phone Ticket customer user action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '100'
Component: PhoneTicket
Description: Create phone ticket
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::PhoneTicket
Name: Create Phone Ticket

```

137.5 *AgentFrontend::CustomerUser::Action###SMSTicket*

Registration of the Create SMS Ticket customer user action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '300'
Component: SMSTicket
Description: Create SMS ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::SMSTicket
Name: Create SMS Ticket

```

137.6 *AgentFrontend::CustomerUser::Action###SwitchToCustomerUser*

Registration of the Login As Customer User customer user action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Views
ClusterPriority: '100'
Component: SwitchToCustomerUser
Description: Login as customer user
Group: []
GroupRo: []
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Action::CustomerUser::SwitchToCustomerUser
Name: Login As Customer User

```

Frontend → Agent → View → CustomerUserUpdate

138.1 Forms###AgentFrontend::CustomerUserUpdate::Properties

Configurable form for the Properties widget of the Edit Customer User screen.

This setting can not be deactivated.

Default value:

```
---
- Collapsible: 1
  Fields:
  - Name: UserTitle
  - Name: UserFirstname
  - Name: UserLastname
  - Name: UserEmail
  - Name: UserCustomerID
  - Name: UserPhone
  - Name: UserFax
  - Name: UserMobile
  Label: Personal Information
- Collapsible: 1
  Fields:
  - Name: UserStreet
  - Name: UserZip
  - Name: UserCity
  - Name: UserCountry
  Label: Address
- Collapsible: 1
  Fields:
  - Name: UserLogin
  - Name: UserPassword
  - Name: ValidID
```

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```
Label: Login Credentials
- Collapsible: 1
Fields:
- Name: Preference_LoginForbidden
- Fields:
  - ColumnLayout: 2
    Fields:
    - Name: Preference_PGP
  - ColumnLayout: 2
    Fields:
    - Name: Preference_SMIME
- Name: Preference_TwoFactor
Label: Security
- Collapsible: 1
Fields:
- Name: UserComment
Label: Miscellaneous
```

Frontend → Agent → View → Dashboard

139.1 *AgentFrontend::Dashboard###001-Framework*

The default column layout configuration for the Dashboard.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Dashboard
ColumnLayout:
  OneColumn:
    '1':
      - Name: QueueOverview
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: UnlockedTickets
      - Name: CalendarView
      - Name: DashboardPeople
      - Name: RecentlyUpdatedKnowledgeBaseArticles
      - Name: News
  ThreeColumns:
    '1':
      - Name: EscalatedTickets
      - Name: ReminderTickets
      - Name: OpenTickets
    '2':
      - Name: CalendarView
      - Name: DashboardPeople
      - Name: RecentlyUpdatedKnowledgeBaseArticles
    '3':
      - Name: QueueOverview
```

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```

- Name: News
TwoColumns:
  '1':
- Name: EscalatedTickets
- Name: ReminderTickets
- Name: OpenTickets
  '2':
- Name: QueueOverview
- Name: CalendarView
- Name: DashboardPeople
- Name: RecentlyUpdatedKnowledgeBaseArticles
- Name: News
Type: BusinessObjectOverview

```

139.2 *AgentFrontend::Dashboard###100-Custom*

User-defined configuration extensions for the column layouts of the Dashboard. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

139.3 *AgentFrontend::Dashboard::Widget###CustomerList*

Default configuration for the Customer List widget of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer List
Group: []
Type: CustomerCompanyList

```

139.4 *AgentFrontend::Dashboard::Widget###CustomerUserList*

Default configuration for the Customer User List widget of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User List
Group: []
Type: CustomerUserList

```

139.5 *AgentFrontend::Dashboard::Widget###DashboardIframe*

Default configuration for the Iframe widget of the Dashboard.

This setting is not active by default.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: A Website
Group: []
Type: DashboardIframe

```

139.6 *AgentFrontend::Dashboard::Widget###DashboardImage*

Default configuration for Image widget of the Dashboard.

This setting is not active by default.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: A Picture
Group: []
Type: DashboardImage

```

139.7 *AgentFrontend::Dashboard::Widget###DashboardPeople*

Default configuration for the People widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ShowLists:
      - Agents
      - Customers
      - OutOfOffice
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: People
Group: []
Type: DashboardPeople
```

139.8 *AgentFrontend::Dashboard::Widget###EscalatedTickets*

Default configuration for the Escalations widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketEscalation_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
```

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```

EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 2
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
SortBy:
  - Column: EscalationTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Escalations
Group: []
Type: TicketList

```

139.9 *AgentFrontend::Dashboard::Widget###KnowledgeBaseArticleList*

Default configuration for the Knowledge Base Article List widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Knowledge Base Article List
Group: []
Type: KnowledgeBaseArticleList
```

139.10 *AgentFrontend::Dashboard::Widget###News*

Default configuration for the News widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsVisible: 1
  Title: News
Group: []
Type: News
```

139.11 *AgentFrontend::Dashboard::Widget###OpenTickets*

Default configuration for the Open Tickets widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
```

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```
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 1
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - '2'
  Unlocked:
    LockIDs:
      Value:
```

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```

    - '1'
  Unread:
    AgentTicketFlagSeen:
      Value: Unread
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Open Tickets
Group: []
Type: TicketList

```

139.12 *AgentFrontend::Dashboard::Widget###QueueOverview*

Default configuration for Queue Metric widget of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Queue Metric
Group: []
Type: QueueOverview

```

139.13 *AgentFrontend::Dashboard::Widget###RecentlyUpdatedKnowledgeBas*

Default configuration for the Recently Updated Knowledge widget of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ValidIDs:
        Value:
          - 1
    Columns:
      Category:
        IsVisible: 1
      Changed:

```

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```

    IsVisible: 2
  Created:
    IsVisible: 2
  Language:
    IsVisible: 1
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 1
  SortBy:
  - Column: Changed
    Direction: Up
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Recently Updated Knowledge
Group: []
Type: KnowledgeBaseArticleList

```

139.14 *AgentFrontend::Dashboard::Widget###ReminderTickets*

Default configuration for the Reminders widget of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      TicketPending_DateTimeRelative:
        Value:
          Format: minute
          Point: 1
          Start: Before
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:

```

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```
    IsVisible: 1
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 2
Priority:
    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
SortBy:
  - Column: PendingTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Reminders
Group: []
Type: TicketList
```

139.15 *AgentFrontend::Dashboard::Widget###TicketList*

Default configuration for the Ticket List widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 0
  Title: Ticket List
Group: []
Type: TicketList
```

139.16 *AgentFrontend::Dashboard::Widget###UnlockedTickets*

Default configuration for the Unlocked widget of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      LockIDs:
        Value:
          - 1
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1
      CustomerName:
        IsVisible: 1
      CustomerUserID:
        IsVisible: 1
      EscalationResponseTime:
        IsVisible: 1
      EscalationSolutionTime:
```

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```
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 2
Priority:
    IsVisible: 2
Queue:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 1
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Open:
    StateType:
      Value: Open
LastUsedFilterPreset: Open
SortBy:
  - Column: CreateTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Unlocked
Group: []
Type: TicketList
```

139.17 *AgentFrontend::Dashboard::WidgetType###DashboardIframe*

Default configuration for the Iframe widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Align: left
  Collapsed: 0
  Description: Some description
  Frameborder: 0
  Height: 800
  Hidden: 0
  Link: https://www.example.com
  LinkTitle: Example Site
  MarginHeight: 5
  MarginWidth: 5
  Scrolling: auto
  URL: https://www.example.com
  Width: 100%
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardIframe

```

139.18 *AgentFrontend::Dashboard::WidgetType###DashboardImage*

Default configuration for the Image widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Description: Some description
  Height: 575
  Hidden: 0
  Link: https://otrs.com/
  LinkTitle: https://otrs.com/
  URL: https://corporate.otrs.com/wp-content/uploads/2019/03/OTRS-Logo.jpg
  Width: 862
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardImage

```

139.19 *AgentFrontend::Dashboard::WidgetType###DashboardPeople*

Default configuration for the People widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::DashboardPeople
```

139.20 *AgentFrontend::Dashboard::WidgetType###KnowledgeBaseArticleList*

Default configuration for the Knowledge Base Article List widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: KnowledgeBaseArticle
  Collapsed: 0
  Columns:
    Category:
      isVisible: 1
    Changed:
      isVisible: 1
    Created:
      isVisible: 2
    Language:
      isVisible: 1
    Number:
      isVisible: 2
    State:
      isVisible: 2
    Title:
      isVisible: 2
    Valid:
      isVisible: 1
  DefaultColumnOrder:
  - Number
  - Title
  - Category
  - Language
  - State
  - Valid
  - Created
  - Changed
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000
  SortBy:
```

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```

- Column: Created
  Direction: Down
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticleList

```

139.21 *AgentFrontend::Dashboard::WidgetType###News*

Default configuration for the News widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Sections:
  - CacheTTL: 1440
    Group: admin
    IsVisible: 1
    Title: Release Updates
    Type: ProductNews
  - CacheTTL: 360
    Group: ''
    IsVisible: 1
    Limit: 6
    Title: Internal News
    Type: OTRSNews
  - CacheTTL: 360
    Feeds:
      de: https://www.otrs.com/de/rss.xml
      default: https://www.otrs.com/en/rss.xml
      es: https://www.otrs.com/es/rss.xml
      nl: https://www.otrs.com/nl/rss.xml
      ru: https://www.otrs.com/ru/rss.xml
      zh: https://www.otrs.com/cn/rss.xml
    Group: ''
    IsVisible: 0
    Limit: 6
    Title: Custom RSS Feed
    Type: RSS
Module: Kernel::WebApp::Util::BusinessObject::Widget::Dashboard::News

```

139.22 *AgentFrontend::Dashboard::WidgetType###QueueOverview*

Default configuration for the Queue Overview widget type of the Dashboard. “QueuePermissionGroup” is not mandatory. Queues are only listed if they belong to this permission group. “States” is a list of states that represent the columns to be displayed. The order determines the sort order of the columns in the

widget. “CacheTTL” is the cache time in minutes for the plugin. The “PoolInterval” will only be used, if no “CacheTTL” is used.

This setting can not be deactivated.

Default value:

```
---
Config:
  CacheTTL: 2
  Collapsed: 0
  Hidden: 0
  PoolInterval: 30
  QueuePermissionGroup: ''
  SortBy:
    - Column: Created
      Direction: Up
  States:
    - new
    - open
    - pending reminder
Module: Kernel::WebApp::Util::BusinessObject::Widget::Dashboard::QueueOverview
```

139.23 *AgentFrontend::Dashboard::WidgetType###Statistic*

Default configuration for the Statistic widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
  IsDynamic: '1'
Module: Kernel::WebApp::Util::BusinessObject::Widget::Statistic
```

139.24 *AgentFrontend::Dashboard::WidgetType###TicketList*

Default configuration for the Ticket List widget type of the Dashboard.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
```

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```
BusinessObjectType: Ticket
Collapsed: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  Lock:
    IsVisible: 2
  Owner:
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsVisible: 2
  Queue:
    IsVisible: 2
  Responsible:
    IsVisible: 1
  SLA:
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsVisible: 1
  State:
    IsVisible: 2
  Subject:
    IsVisible: 1
  TicketNumber:
    IsVisible: 1
  Title:
    IsVisible: 2
  Type:
```

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```

    IsVisible: 1
  Watch:
    IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::TicketList

```

139.25 *AgentFrontend::WidgetType###CustomerCompanyList*

Default configuration for the Customer Company List widget type.

This setting can not be deactivated.

Default value:

```

---
Config:

```

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```
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: CustomerCompany
Collapsed: 0
Columns:
  ClosedTickets:
    IsVisible: 2
  CustomerCompanyCity:
    IsVisible: 2
  CustomerCompanyCountry:
    IsVisible: 1
  CustomerCompanyName:
    IsVisible: 2
  CustomerCompanyStreet:
    IsVisible: 1
  CustomerCompanyURL:
    IsVisible: 1
  CustomerCompanyZIP:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  Edit:
    IsVisible: 2
  OpenTickets:
    IsVisible: 2
  ValidID:
    IsVisible: 2
DefaultColumnOrder:
- CustomerID
- CustomerCompanyName
- CustomerCompanyStreet
- CustomerCompanyZIP
- CustomerCompanyCity
- CustomerCompanyCountry
- CustomerCompanyURL
- ValidID
- OpenTickets
- ClosedTickets
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CustomerID
  Direction: Up
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerCompanyList
```

139.26 *AgentFrontend::WidgetType###CustomerUserList*

Default configuration for the Customer User List widget type.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AvailableDynamicFieldFilters: []
  BusinessObjectType: CustomerUser
  Collapsed: 0
  Columns:
    Chat:
      IsVisible: 2
    ClosedTickets:
      IsVisible: 2
    CreateTicket:
      IsVisible: 2
    Edit:
      IsVisible: 2
    OpenTickets:
      IsVisible: 2
    SwitchToCustomer:
      IsVisible: 2
    UserCity:
      IsVisible: 1
    UserCountry:
      IsVisible: 1
    UserCustomerID:
      IsVisible: 2
    UserEmail:
      IsVisible: 2
    UserFirstname:
      IsVisible: 2
    UserLastname:
      IsVisible: 2
    UserLogin:
      IsVisible: 2
    UserMobile:
      IsVisible: 1
    UserStreet:
      IsVisible: 1
    UserZip:
      IsVisible: 1
    ValidID:
      IsVisible: 2
  DefaultColumnOrder:
  - UserFirstname
  - UserLastname
  - UserLogin
  - UserEmail
```

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```
- UserMobile
- UserCustomerID
- UserStreet
- UserZip
- UserCity
- UserCountry
- ValidID
- OpenTickets
- ClosedTickets
- Chat
- CreateTicket
- SwitchToCustomer
- Edit
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: UserLogin
  Direction: Up
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerUserList
```

Frontend → Agent → View → KnowledgeBaseArticleCreate

140.1 *AgentFrontend::KnowledgeBaseArticleCreate###001-Framework*

The default column layout configuration for the Create Knowledge Base Article screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

140.2 *AgentFrontend::KnowledgeBaseArticleCreate###100-Custom*

User-defined configuration extensions for the column layouts of the Create Knowledge Base Article screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

140.3 *AgentFrontend::KnowledgeBaseArticleCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Knowledge Base Article screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

140.4 *AgentFrontend::KnowledgeBaseArticleCreate::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the Create Knowledge Base Article screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::CreateProperties
```

140.5 *Forms###AgentFrontend::KnowledgeBaseArticleCreate::Properties*

Configurable form for the Properties widget of the Create Knowledge Base Article screen.

This setting can not be deactivated.

Default value:

```
---
- Collapsible: 1
  Fields:
  - ColumnLayout: 2
    Fields:
```

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- Name: Title
- Name: Keywords
- Name: CategoryID
- Name: Approved
- ColumnLayout: 2
- Fields:
 - Name: StateID
 - Name: ValidID
 - Name: LanguageID
- Fields:
 - Name: Attachments
- Label: Properties
- Collapsible: 1
- Name: Field1Group
- Collapsible: 1
- Name: Field2Group
- Collapsible: 1
- Name: Field3Group
- Collapsible: 1
- Name: Field4Group
- Collapsible: 1
- Name: Field5Group
- Collapsible: 1
- Name: Field6Group

Frontend → Agent → View → KnowledgeBaseArticleDetailView

141.1 *AgentFrontend::FAQ::Print###DynamicField*

Dynamic fields displayed in the printed knowledge base article from the knowledge base article detail view.

Default value:

```
--- {}
```

141.2 *AgentFrontend::KnowledgeBaseArticleDetailView###001-Framework*

The default column layout configuration for the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: KBAItemField1
      - Name: KBAItemField2
      - Name: KBAItemField3
      - Name: KBAProperties
      - Name: KBALinkedObjects::Ticket
      - Name: KBALinkedObjects::KnowledgeBaseArticle
      - Name: KBALinkedObjects::CalendarAppointment
      - Name: KBAAttachments
```

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```

- Name: KBARating
- Name: KBAItemField6
ThreeColumns:
  '1':
- Name: KBAItemField1
- Name: KBAItemField2
  '2':
- Name: KBAItemField3
- Name: KBAAttachments
- Name: KBAProperties
  '3':
- Name: KBARating
- Name: KBALinkedObjects::Ticket
- Name: KBALinkedObjects::KnowledgeBaseArticle
- Name: KBALinkedObjects::CalendarAppointment
TwoColumns:
  '1':
- Name: KBAItemField1
- Name: KBAItemField2
- Name: KBAItemField3
- Name: KBAItemField6
- Name: KBAAttachments
  '2':
- Name: KBAProperties
- Name: KBARating
- Name: KBALinkedObjects::Ticket
- Name: KBALinkedObjects::KnowledgeBaseArticle
- Name: KBALinkedObjects::CalendarAppointment
Type: BusinessObjectDetailView

```

141.3 *AgentFrontend::KnowledgeBaseArticleDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the knowledge base article detail view. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

141.4 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAAttach*

Default configuration for the Attachments widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Attachments
Group: []
Type: KBAAttachments

```

141.5 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField1*

Default configuration for the Field1 widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Field: Field1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field1
Group: []
Type: KBAItemField

```

141.6 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField2*

Default configuration for the Field2 widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Field: Field2
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field2
Group: []
Type: KBAItemField

```

141.7 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField3*

Default configuration for the Field3 widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    Field: Field3
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field3
Group: []
Type: KBAItemField
```

141.8 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField4*

Default configuration for the Field4 widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    Field: Field4
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Field4
Group: []
Type: KBAItemField
```

141.9 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField5*

Default configuration for the Field5 widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
```

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```

Field: Field5
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Field5
Group: []
Type: KBAItemField

```

141.10 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAItemField6*

Default configuration for the Field6 widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Field: Field6
    IsAlwaysPresent: 0
    IsDuplicatable: 1
    IsVisible: 1
    Title: Field6
  Group: []
  Type: KBAItemField

```

141.11 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinkedAppointments*

Default configuration for the Linked Appointments widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::CalendarAppointment
    Columns:
      Age:
        IsVisible: 1
      AllDay:
        IsVisible: 1
      ChangeBy:
        IsVisible: 1
      ChangeTime:
        IsVisible: 1

```

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```

CreateBy:
  IsVisible: 1
CreateTime:
  IsVisible: 2
Description:
  IsVisible: 1
EndTime:
  IsVisible: 2
Location:
  IsVisible: 2
StartTime:
  IsVisible: 2
Title:
  IsVisible: 2
SortBy:
  - Column: CreateTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Linked Appointments
Group: []
Type: KBALinkedObjects

```

141.12 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinke*

Default configuration for the Linked Knowledge Base Articles widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::KnowledgeBaseArticle
    SortBy:
      - Column: Created
        Direction: Down
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Knowledge Base Articles
Group: []
Type: KBALinkedObjects

```

141.13 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBALinke*

Default configuration for the Linked Tickets widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::Ticket
    FilterPresets:
      Closed:
        StateType:
          Value: Closed
      Open:
        StateType:
          Value: Open
    LastUsedFilterPreset: Open
    SortBy:
      - Column: Created
        Direction: Down
    IsAlwaysPresent: 0
    IsDuplicatable: 1
    IsVisible: 1
    Title: Linked Tickets
  Group: []
  Type: KBALinkedObjects

```

141.14 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAPrope*

Default configuration for the Properties widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Properties
  Group: []
  Type: KBAProperties

```

141.15 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBARating*

Default configuration for the Rating widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Rating
Group: []
Type: KBARating

```

141.16 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###People*

Default configuration for the People widget of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Collapsed: 0
    Hidden: 0
    Identifier:
      IsVisible: 0
      Name: KnowledgeBaseArticleNumber
  Properties:
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Category
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Keywords
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Validity
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Language
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Approval

```

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```

Name: State
- IsVisible: 1
Name: Rating
- IsVisible: 1
Name: Created
- IsVisible: 2
Name: CreateBy
- IsVisible: 1
Name: Changed
- IsVisible: 2
Name: ChangeBy
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: People
Group: []
Type: KBAProperties

```

141.17 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

Default configuration for the Field widget type of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  BusinessObjectType: KnowledgeBaseArticle
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::ItemField

```

141.18 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAL*

Default configuration for the Linked Objects widget type of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::LinkedObjects

```

141.19 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAF*

Default configuration for the Properties widget type of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Identifier:
    IsVisible: 1
    Name: KnowledgeBaseArticleNumber
  Properties:
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Category
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Keywords
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Validity
    - IsInlineEditable: 0
      IsVisible: 2
      Name: Language
    - IsInlineEditable: 0
      IsVisible: 1
      Name: Approval
    - IsInlineEditable: 0
      IsVisible: 2
      Name: State
    - IsVisible: 2
      Name: Rating
    - IsVisible: 2
      Name: Created
    - IsVisible: 1
      Name: CreateBy
    - IsVisible: 2
      Name: Changed
    - IsVisible: 1
      Name: ChangeBy
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Properties

```

141.20 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAF*

Default configuration for the Rating widget type of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```
---  
Config:  
  BusinessObjectType: KnowledgeBaseArticle  
  Collapsed: 0  
  Hidden: 0  
  Type: BusinessObject  
Module:   
↔Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Rating
```

Frontend → *Agent* → *View* → *KnowledgeBaseArticleDetailView* → *Action*

142.1 *AgentFrontend::KnowledgeBaseArticle::Action###Delete*

Registration of the Delete knowledge base article action.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '300'
Component: Delete
Description: Delete this knowledge base article
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Delete
Name: Delete
```

142.2 *AgentFrontend::KnowledgeBaseArticle::Action###Edit*

Registration of the Edit knowledge base article action.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '100'
Component: Edit
Description: Edit this knowledge base article
Group: []
GroupRo: []
```

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```
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Edit
Name: Edit
```

142.3 *AgentFrontend::KnowledgeBaseArticle::Action###History*

Registration of the History knowledge base article action.

Default value:

```
---
ClusterName: Views
ClusterPriority: '100'
Component: History
Description: Show the history for this knowledge base article
Group: []
GroupRo: []
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::History
Name: History
```

142.4 *AgentFrontend::KnowledgeBaseArticle::Action###Link*

Registration of the Link knowledge base article action.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '200'
Component: Link
Description: Link this knowledge base article
Group: []
GroupRo: []
Module:␣
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Link
Name: Link
```

142.5 *AgentFrontend::KnowledgeBaseArticle::Action###Print*

Registration of the Print knowledge base article action.

Default value:

```
---
ClusterName: Views
ClusterPriority: '200'
```

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```
Component: Print
Description: Print this knowledge base article
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::KnowledgeBaseArticle::Print
Name: Print
```

Frontend → Agent → View → KnowledgeBaseArticleList

143.1 *AgentFrontend::KnowledgeBaseArticleList::Added###DefaultConfig*

Default knowledge base article list configuration for the Recently Added static type.

This setting can not be deactivated.

Default value:

```
---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
```

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```

Title:
  IsVisible: 2
Valid:
  IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets:
  External:
    StateIDs:
      Value:
        - 2
  Internal:
    StateIDs:
      Value:
        - 1
  Public:
    StateIDs:
      Value:
        - 3
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Recently Added Knowledge Base Articles
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

143.2 *AgentFrontend::KnowledgeBaseArticleList::Custom1###DefaultConfig*

Default knowledge base article list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage

```

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```

- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

143.3 *AgentFrontend::KnowledgeBaseArticleList::Custom2###DefaultConfig*

Default knowledge base article list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:

```

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```
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

143.4 *AgentFrontend::KnowledgeBaseArticleList::Custom3###DefaultConfig*

Default knowledge base article list configuration for the custom static type.

This setting is not active by default.

Default value:

```
---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

143.5 *AgentFrontend::KnowledgeBaseArticleList::Custom4###DefaultConfig*

Default knowledge base article list configuration for the custom static type.

This setting is not active by default.

Default value:

```
---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
```

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Type: BusinessObject

143.6 AgentFrontend::KnowledgeBaseArticleList::Custom5###DefaultConfig

Default knowledge base article list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25

```

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```

Limit: 1000
ScreenTitle: Custom Knowledge Base Article List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

143.7 AgentFrontend::KnowledgeBaseArticleList::Rated###DefaultConfig

Default knowledge base article list configuration for the Highest Rated static type.

This setting can not be deactivated.

Default value:

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:
    IsVisible: 2
  Number:
    IsVisible: 2
  State:
    IsVisible: 2
  Title:
    IsVisible: 2
  Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created

```

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```

- Changed
FilterPresets:
  External:
    StateIDs:
      Value:
        - 2
  Internal:
    StateIDs:
      Value:
        - 1
  Public:
    StateIDs:
      Value:
        - 3
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Highest Rated Knowledge Base Articles
SortBy:
- Column: Result
  Direction: Down
Type: BusinessObject

```

143.8 *AgentFrontend::KnowledgeBaseArticleList::Static###DefaultConfig*

Default knowledge base article list configuration for the default static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 0
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1
  Language:

```

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```

    IsVisible: 2
Number:
    IsVisible: 2
State:
    IsVisible: 2
Title:
    IsVisible: 2
Valid:
    IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

143.9 *AgentFrontend::KnowledgeBaseArticleList::Updated###DefaultConfig*

Default knowledge base article list configuration for the Recently Updated static type.

This setting can not be deactivated.

Default value:

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2

```

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```
Created:
  IsVisible: 1
Language:
  IsVisible: 2
Number:
  IsVisible: 2
State:
  IsVisible: 2
Title:
  IsVisible: 2
Valid:
  IsVisible: 2
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Changed
FilterPresets:
  External:
    StateIDs:
      Value:
        - 2
  Internal:
    StateIDs:
      Value:
        - 1
  Public:
    StateIDs:
      Value:
        - 3
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Recently Updated Knowledge Base Articles
SortBy:
- Column: Changed
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → KnowledgeBaseArticleUpdate

144.1 Forms###AgentFrontend::KnowledgeBaseArticleUpdate::Properties

Configurable form for the Properties widget of the Edit Knowledge Base Article screen.

This setting can not be deactivated.

Default value:

```

---
- Collapsible: 1
  Fields:
  - ColumnLayout: 2
    Fields:
    - Name: Title
    - Name: Keywords
    - Name: CategoryID
    - Name: Approved
  - ColumnLayout: 2
    Fields:
    - Name: StateID
    - Name: ValidID
    - Name: LanguageID
  - Fields:
    - Name: Attachments
  Label: Properties
- Collapsible: 1
  Name: Field1Group
- Collapsible: 1
  Name: Field2Group
- Collapsible: 1
  Name: Field3Group
- Collapsible: 1

```

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Name: Field4Group
- Collapsible: 1
Name: Field5Group
- Collapsible: 1
Name: Field6Group

Frontend → Agent → View → LinkObject

145.1 *AgentFrontend::LinkObject::CalendarAppointment###DefaultConfig*

Default configuration for the Add Links action for type appointment.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: CalendarAppointment
Columns:
  Age:
    IsVisible: 1
  AllDay:
    IsVisible: 1
  ChangeBy:
    IsVisible: 1
  ChangeTime:
    IsVisible: 1
  CreateBy:
    IsVisible: 1
  CreateTime:
    IsVisible: 1
  Description:
    IsVisible: 1
  EndTime:
    IsVisible: 2
  Location:
    IsVisible: 2
  StartTime:
```

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```

    IsVisible: 2
    Title:
      IsVisible: 2
DefaultColumnOrder:
- Title
- Description
- Location
- StartTime
- EndTime
- AllDay
- Age
- CreateTime
- CreateBy
- ChangeTime
- ChangeBy
DefaultFilterPresetFields:
  Location:
    Value: ''
  Title:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject

```

145.2 *AgentFrontend::LinkObject::KnowledgeBaseArticle###DefaultConfig*

Default configuration for the Add Links action for type knowledge base article.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Columns:
  Age:
    IsVisible: 1
  Category:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  Language:

```

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```

    IsVisible: 1
Number:
    IsVisible: 2
State:
    IsVisible: 2
Title:
    IsVisible: 2
Valid:
    IsVisible: 1
DefaultColumnOrder:
- Number
- Title
- Category
- Language
- State
- Valid
- Created
- Age
- Changed
DefaultFilterPresetFields:
  CategoryIDs:
    Value: []
  Number:
    Value: ''
  Title:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

145.3 *AgentFrontend::LinkObject::Ticket###DefaultConfig*

Default configuration for the Add Links action for type ticket.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Columns:
  Age:
    IsVisible: 1
  Changed:

```

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```
    IsVisible: 1
Created:
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 1
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 1
Priority:
    IsVisible: 2
Queue:
    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- Title
```

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```
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
DefaultFilterPresetFields:
  TicketNumber:
    Value: ''
  Title:
    Value: ''
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Open:
    StateType:
      Value: Open
HideAvailableFilters: []
ItemsPerPage: 10
LastUsedFilterPreset: Open
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → Merge

146.1 *AgentFrontend::Chat::AppendToTicket###DefaultConfig*

Default ticket list configuration for chat append to ticket action.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
```

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```
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
Lock:
  IsVisible: 1
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 1
Queue:
  IsVisible: 2
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
```

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```

- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
DefaultFilterPresetFields:
  TicketNumber:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

146.2 AgentFrontend::Merge::Ticket###DefaultConfig

Default configuration for the link object add list from type “Ticket” .

This setting can not be deactivated.

Default value:

```

----
ActiveFilters: {}
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:

```

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```
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
Lock:
    IsVisible: 1
Owner:
    IsVisible: 1
PendingTime:
    IsVisible: 1
Priority:
    IsVisible: 1
Queue:
    IsVisible: 2
Responsible:
    IsVisible: 1
SLA:
    IsVisible: 1
Sender:
    IsVisible: 1
Service:
    IsVisible: 1
State:
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
```

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```
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
DefaultFilterPresetFields:
  TicketNumber:
    Value: ''
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```


147.1 *AgentPersonalPreference###AppointmentNotificationEvents*

Parameters for the transport selection for appointment notifications in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::AppointmentNotificationEvent
Desc: Choose for which kind of appointment changes you want to receive
↳notifications.
Key: Appointment Notifications
Label: Appointment Notifications
Module:↳
↳Kernel::WebApp::Util::UserPreferenceType::NotificationEvents::Appointment
PrefKey: AppointmentNotificationTransport
PreferenceGroup: NotificationSettings
Prio: '8001'
ShowInUserManagement: '1'
```

147.2 *AgentPersonalPreference###Avatar*

Parameters for the avatar setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Avatar
Block: Avatar
Desc: Upload your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar
PrefKey: UserAvatar
PreferenceGroup: UserProfile
Prio: '1000'
ShowInUserManagement: '1'
```

147.3 AgentPersonalPreference###CSVSeparator

Gives end users the possibility to override the separator character for CSV files, defined in the translation files. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

This setting is not active by default.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Generic
AllowUndefinedValue: '1'
DataSelected: '0'
Desc: Select the separator character used in CSV files (statistics and
→searches).
  If you do not select a separator here, the default separator for your
→language will
  be used.
Key: CSV Separator
Label: CSV Separator
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  ': '
  ',': ','
  ';: ;
  \t: tab
  '|': '|'
PrefKey: UserCSVSeparator
PreferenceGroup: Miscellaneous
Prio: '4000'
ShowInUserManagement: '1'
```


147.4 AgentPersonalPreference###ChatChannels

Parameters for the preferred chat channels setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::CustomChatChannel
Desc: Your selection of your preferred external chat channels. You will be
↳ notified
   about external chat requests in these chat channels.
Key: My Chat Channels
Label: My Chat Channels
Module: Kernel::WebApp::Util::UserPreferenceType::Select::ChatChannels
PrefKey: ExternalChannels
PreferenceGroup: NotificationSettings
Prio: '4000'
ShowInUserManagement: '1'

```

147.5 AgentPersonalPreference###Comment

Parameters for the comment setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
AdminModule: Kernel::Output::HTML::Preferences::Generic
Block: Input
Data:
  Value: "[% Env("UserComment") %]"
Desc: This is a description for a comment on framework.
Key: Comment
Label: Comment
Module: Kernel::WebApp::Util::UserPreferenceType::Dummy
PrefKey: UserComment
PreferenceGroup: Miscellaneous
Prio: '6000'
ShowInUserManagement: '1'

```

147.6 AgentPersonalPreference###DateTimeFormat

Parameters for the date and time format setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Generic
DataSelected: relative
Desc: Configure which date time format should be used for the date time_
↳display.
Key: Date Time Format
Label: Date Time Format
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  absolute: Absolute
  combined: Combined
  relative: Human readable (e.g. 12 minutes ago)
PrefKey: UserDateTimeFormat
PreferenceGroup: UserProfile
Prio: '3600'
ShowInUserManagement: '1'
TranslateOptions: '1'

```

147.7 AgentPersonalPreference###Language

Parameters for the language setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Language
Desc: Select the main interface language.
Key: Language
Label: Language
Module: Kernel::WebApp::Util::UserPreferenceType::Select::Language
NeedsReload: '1'
PrefKey: UserLanguage
PreferenceGroup: UserProfile
Prio: '1000'
ShowInUserManagement: '1'

```

147.8 *AgentPersonalPreference###MyQueues*

Parameters for the preferred queues setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::CustomQueue
Desc: Your queue selection of your preferred queues. You also get notified
↳about those
   queues via email if enabled.
Key: My Queues
Label: My Queues
Module: Kernel::WebApp::Util::UserPreferenceType::Select::MyQueues
Permission: ro
PreferenceGroup: NotificationSettings
Prio: '1000'
ShowInUserManagement: '1'

```

147.9 *AgentPersonalPreference###MyServices*

Parameters for the preferred services setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::CustomService
Desc: Your service selection of your preferred services. You also get notified
↳about
   those services via email if enabled.
Key: My Services
Label: My Services
Module: Kernel::WebApp::Util::UserPreferenceType::Select::MyServices
PreferenceGroup: NotificationSettings
Prio: '2000'
ShowInUserManagement: '1'

```

147.10 *AgentPersonalPreference###OutOfOffice*

Parameters for the out of office setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow

administrators to edit the settings of another user' s behalf. Use "PreferenceGroup" to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::OutOfOffice
Block: OutOfOffice
Desc: If you are going to be out of office, you may wish to let other users_
↳know by
   setting the exact dates of your absence.
Key: Out of Office Time
Label: Out of Office Time
Module: Kernel::WebApp::Util::UserPreferenceType::OutOfOffice
PrefKey: UserOutOfOffice
PreferenceGroup: UserProfile
Prio: '4000'
ShowInUserManagement: '1'
```

147.11 AgentPersonalPreference###Password

Parameters for the password setting in the personal preferences of the agent. "PasswordRegExp" allows to match passwords against a regular expression. "PasswordMinSize" defines the minimum number of used characters. Define if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to "1". "PasswordMin2Characters" defines if the password needs to contain at least 2 letter characters (set to 0 or 1). "PasswordNeedDigit" defines the need of at least 1 digit (set to 0 or 1 to control). "PasswordMaxLoginFailed" allows to set an agent to invalid-temporarily if max failed logins reached. "PasswordHistory" is the amount of how many old passwords are stored which can not be used as new password. "PasswordTTL" is the time in days how long passwords are valid. "PasswordWarnBeforeExpiry" is the time in days which is used to display a warning before passwords expires. With "PasswordChangeAfterFirstLogin" the user must change the password after the first login. Please note: setting "Active" to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user' s behalf. Use "PreferenceGroup" to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Password
Area: Agent
Desc: Set a new password by filling in your current password and a new one.
Label: Change Password
Module: Kernel::WebApp::Util::UserPreferenceType::Password
PasswordChangeAfterFirstLogin: '1'
PasswordHistory: '3'
PasswordMaxLoginFailed: '5'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '12'
PasswordNeedDigit: '0'
```

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```

PasswordRegExp: ''
PasswordTTL: '90'
PasswordWarnBeforeExpiry: '5'
PreferenceGroup: Security
Prio: '0500'
ShowInUserManagement: '1'

```

147.12 AgentPersonalPreference###Style

Parameters for the style setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::Style
Desc: Select your preferred style for the OTRS user interface.
Key: Style
Label: Style
Module: Kernel::WebApp::Util::UserPreferenceType::AgentStyle
PreferenceGroup: UserProfile
Prio: '3000'
ShowInUserManagement: '1'

```

147.13 AgentPersonalPreference###TicketNotificationEvents

Parameters for the transport selection for ticket notifications in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::NotificationEvent
Desc: Choose for which kind of ticket changes you want to receive,
↳notifications. Please
  note that you can not completely disable notifications marked as mandatory.
Key: Ticket Notifications
Label: Ticket Notifications
Module: Kernel::WebApp::Util::UserPreferenceType::NotificationEvents::Ticket
PrefKey: NotificationTransport
PreferenceGroup: NotificationSettings
Prio: '8000'
ShowInUserManagement: '1'

```

147.14 *AgentPersonalPreference###TimeZone*

Parameters for the time zone setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::TimeZone
Desc: Select your personal time zone. All times will be displayed relative to
↳this
   time zone.
Key: Time Zone
Label: Time Zone
Module: Kernel::WebApp::Util::UserPreferenceType::Select::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: UserProfile
Prio: '3500'
ShowInUserManagement: '1'
```

147.15 *AgentPersonalPreference###TwoFactor*

Parameters for the two-factor setting in the personal preferences of the agent. Please note: setting “Active” to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
AdminModule: Kernel::Output::HTML::Preferences::TwoFactor
Desc: Manage your two-factor authentication settings.
Key: Two-factor
Label: Two-factor Authentication
Module: Kernel::WebApp::Util::UserPreferenceType::TwoFactor
NeedsReload: '1'
PrefKey: TwoFactor
PreferenceGroup: Security
Prio: '0800'
ShowInUserManagement: '1'
```

147.16 *AgentPersonalPreference::Groups###0001-Framework*

Defines groups for preferences items.

This setting can not be deactivated.

Default value:

```

---
- CommonIcon: regular,single-neutral-actions-edit-1
  Description: Change your personal information and more.
  Icon: user
  Label: User Profile
  Name: UserProfile
  Order: '1000'
  Title: ''
- CommonIcon: regular,monitor-lock
  Description: Change your security settings.
  Icon: lock
  Label: Security
  Name: Security
  Order: '1500'
  Title: ''
- CommonIcon: bold,cog
  Description: Change the system appearance and more.
  Icon: cog
  Label: Miscellaneous
  Name: Miscellaneous
  Order: '2000'
  Title: ''
- CommonIcon: regular,monitor-settings
  Description: Choose which notifications you would like to receive.
  Icon: envelope
  Label: Notification Settings
  Name: NotificationSettings
  Order: '3000'
  Title: ''

```

147.17 *AgentPersonalPreference::Groups###0002-Custom*

Defines groups for preferences items.

This setting is not active by default.

Default value:

```

--- []

```

147.18 *CustomAgentPersonalPreferences*

Defines the configuration parameters for custom modules to be shown in the agent preferences view. Each registration item corresponds to one legacy agent preference found during the update of the system.

This setting is not active by default.

Default value:

```
--- {}
```

147.19 *PreferencesGroups###RefreshTime*

Parameters for the RefreshTime object in the preference view of the agent interface. Please note: setting 'Active' to 0 will only prevent agents from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Data:
  '0': off
  '10': 10 minutes
  '15': 15 minutes
  '2': ' 2 minutes'
  '5': ' 5 minutes'
  '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'
```

147.20 *PreferencesTable*

Defines the name of the table where the user preferences are stored.

This setting can not be deactivated.

Default value:

```
user_preferences
```

147.21 *PreferencesTableKey*

Defines the column to store the keys for the preferences table.

This setting can not be deactivated.

Default value:


```
preferences_key
```

147.22 *PreferencesTableUserID*

Defines the name of the column to store the user identifier in the preferences table.

This setting can not be deactivated.

Default value:

```
user_id
```

147.23 *PreferencesTableValue*

Defines the name of the column to store the data in the preferences table.

This setting can not be deactivated.

Default value:

```
preferences_value
```

Frontend → Agent → View → StatisticCreateUpdateView

148.1 *AgentFrontend::StatisticCreateUpdateView###001-Framework*

The default column layout configuration for the Create Statistic and Update Statistic screens.

This setting can not be deactivated.

Default value:

```
---  
BusinessObjectType: Statistic  
ColumnLayout:  
  OneColumn:  
    '1':  
      - Name: CreateUpdateProperties  
  ThreeColumns:  
    '1': ~  
    '2': ~  
    '3': ~  
  TwoColumns:  
    '1': ~  
    '2': ~  
Type: BusinessObjectCreate
```

148.2 *AgentFrontend::StatisticCreateUpdateView###100-Custom*

User-defined configuration extensions for the column layouts of the Create Statistic and Update Statistic screens. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

148.3 *AgentFrontend::StatisticCreateUpdateView::Widget###CreateUpdateProp*

Default configuration for the Properties widget of the Create Statistic and Update Statistic screens.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateUpdateProperties
```

148.4 *AgentFrontend::StatisticCreateUpdateView::WidgetType###CreateUpdate*

Default configuration for the Properties widget type of the Create Statistic and Update Statistic screens.

This setting can not be deactivated.

Default value:

```
---
Config:
  Hidden: 0
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Statistic::CreateUpdatePr
```

Frontend → *Agent* → *View* → *StatisticReportCreateUpdateView*

149.1 *AgentFrontend::StatisticReportCreateUpdateView###001-Framework*

The default column layout configuration for the Create Report and Update Report screens.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: StatisticReport
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateUpdateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

149.2 *AgentFrontend::StatisticReportCreateUpdateView###100-Custom*

User-defined configuration extensions for the column layouts of the Create Report and Update Report screens. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

149.3 *AgentFrontend::StatisticReportCreateUpdateView::Widget###CreateUpdate*

Default configuration for the Properties widget of the Create Report and Update Report screens.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateUpdateProperties
```

149.4 *AgentFrontend::StatisticReportCreateUpdateView::WidgetType###Create*

Default configuration for the Properties widget type of the Create Report and Update Report screens.

This setting can not be deactivated.

Default value:

```
---
Config:
  Hidden: 0
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Report::CreateUpdatePrope
```

Frontend → Agent → View → StatisticReportOverview

150.1 *AgentFrontend::StatisticReportOverview###001-Framework*

The default column layout configuration for the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: StatisticReport
ColumnLayout:
  OneColumn:
    '1':
      - Name: StatisticReportList
      - Name: StatisticMetrics
      - Name: StatisticLists
      - Name: StatisticStatic
  ThreeColumns:
    '1':
      - Name: StatisticReportList
      - Name: StatisticStatic
    '2':
      - Name: StatisticMetrics
    '3':
      - Name: StatisticLists
  TwoColumns:
    '1':
      - Name: StatisticReportList
      - Name: StatisticStatic
    '2':
      - Name: StatisticMetrics
```

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```
- Name: StatisticLists
Type: BusinessObjectOverview
```

150.2 *AgentFrontend::StatisticReportOverview###100-Custom*

User-defined configuration extensions for the column layouts of the Statistics and Reports overview. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

150.3 *AgentFrontend::StatisticReportOverview::Widget###StatisticLists*

Default configuration for the Lists widget of the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - DynamicList
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Lists
Group: []
Type: StatisticList
```

150.4 *AgentFrontend::StatisticReportOverview::Widget###StatisticMetrics*

Default configuration for the Metrics widget of the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ActiveFilters:
```

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```

    ObjectType:
      Value:
        - DynamicMatrix
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Metrics
Group: []
Type: StatisticList

```

150.5 *AgentFrontend::StatisticReportOverview::Widget###StatisticReportList*

Default configuration for the Report List widget of the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Report List
Group: []
Type: StatisticReportList

```

150.6 *AgentFrontend::StatisticReportOverview::Widget###StatisticStatic*

Default configuration for the Static widget of the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - Static
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Static

```

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```
Group: []
Type: StatisticList
```

150.7 AgentFrontend::StatisticReportOverview::WidgetType###StatisticList

Default configuration for the Statistic List widget type of the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Statistic
  Collapsed: 0
  Columns:
    Changed:
      isVisible: 1
    Created:
      isVisible: 1
    ObjectName:
      isVisible: 2
    ObjectType:
      isVisible: 1
    StatNumber:
      isVisible: 2
    StatType:
      isVisible: 1
    Title:
      isVisible: 2
    Valid:
      isVisible: 1
  DefaultColumnOrder:
  - StatNumber
  - Title
  - ObjectName
  - ObjectType
  - StatType
  - Valid
  - Created
  - Age
  - Changed
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000
```

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```

SortBy:
- Column: StatNumber
  Direction: Up
  Type: BusinessObject
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::StatisticList

```

150.8 AgentFrontend::StatisticReportOverview::WidgetType###StatisticReportList

Default configuration for the Report List widget type of the Statistics and Reports overview.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: StatisticReport
  Collapsed: 0
  Columns:
    ChangeTime:
      IsVisible: 1
    CreateTime:
      IsVisible: 1
    CronDefinition:
      IsVisible: 1
    Description:
      IsVisible: 2
    Language:
      IsVisible: 1
    Name:
      IsVisible: 2
    Valid:
      IsVisible: 1
  DefaultColumnOrder:
  - Name
  - Description
  - Language
  - CronDefinition
  - Valid
  - CreateTime
  - ChangeTime
  FilterPresets: {}
  Hidden: 0
  HideAvailableFilters: []
  ItemsPerPage: 10
  Limit: 1000

```

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```
SortBy:  
- Column: Name  
  Direction: Up  
  Type: BusinessObject  
Module:   
↔Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::StatisticReportList
```

Frontend → *Agent* → *View* → *StatisticReportOverview* →
StatisticReportAction

151.1 *AgentFrontend::StatisticReport::Action###ReportAdd*

Registration of the Add Report action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Report
ClusterPriority: '800'
Component: ReportAdd
Description: Shows the report add screen
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::ReportAdd
Name: Add Report
```

151.2 *AgentFrontend::StatisticReport::Action###StatisticAdd*

Registration of the Add Statistic action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Statistic
ClusterPriority: '800'
Component: StatisticAdd
```

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```
Description: Shows the Add Statistic screen
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::StatisticAdd
Name: Add Statistic
```

151.3 *AgentFrontend::StatisticReport::Action###StatisticImport*

Registration of the Import Statistic action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Statistic
ClusterPriority: '800'
Component: StatisticImport
Description: Import a new statistic
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::StatisticReport::StatisticImport
Name: Import Statistic
```

Frontend → Agent → View → Stats

152.1 *Stats::CustomerIDAsMultiSelect*

Shows all the customer identifiers in a multi-select field (not useful if you have a lot of customer identifiers).

This setting can not be deactivated.

Default value:

152.2 *Stats::CustomerUserLoginsAsMultiSelect*

Shows all the customer user identifiers in a multi-select field (not useful if you have a lot of customer user identifiers).

This setting can not be deactivated.

Default value:

152.3 *Stats::DefaultSelectedFormat*

Defines the default selection at the drop down menu for stats format (Form: Common Specification). Please insert the format key (see `Stats::Format`).

This setting can not be deactivated.

Default value:

```
---
- Print
- CSV
- Excel
- D3::BarChart
- D3::LineChart
- D3::StackedAreaChart
```

152.4 *Stats::DefaultSelectedPermissions*

Defines the default selection at the drop down menu for permissions (Form: Common Specification).

This setting can not be deactivated.

Default value:

```
---
- stats
```

152.5 *Stats::ExchangeAxis*

Allows agents to exchange the axis of a stat if they generate one.

This setting can not be deactivated.

Default value:

```
0
```

152.6 *Stats::Format*

Defines all the possible stats output formats.

This setting can not be deactivated.

Default value:

```
---
CSV: CSV
D3::BarChart: 'Graph: Bar Chart'
D3::LineChart: 'Graph: Line Chart'
D3::StackedAreaChart: 'Graph: Stacked Area Chart'
Excel: Excel
Print: Print
```

152.7 *Stats::UseAgentElementInStats*

Allows agents to generate individual-related stats.

This setting can not be deactivated.

Default value:

0

152.8 *Stats::UseInvalidAgentInStats*

Allows invalid agents to generate individual-related stats.

This setting can not be deactivated.

Default value:

1

Frontend → Agent → View → Ticket → Action → Customer

153.1 Forms###AgentFrontend::Ticket::Action::Customer

Configurable form for the Customer ticket action.

This setting can not be deactivated.

Default value:

```
---  
- Collapsible: 1  
  Fields:  
  - Name: CustomerUserID  
  - Disabled: 1  
    Name: CustomerID  
    Label: Customer
```

Frontend → Agent → View → TicketArticleReply

154.1 *AgentFrontend::TicketArticle::Action::Forward###FormDraft*

Allows to save the current work in the Forward Article article action as draft.

Default value:

154.2 *AgentFrontend::TicketArticle::Action::Reply###FormDraft*

Allows to save the current work in the Reply article action as draft.

Default value:

154.3 *AgentFrontend::TicketArticle::Action::ReplyAll###FormDraft*

Allows to save the current work in the Reply to All article action as draft.

Default value:

154.4 *AgentFrontend::TicketArticle::Action::ReplyViaSms###FormDraft*

Allows to save the current work in the Reply via SMS article action as draft.

Default value:

1

Frontend → Agent → View → TicketArticleReplyToNote

155.1 AgentFrontend::TicketArticle::Action::ReplyToNote###FormDraft

Allows to save the current work in the Reply to Note article action as draft.

Default value:

1

Frontend → Agent → View → TicketCompose

156.1 *AgentFrontend::Ticket::ComposeAddCustomerAddress*

Adds the customer user's email address to recipients in the ticket compose screen of the agent interface. The customer user's email address will not be added if the article is not visible to customer.

This setting can not be deactivated.

Default value:

1

156.2 *AgentFrontend::Ticket::ComposeReplaceSenderAddress*

Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the agent interface.

This setting can not be deactivated.

Default value:

0

156.3 *AgentFrontend::Ticket::Quote*

Defines the used character for plain text email quotes in the ticket actions. If this is empty or inactive, original emails will not be quoted but appended to the response.

Default value:

```
>
```

156.4 *AgentFrontend::Ticket::ResponseFormat*

Defines the format of responses in the ticket compose screen of the agent interface ([% Data.OrigFrom | html %] is From 1:1, [% Data.OrigFromName | html %] is only realname of From).

This setting can not be deactivated.

Default value:

```
[% Data.Salutation | html %]  
[% Data.StdResponse | html %]  
[% Data.Signature | html %]  
  
[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html  
↪%] [% Translate("wrote") | html %]:  
[% Data.Body | html %]
```

156.5 *AgentFrontend::Ticket::ResponseQuoteMaxLines*

Defines the maximum number of quoted lines to be added to responses.

This setting is not active by default.

Default value:

```
99
```

156.6 *Ticket::Frontend::Quote*

Defines the used character for plaintext email quotes in the ticket compose screen of the agent interface. If this is empty or inactive, original emails will not be quoted but appended to the response.

Default value:

```
>
```

Frontend → Agent → View → TicketCreate

157.1 *AgentFrontend::TicketCreate::NewOwnerSelection*

Shows a selection for the owner in phone and email tickets in the ticket create screens.

This setting can not be deactivated.

Default value:

```
1
```

157.2 *AgentFrontend::TicketCreate::NewQueueOwnSelection*

Defines which options will be valid of the recipient (phone ticket) and the sender (email ticket) in the agent interface.

This setting is not active by default.

Default value:

```
---  
'1': First Queue  
'2': Second Queue
```

157.3 *AgentFrontend::TicketCreate::NewQueueSelectionString*

Defines the strings that will be shown as recipient (To:) of the phone ticket and as sender (From:) of the email ticket in the agent interface. For Queue as NewQueueSelectionType “<Queue>” shows the names of the queues and for SystemAddress “<Realname> <<Email>>” shows the name and email of the recipient.

This setting can not be deactivated.

Default value:

<Queue>

157.4 *AgentFrontend::TicketCreate::NewQueueSelectionType*

Defines the recipient target of the phone ticket and the sender of the email ticket (Queue shows all queues, System address displays all system addresses).

This setting can not be deactivated.

Default value:

Queue

157.5 *AgentFrontend::TicketCreate::UserDefaultQueue*

Defines the default queue for new email tickets created in the agent interface.

This setting is not active by default.

Default value:

Postmaster

Frontend → Agent → View → TicketCreate → Email

158.1 *AgentFrontend::TicketCreate::Email###001-Framework*

The default column layout configuration for the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
      - Name: CustomerInformation
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  ThreeColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
    '3':
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  TwoColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
      - Name: CustomerUserHistory
```

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```
- Name: CustomerHistory
Type: BusinessObjectCreate
```

158.2 *AgentFrontend::TicketCreate::Email###100-Custom*

User-defined configuration extensions for the column layouts of the New Email Ticket screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

158.3 *AgentFrontend::TicketCreate::Email::Widget###CreateProperties*

Default configuration for the Properties widget of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

158.4 *AgentFrontend::TicketCreate::Email::Widget###CustomerHistory*

Default configuration for the Customer History widget of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

158.5 *AgentFrontend::TicketCreate::Email::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerUserID
      - CustomerID
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

158.6 *AgentFrontend::TicketCreate::Email::Widget###CustomerUserHistory*

Default configuration for the Customer User History widget of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory

```

158.7 *AgentFrontend::TicketCreate::Email::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  SubmitButtonText: Send mail
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties

```

158.8 *AgentFrontend::TicketCreate::Email::WidgetType###CustomerHistory*

Default configuration for the Customer History widget type of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 2
    Owner:
      IsVisible: 2
    PendingTime:
      IsVisible: 1

```

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```
Priority:
  IsVisible: 1
Queue:
  IsVisible: 2
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
```

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```

Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory

```

158.9 AgentFrontend::TicketCreate::Email::WidgetType###CustomerUserHistory

Default configuration for the Customer User History widget type of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```

----
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 2
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 2

```

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```
Owner:
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 1
Queue:
  IsVisible: 2
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsVisible: 1
State:
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
```

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```

- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module:
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory

```

158.10 Forms###AgentFrontend::TicketCreate::Email::CreateProperties

Configurable form for the Properties widget of the New Email Ticket screen.

This setting can not be deactivated.

Default value:

```

---
- Collapsible: 1
  Fields:
  - Name: TypeID
    Label: Classification
- Collapsible: 1
  Fields:
  - Name: CustomerUserID
    Disabled: 1
    Name: CustomerID
    Label: Customer
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: QueueID
  - ColumnLayout: 3
    Fields:
    - Name: OwnerID
  - ColumnLayout: 3
    Fields:
    - Name: ResponsibleID
  Label: Assignment
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
    Fields:
    - Name: ServiceID
      Required: 0

```

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```

- ColumnLayout: 3
  Fields:
  - Name: SLAID
    Required: 0
- ColumnLayout: 3
  Fields:
  - Default: 3
    Name: PriorityID
    Required: 1
- ColumnLayout: 3
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
    Default: 4
    Name: StateID
    Required: 1
- ColumnLayout: 3
  Fields:
  - Name: PendingDate
Label: Service Level Management
- Collapsible: 1
  Fields:
  - Name: To
  - Name: Cc
  - Name: Bcc
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: RelevantKnowledge
  - Name: EmailSecurity
  - Name: Signature
  - Name: Attachments
  - Name: AccountedTime
Label: Communication
- Default: EmailAgent
  Hidden: 1
  Name: HistoryType
- Default: ''
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType
- Default: 1
  Hidden: 1
  Name: IsVisibleForCustomer

```

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<ul style="list-style-type: none">- Hidden: 1 Name: LinkTicketID- Hidden: 1 Name: LinkType

Frontend → Agent → View → TicketCreate → Phone

159.1 *AgentFrontend::TicketCreate::Phone###001-Framework*

The default column layout configuration for the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
      - Name: ChatProtocol
      - Name: CustomerInformation
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  ThreeColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: ChatProtocol
      - Name: CustomerInformation
    '3':
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  TwoColumns:
    '1':
      - Name: CreateProperties
      - Name: ChatProtocol
    '2':
```

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```

- Name: CustomerInformation
- Name: CustomerUserHistory
- Name: CustomerHistory
Type: BusinessObjectCreate

```

159.2 *AgentFrontend::TicketCreate::Phone###100-Custom*

User-defined configuration extensions for the column layouts of the New Phone Ticket screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

159.3 *AgentFrontend::TicketCreate::Phone::Widget###ChatProtocol*

Default configuration for the Chat Protocol widget of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Chat Protocol
Group: []
Type: ChatProtocol

```

159.4 *AgentFrontend::TicketCreate::Phone::Widget###CreateProperties*

Default configuration for the Properties widget of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1

```

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```
Title: Properties
Group: []
Type: CreateProperties
```

159.5 *AgentFrontend::TicketCreate::Phone::Widget###CustomerHistory*

Default configuration for the Customer History widget of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

159.6 *AgentFrontend::TicketCreate::Phone::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerUserID
      - CustomerID
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation
```

159.7 *AgentFrontend::TicketCreate::Phone::Widget###CustomerUserHistory*

Default configuration for the Customer User History widget of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory
```

159.8 *AgentFrontend::TicketCreate::Phone::WidgetType###ChatProtocol*

Default configuration for the Chat Protocol widget type of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::ChatProtocol
```

159.9 *AgentFrontend::TicketCreate::Phone::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Collapsed: 0
  Hidden: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties
```

159.10 *AgentFrontend::TicketCreate::Phone::WidgetType###CustomerHistory*

Default configuration for the Customer History widget type of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 2
    Queue:
      IsVisible: 1
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
      IsVisible: 1
    Service:
      IsVisible: 1
    State:
      IsVisible: 1
    Subject:
```

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```
    IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory
```

159.11 *AgentFrontend::TicketCreate::Phone::WidgetType###CustomerUserHist*

Default configuration for the Customer User History widget type of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1
    PendingTime:
      IsVisible: 1
    Priority:
      IsVisible: 2
    Queue:
      IsVisible: 1
    Responsible:
      IsVisible: 1
    SLA:
      IsVisible: 1
    Sender:
      IsVisible: 1
    Service:
      IsVisible: 1
    State:

```

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```
    IsVisible: 1
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 2
Title:
    IsVisible: 2
Type:
    IsVisible: 1
Watch:
    IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory
```

159.12 Forms###AgentFrontend::TicketCreate::Phone::CreateProperties

Configurable form for the Properties widget of the New Phone Ticket screen.

This setting can not be deactivated.

Default value:

```

---
- Collapsible: 1
  Fields:
  - Name:TypeID
  Label: Classification
- Collapsible: 1
  Fields:
  - Name: CustomerUserID
  - Disabled: 1
  Name: CustomerID
  Label: Customer
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
  Fields:
  - Name: QueueID
  - ColumnLayout: 3
  Fields:
  - Name: OwnerID
  - ColumnLayout: 3
  Fields:
  - Name: ResponsibleID
  Label: Assignment
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
  Fields:
  - Name: ServiceID
  - ColumnLayout: 3
  Fields:
  - Name: SLAID
  - ColumnLayout: 3
  Fields:
  - Default: 3
  Name: PriorityID
  Required: 1
  - ColumnLayout: 3
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
  Default: 4
  Name: StateID

```

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```
    Required: 1
  - ColumnLayout: 3
    Fields:
      - Name: PendingDate
    Label: Service Level Management
- Collapsible: 1
  Fields:
    - Multiple: 1
      Name: From
    - Name: To
    - Name: StandardTemplateID
    - Name: Subject
      Required: 1
    - Name: Body
      Required: 1
    - Name: RelevantKnowledge
    - Name: Attachments
    - Name: AccountedTime
  Label: Communication
- Default: PhoneCallCustomer
  Hidden: 1
  Name: HistoryType
- Default: ''
  Hidden: 1
  Name: HistoryComment
- Default: customer
  Hidden: 1
  Name: SenderType
- Default: 1
  Hidden: 1
  Name: IsVisibleForCustomer
- Hidden: 1
  Name: LinkTicketID
- Hidden: 1
  Name: LinkType
```

Frontend → Agent → View → TicketCreate → Process

160.1 *AgentFrontend::TicketCreate::Process###001-Framework*

The default column layout configuration for the New Process Ticket screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreatePropertiesProcess
      - Name: ProcessInformation
  ThreeColumns:
    '1':
      - Name: CreatePropertiesProcess
    '2':
      - Name: ProcessInformation
    '3': []
  TwoColumns:
    '1':
      - Name: CreatePropertiesProcess
    '2':
      - Name: ProcessInformation
Type: BusinessObjectCreate
```

160.2 *AgentFrontend::TicketCreate::Process###100-Custom*

User-defined configuration extensions for the column layouts of the New Process Ticket screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

160.3 *AgentFrontend::TicketCreate::Process::CustomerIDReadOnly*

Controls if the customer ID is read-only in the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

160.4 *AgentFrontend::TicketCreate::Process::Widget###CreatePropertiesProcess*

Default configuration for the Properties widget of the New Process Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreatePropertiesProcess
```

160.5 *AgentFrontend::TicketCreate::Process::Widget###ProcessInformation*

Default configuration for the Process Information widget of the New Process Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
```

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```

IsAlwaysPresent: 1
IsDuplicatable: 0
IsVisible: 1
Title: Process Information
Group: []
Type: ProcessInformation

```

160.6 *AgentFrontend::TicketCreate::Process::WidgetType###CreatePropertiesProcess*

Default configuration for the Properties widget type of the New Process Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreatePropertiesProcess

```

160.7 *AgentFrontend::TicketCreate::Process::WidgetType###ProcessInformation*

Default configuration for the Process Information widget type of the New Process Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Properties:
    - IsVisible: 2
      Name: Process
    - IsVisible: 2
      Name: ProcessActivity
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::ProcessInformation

```

160.8 *AgentFrontend::TicketCreateProcess###StateType*

Defines the next possible states for tickets in the agent interface.

This setting can not be deactivated.

Default value:

```
----  
- new  
- open  
- closed  
- pending reminder  
- pending auto
```

Frontend → Agent → View → TicketCreate → SMS

161.1 *AgentFrontend::TicketCreate::SMS###001-Framework*

The default column layout configuration for the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
      - Name: CustomerInformation
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  ThreeColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
    '3':
      - Name: CustomerUserHistory
      - Name: CustomerHistory
  TwoColumns:
    '1':
      - Name: CreateProperties
    '2':
      - Name: CustomerInformation
      - Name: CustomerUserHistory
```

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```
- Name: CustomerHistory
Type: BusinessObjectCreate
```

161.2 *AgentFrontend::TicketCreate::SMS###100-Custom*

User-defined configuration extensions for the column layouts of the New SMS Ticket screen. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

161.3 *AgentFrontend::TicketCreate::SMS::Widget###CreateProperties*

Default configuration for the Properties widget of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties
Group: []
Type: CreateProperties
```

161.4 *AgentFrontend::TicketCreate::SMS::Widget###CustomerHistory*

Default configuration for the Customer History widget of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer History
Group: []
Type: CustomerHistory
```

161.5 *AgentFrontend::TicketCreate::SMS::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Properties:
      - CustomerUserID
      - CustomerID
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer Information
Group: []
Type: CustomerInformation

```

161.6 *AgentFrontend::TicketCreate::SMS::Widget###CustomerUserHistory*

Default configuration for the Customer User History widget of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Customer User History
Group: []
Type: CustomerUserHistory

```

161.7 *AgentFrontend::TicketCreate::SMS::WidgetType###CreateProperties*

Default configuration for the Properties widget type of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  SubmitButtonText: Send SMS
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CreateProperties

```

161.8 *AgentFrontend::TicketCreate::SMS::WidgetType###CustomerHistory*

Default configuration for the Customer History widget type of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  AdditionalExportColumns:
    ArticleTree: 0
  AvailableDynamicFieldFilters: []
  BusinessObjectType: Ticket
  Collapsed: 0
  Columns:
    Age:
      IsVisible: 1
    Changed:
      IsVisible: 1
    Created:
      IsVisible: 2
    CustomerCompanyName:
      IsVisible: 1
    CustomerID:
      IsVisible: 1
    CustomerName:
      IsVisible: 1
    CustomerUserID:
      IsVisible: 1
    EscalationResponseTime:
      IsVisible: 1
    EscalationSolutionTime:
      IsVisible: 1
    EscalationTime:
      IsVisible: 1
    EscalationUpdateTime:
      IsVisible: 1
    Lock:
      IsVisible: 1
    Owner:
      IsVisible: 1
    PendingTime:
      IsVisible: 1

```

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```
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
```

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```

Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerHistory

```

161.9 AgentFrontend::TicketCreate::SMS::WidgetType###CustomerUserHistory

Default configuration for the Customer User History widget type of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```

----
Config:
ActiveFilters: {}
AdditionalExportColumns:
  ArticleTree: 0
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Collapsed: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 1
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  Lock:
    IsVisible: 1

```

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```
Owner:
  IsVisible: 1
PendingTime:
  IsVisible: 1
Priority:
  IsVisible: 2
Queue:
  IsVisible: 1
Responsible:
  IsVisible: 1
SLA:
  IsVisible: 1
Sender:
  IsVisible: 1
Service:
  IsVisible: 1
State:
  IsVisible: 1
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 2
Title:
  IsVisible: 2
Type:
  IsVisible: 1
Watch:
  IsVisible: 1
DefaultColumnOrder:
- TicketNumber
- State
- Title
- Priority
- Created
- Age
- Changed
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
```

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```

- Service
- SLA
- Watch
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 10
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
  Type: BusinessObject
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CustomerUserHistory

```

161.10 Forms###AgentFrontend::TicketCreate::SMS::CreateProperties

Configurable form for the Properties widget of the New SMS Ticket screen.

This setting can not be deactivated.

Default value:

```

----
- Collapsible: 1
  Fields:
  - Name:TypeID
  Label: Classification
- Collapsible: 1
  Fields:
  - Name: Sender
  - Name: CustomerUserID
  - Disabled: 1
  Name: CustomerID
  Label: Customer
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
  Fields:
  - Name: QueueID
  - ColumnLayout: 3
  Fields:
  - Name: OwnerID
  - ColumnLayout: 3
  Fields:
  - Name: ResponsibleID
  Label: Assignment
- Collapsible: 1
  Fields:
  - ColumnLayout: 3
  Fields:

```

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```

- Name: ServiceID
- ColumnLayout: 3
  Fields:
  - Name: SLAID
- ColumnLayout: 3
  Fields:
  - Default: 3
    Name: PriorityID
    Required: 1
- ColumnLayout: 3
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
    Default: 4
    Name: StateID
    Required: 1
- ColumnLayout: 3
  Fields:
  - Name: PendingDate
Label: Service Level Management
- Collapsible: 1
  Fields:
  - Name: To
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: RelevantKnowledge
  - Name: FlashMessage
  - Name: AccountedTime
Label: Communication
- Default: AddSMS
  Hidden: 1
  Name: HistoryType
- Default: ''
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType
- Default: 1
  Hidden: 1
  Name: IsVisibleForCustomer

```

Frontend → *Agent* → *View* → *TicketDetailView*

162.1 *AgentFrontend::KnowledgeBaseArticleDetailView::WidgetType###KBAAt*

Default configuration for the Attachments widget type of the knowledge base article detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  BusinessObjectType: KnowledgeBaseArticleAttachment
  Collapsed: 0
  Columns:
    ContentType:
      IsVisible: 2
    CreateTime:
      IsVisible: 2
    Download:
      IsVisible: 2
    Filename:
      IsVisible: 2
    Filesize:
      IsVisible: 2
    Preview:
      IsVisible: 2
  DefaultColumnOrder:
  - ContentType
  - Filename
  - Filesize
  - CreateTime
  - Preview
```

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```
- Download
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
  Type: BusinessObject
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::KnowledgeBaseArticle::Attachments
```

162.2 *AgentFrontend::Ticket::Article::Color###AgentOnlyLabel*

Defines the color of the subject label for the articles which are not visible to the customer.

This setting is not active by default.

Default value:

```
#DAECEF
```

162.3 *AgentFrontend::Ticket::Article::Color###SystemLabel*

Defines color of the sender label for the system articles.

This setting is not active by default.

Default value:

```
#F9DE87
```

162.4 *AgentFrontend::Ticket::Article::HeaderMode*

Defines whether articles are opened in normal or copy mode by default. In copy mode the article headers are expanded to view and copy the email addresses or SMS transaction numbers.

This setting can not be deactivated.

Default value:

```
normal
```

162.5 *AgentFrontend::Ticket::ArticleAccountedTimeDisplay*

Displays the accounted time for an article in the ticket detail view.

This setting can not be deactivated.

Default value:

```
0
```

162.6 *AgentFrontend::Ticket::CustomerTickets*

Displays the ticket property card that holds number of all tickets with the same customer ID as current ticket in the ticket detail view.

Default value:

```
0
```

162.7 *AgentFrontend::Ticket::InlineEditing::Property###CustomerUserID*

Defines inline editing configuration for the ticket Customer User property.

Default value:

```
---  
PermissionType: customer  
RequiredLock: '1'
```

162.8 *AgentFrontend::Ticket::InlineEditing::Property###DynamicField*

Defines inline editing configuration for the ticket Dynamic Field property.

Default value:

```
---  
PermissionType: rw  
RequiredLock: '0'
```

162.9 *AgentFrontend::Ticket::InlineEditing::Property###Lock*

Defines inline editing configuration for the ticket Lock property.

Default value:

```
---  
PermissionType: rw
```

162.10 *AgentFrontend::Ticket::InlineEditing::Property###Owner*

Defines inline editing configuration for the ticket Owner property.

Default value:

```
---  
PermissionType: owner  
RequiredLock: '0'
```

162.11 *AgentFrontend::Ticket::InlineEditing::Property###Priority*

Defines inline editing configuration for the ticket Priority property.

Default value:

```
---  
PermissionType: priority  
RequiredLock: '1'
```

162.12 *AgentFrontend::Ticket::InlineEditing::Property###Queue*

Defines inline editing configuration for the ticket Queue property.

Default value:

```
---  
PermissionType: queue  
RequiredLock: '1'
```

162.13 *AgentFrontend::Ticket::InlineEditing::Property###Responsible*

Defines inline editing configuration for the ticket Responsible property.

Default value:

```
---  
PermissionType: responsible  
RequiredLock: '0'
```

162.14 *AgentFrontend::Ticket::InlineEditing::Property###Service*

Defines inline editing configuration for the ticket Service/SLA properties.

Default value:

```
---
PermissionType: service
RequiredLock: '1'
```

162.15 *AgentFrontend::Ticket::InlineEditing::Property###State*

Defines inline editing configuration for the ticket State property.

Default value:

```
---
PermissionType: state
RequiredLock: '1'
```

162.16 *AgentFrontend::Ticket::InlineEditing::Property###Type*

Defines inline editing configuration for the ticket Type property.

Default value:

```
---
PermissionType: type
RequiredLock: '1'
```

162.17 *AgentFrontend::Ticket::InlineEditing::Property###Watch*

Defines inline editing configuration for the ticket Watch property.

Default value:

```
---
PermissionType: ro
RequiredLock: '0'
```

162.18 *AgentFrontend::Ticket::PlainView*

Shows a link to see the raw source of an email ticket in plain text.

This setting can not be deactivated.

Default value:

```
0
```

162.19 *AgentFrontend::Ticket::Print###DynamicField*

Dynamic fields displayed in the printed ticket from the ticket detail view.

This setting can not be deactivated.

Default value:

```
--- {}
```

162.20 *AgentFrontend::Ticket::Print###ExpandSort*

Shows the articles sorted normally or in reverse in the printed ticket from the ticket detail view.

This setting can not be deactivated.

Default value:

```
reverse
```

162.21 *AgentFrontend::TicketDetailView###001-Framework*

The default column layout configuration for the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
BusinessObjectType: Ticket
ColumnLayout:
  OneColumn:
    '1':
      - Name: BusinessProcessInformation
      - Name: FormDrafts
      - Name: CommunicationStream
      - Name: Properties
      - Name: People
      - Name: CustomerInformation
      - Name: LinkedObjects::Ticket
      - Name: LinkedObjects::KnowledgeBaseArticle
      - Name: LinkedObjects::CalendarAppointment
      - Name: Attachments
  StripeSidebar:
    - Name: StripePeople
  ThreeColumns:
    '1':
      - Name: CommunicationStream
      - Name: Attachments
    '2':
      - Name: BusinessProcessInformation
      - Name: CustomerInformation
```

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```

- Name: LinkedObjects::KnowledgeBaseArticle
- Name: LinkedObjects::CalendarAppointment
'3':
- Name: FormDrafts
- Name: Properties
- Name: People
- Name: LinkedObjects::Ticket
TwoColumns:
'1':
- Name: BusinessProcessInformation
- Name: CommunicationStream
- Name: Attachments
'2':
- Name: FormDrafts
- Name: Properties
- Name: People
- Name: CustomerInformation
- Name: LinkedObjects::Ticket
- Name: LinkedObjects::KnowledgeBaseArticle
- Name: LinkedObjects::CalendarAppointment
Type: BusinessObjectDetailView

```

162.22 *AgentFrontend::TicketDetailView###100-Custom*

User-defined configuration extensions for the column layouts of the ticket detail view. The individual keys overwrite existing keys.

Default value:

```
--- {}
```

162.23 *AgentFrontend::TicketDetailView::ArticleMeta*

Whether or not to collect meta information from articles using filters configured in `AgentFrontend::TicketDetailView::ArticleMetaFilters`.

Default value:

```
0
```

162.24 *AgentFrontend::TicketDetailView::ArticleMetaFilters###0001-Framework*

Defines a filter to collect CVE numbers from article texts in ticket detail view. The results will be displayed in a meta box next to the article. Fill in “URLPreview” if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one.

Please note that some websites deny being displayed within an iframe (e.g. Google) and thus will not work with the preview mode.

Default value:

```
---
- Active: 0
  Label: CVE Mitre Codes
  Name: CVE Mitre
  RegExp:
  - (CVE|CAN)\-(\d{3,4})\-(\d{2,})
  Target: _blank
  URL: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>--<MATCH2>--
  ↪<MATCH3>
  URLPreview: http://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>--<MATCH2>--
  ↪<MATCH3>
- Active: 0
  Label: CVE Google Codes
  Name: CVE Google Search
  RegExp:
  - (CVE|CAN)\-(\d{3,4})\-(\d{2,})
  Target: _blank
  URL: http://google.com/search?q=<MATCH1>--<MATCH2>--<MATCH3>
  URLPreview: ~
```

162.25 *AgentFrontend::TicketDetailView::ArticleMetaFilters###0002-Custom*

Defines a filter to collect data from article texts in ticket detail view. The results will be displayed in a meta box next to the article. Fill in “URLPreview” if you would like to see a preview when moving your mouse cursor above the link element. This could be the same URL as in URL, but also an alternate one. Please note that some websites deny being displayed within an iframe (e.g. Google) and thus will not work with the preview mode.

This setting is not active by default.

Default value:

```
`AgentFrontend::TicketDetailView::StripeSidebarWidget###StripePeople`
```

Default configuration for the Involved People sidebar widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  IsVisible: 1
Group: []
Type: StripePeople
```

162.26 *AgentFrontend::TicketDetailView::StripeSidebarWidgetType###StripePe*

Default configuration for the Involved People sidebar widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Hidden: 0
  InitialLimit: 10
Module: Kernel::WebApp::Util::BusinessObject::Widget::StripePeople

```

162.27 *AgentFrontend::TicketDetailView::Widget###Attachments*

Default configuration for the Attachments widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Attachments
Group: []
Type: Attachments

```

162.28 *AgentFrontend::TicketDetailView::Widget###BusinessProcessInformati*

Default configuration for the Business Process Information widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Business Process Information
Group: []
Type: BusinessProcessInformation

```

162.29 *AgentFrontend::TicketDetailView::Widget###CommunicationCompact*

Default configuration for the Communication Compact widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Communication Compact
Group: []
Type: CommunicationCompact
```

162.30 *AgentFrontend::TicketDetailView::Widget###CommunicationStream*

Default configuration for the Communication Stream widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Communication Stream
Group: []
Type: CommunicationStream
```

162.31 *AgentFrontend::TicketDetailView::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    ShowPropertyOnEmpty: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
```

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```
Title: Customer Information
Group: []
Type: CustomerInformation
```

162.32 *AgentFrontend::TicketDetailView::Widget###FormDrafts*

Default configuration for the Drafts widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Drafts
Group: []
Type: FormDrafts
```

162.33 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::CalendarAp*

Default configuration for the Linked Appointments widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::CalendarAppointment
    Columns:
      Age:
        IsVisible: 1
      AllDay:
        IsVisible: 1
      ChangeBy:
        IsVisible: 1
      ChangeTime:
        IsVisible: 1
      CreateBy:
        IsVisible: 1
      CreateTime:
        IsVisible: 2
      Description:
        IsVisible: 1
```

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```

EndTime:
  IsVisible: 2
Location:
  IsVisible: 2
StartTime:
  IsVisible: 2
Title:
  IsVisible: 2
SortBy:
  - Column: CreateTime
    Direction: Down
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Linked Appointments
Group: []
Type: LinkedObjects

```

162.34 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::Knowledge*

Default configuration for the Linked Knowledge Base Articles widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    BusinessObjectType: LinkObject::KnowledgeBaseArticle
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Linked Knowledge Base Articles
Group: []
Type: LinkedObjects

```

162.35 *AgentFrontend::TicketDetailView::Widget###LinkedObjects::Ticket*

Default configuration for the Linked Tickets widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:

```

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```

BusinessObjectType: LinkObject::Ticket
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Linked Tickets
Group: []
Type: LinkedObjects

```

162.36 *AgentFrontend::TicketDetailView::Widget###People*

Default configuration for the People widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Active: 1
  Config:
    Collapsed: 0
    Hidden: 0
    Identifier:
      IsVisible: 0
      Name: TicketNumber
    Properties:
      - IsVisible: 1
        Name: ArchiveFlag
      - IsVisible: 1
        Name: Created
      - IsVisible: 1
        Name: CustomerTickets
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Lock
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Watch
      - IsVisible: 1
        Name: EscalationTime
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Priority
      - IsInlineEditable: 0
        IsVisible: 1
        Name: Queue
      - IsInlineEditable: 0
        IsVisible: 1
        Name: State
      - IsInlineEditable: 0
        IsVisible: 1

```

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```

Name: Service
- IsVisible: 2
Name: CreateBy
- IsInlineEditable: 0
IsVisible: 2
Name: Owner
- IsVisible: 1
Name: Process
- IsVisible: 1
Name: ProcessActivity
- IsInlineEditable: 0
IsVisible: 2
Name: Responsible
- IsInlineEditable: 0
IsVisible: 1
Name: Type
- IsVisible: 1
Name: AccountedTime
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: People
Group: []
Type: Properties

```

162.37 *AgentFrontend::TicketDetailView::Widget###Properties*

Default configuration for the Properties widget of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
Active: 1
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Properties
Group: []
Type: Properties

```

162.38 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

Defines the displayed dynamic fields for the ticket detail view in the agent interface.

This setting can not be deactivated.

Default value:

```
--- {}
```

162.39 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

Defines dynamic fields groups for the Process widget. “Key” defines the name of the group. “Value” defines the fields to be displayed. Example: “Key => My Group” , “Content: NameX, NameY” .

This setting can not be deactivated.

Default value:

```
--- {}
```

162.40 *AgentFrontend::TicketDetailView::WidgetType###Attachments*

Default configuration for the Attachments widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```
---
Config:
  ActiveFilters: {}
  BusinessObjectType: TicketAttachment
  Collapsed: 0
  Columns:
    Article:
      IsVisible: 2
    ContentType:
      IsVisible: 2
    CreateTime:
      IsVisible: 2
    Direction:
      IsVisible: 2
    Download:
      IsVisible: 2
    Filename:
      IsVisible: 2
    Filesize:
      IsVisible: 2
    Preview:
      IsVisible: 2
  DefaultColumnOrder:
  - ContentType
  - Filename
  - Filesize
  - CreateTime
  - Direction
  - Article
```

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```

- Preview
- Download
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::Attachments

```

162.41 *AgentFrontend::TicketDetailView::WidgetType###BusinessProcessInformation*

Default configuration for the Business Process Information widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
Module: ↵
↪Kernel::WebApp::Util::BusinessObject::Widget::Ticket::BusinessProcessInformation

```

162.42 *AgentFrontend::TicketDetailView::WidgetType###CommunicationCompact*

Default configuration for the Communication Compact widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  ActiveFilters: {}
  ArticleDynamicFields: []
  ArticleViewType: collapsed
  BusinessObjectType: TicketArticle
  Collapsed: 0
  Columns:
    ArticleProperties:
      IsVisible: 2
    Attachment:
      IsVisible: 2
    Channel:
      IsVisible: 2

```

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```

CreateTime:
  IsVisible: 2
Direction:
  IsVisible: 2
Sender:
  IsVisible: 2
Subject:
  IsVisible: 2
DefaultColumnOrder:
- Direction
- Channel
- Sender
- Subject
- CreateTime
- ArticleProperties
- Attachment
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
Module:
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CommunicationCompact

```

162.43 *AgentFrontend::TicketDetailView::WidgetType###CommunicationStream*

Default configuration for the Communication Stream widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
ActiveFilters: {}
ArticleDynamicFields: []
ArticleViewType: collapsed
BusinessObjectType: TicketArticle
Collapsed: 0
FilterPresets:
  Internal Notes:
    CommunicationChannelID:
      Value: 3
    IsVisibleForCustomer:
      Value: '0'
Hidden: 0
HideAvailableFilters: []

```

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```

ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
Module: ↳
↳Kernel::WebApp::Util::BusinessObject::Widget::Ticket::CommunicationStream

```

162.44 *AgentFrontend::TicketDetailView::WidgetType###FormDrafts*

Default configuration for the Form Drafts widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
ActiveFilters: {}
BusinessObjectType: FormDraft
Collapsed: 0
Columns:
  Delete:
    IsVisible: 2
  Saved:
    IsVisible: 2
  Title:
    IsVisible: 2
  Type:
    IsVisible: 2
DefaultColumnOrder:
- Title
- Saved
- Type
- Delete
FilterPresets: {}
Hidden: 0
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Title
  Direction: Up
Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::FormDrafts

```

162.45 *AgentFrontend::TicketDetailView::WidgetType###LinkedObjects*

Default configuration for the Linked Objects widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Type: BusinessObject
Module: Kernel::WebApp::Util::BusinessObject::Widget::LinkedObjects

```

162.46 *AgentFrontend::TicketDetailView::WidgetType###Properties*

Default configuration for the Properties widget type of the ticket detail view.

This setting can not be deactivated.

Default value:

```

---
Config:
  Collapsed: 0
  Hidden: 0
  Identifier:
    IsVisible: 1
    Name: TicketNumber
  Properties:
  - IsVisible: 1
    Name: ArchiveFlag
  - IsVisible: 2
    Name: Created
  - IsVisible: 1
    Name: CustomerTickets
  - IsInlineEditable: 0
    IsVisible: 2
    Name: Lock
  - IsInlineEditable: 0
    IsVisible: 2
    Name: Watch
  - IsVisible: 2
    Name: EscalationTime
  - IsInlineEditable: 0
    IsVisible: 2
    Name: Priority
  - IsInlineEditable: 0
    IsVisible: 2
    Name: Queue
  - IsInlineEditable: 0
    IsVisible: 2
    Name: State
  - IsInlineEditable: 0
    IsVisible: 1
    Name: Service

```

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```
- IsInlineEditable: 0
  IsVisible: 1
  Name: Owner
- IsVisible: 1
  Name: CreateBy
- IsVisible: 2
  Name: Process
- IsVisible: 2
  Name: ProcessActivity
- IsInlineEditable: 0
  IsVisible: 1
  Name: Responsible
- IsInlineEditable: 0
  IsVisible: 1
  Name: Type
- IsVisible: 2
  Name: AccountedTime
Module: Kernel::WebApp::Util::BusinessObject::Widget::Ticket::Properties
```

Frontend → Agent → View → TicketDetailView → ArticleAction

163.1 *AgentFrontend::TicketArticle::Action###CopyLink*

Registration of the Copy Article Link article action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: View
ClusterPriority: '802'
Component: ArticleCopyLink
Description: Copy direct article link to the clipboard
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::CopyLink
Name: Copy Article Link
Permission: ro
```

163.2 *AgentFrontend::TicketArticle::Action###Forward*

Registration of the Forward article action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Communication
ClusterPriority: '803'
```

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```

Component: ArticleForward
Description: Forward this article
Group: []
GroupRo: []
Icon: email-action-send
IconPriority: '120'
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Forward
Name: Forward
Permission: forward
RequiredLock: '1'
ShowIcon: '1'

```

163.3 *AgentFrontend::TicketArticle::Action###MarkAsImportant*

Registration of the Mark as Important article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Organize
ClusterPriority: '803'
Component: ArticleMarkAsImportant
Description: Mark this article as important
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::MarkAsImportant
Name: Mark as Important

```

163.4 *AgentFrontend::TicketArticle::Action###Plain*

Registration of Plain View article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: View
ClusterPriority: '803'
Component: ArticlePlain
Description: View this article as plain text
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Plain
Name: Plain View
Permission: ro

```

163.5 *AgentFrontend::TicketArticle::Action###Print*

Registration of the Print article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Organize
ClusterPriority: '805'
Component: ArticlePrint
Description: Print this article
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Print
Name: Print

```

163.6 *AgentFrontend::TicketArticle::Action###Redirect*

Registration of the Redirect article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Organize
ClusterPriority: '802'
Component: ArticleRedirect
Description: Redirect this article
Group: []
GroupRo: []
Icon: ''
IconPriority: ''
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Redirect
Name: Redirect
Permission: redirect
RequiredLock: '1'
ShowIcon: '0'

```

163.7 *AgentFrontend::TicketArticle::Action###Reply*

Registration of the Reply article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '801'
Component: ArticleReply
Description: Reply this article
Group: []
GroupRo: []
Icon: email-action-reply-1
IconPriority: '100'
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Reply
Name: Reply
Permission: compose
RequiredLock: '1'
ShowIcon: '1'

```

163.8 *AgentFrontend::TicketArticle::Action###ReplyAll*

Registration of the Reply to All article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '802'
Component: ArticleReplyAll
Description: Reply this article to all recipients
Group: []
GroupRo: []
Icon: email-action-reply-all-1
IconPriority: '110'
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Reply
Name: Reply to All
Permission: compose
RequiredLock: '1'
ShowIcon: '1'

```

163.9 *AgentFrontend::TicketArticle::Action###ReplyToNote*

Registration of the Reply to Note article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '800'
Component: ArticleReplyToNote

```

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```

Description: Reply to this note
Group: []
GroupRo: []
Icon: email-action-reply
IconPriority: '100'
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::ReplyToNote
Name: Reply to Note
Permission: note
RequiredLock: '0'
ShowIcon: '1'

```

163.10 *AgentFrontend::TicketArticle::Action###ReplyViaSms*

Registration of the Reply via SMS article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '803'
Component: ArticleReplyViaSMS
Description: Reply this article via SMS
Group: []
GroupRo: []
Icon: ''
IconPriority: ''
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::ReplyViaSms
Name: Reply via SMS
Permission: compose
RequiredLock: '1'
ShowIcon: '0'

```

163.11 *AgentFrontend::TicketArticle::Action###Split*

Registration of the Split article action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Organize
ClusterPriority: '804'
Component: ArticleSplit
Description: Split this article
Group: []

```

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```
GroupRo: []
Icon: ''
IconPriority: ''
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::Split
Name: Split
Permission: compose
RequiredLock: '0'
ShowIcon: '0'
```

163.12 *AgentFrontend::TicketArticle::Action###UnmarkAsImportant*

Registration of the Unmark as Important article action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '804'
Component: ArticleUnmarkAsImportant
Description: Unmark this article as important
Group: []
GroupRo: []
Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::Article::UnmarkAsImportant
Name: Unmark as Important
```

Frontend → Agent → View → TicketDetailView → TicketAction

164.1 *AgentFrontend::Ticket::Action###Appointment*

Registration of the New Appointment ticket action.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '800'
Component: TicketCustomURL
Description: Create a new calendar appointment linked to this ticket
Group: []
GroupRo: []
Link: /calendar?TriggerAction=Calendar::AddAppointment&JSON_TicketPlugin=[[%L
↳Data.TicketID
%]]
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: New Appointment
Permission: ''
RequiredLock: '0'
Target: ''
```

164.2 *AgentFrontend::Ticket::Action###Close*

Registration of the Close ticket action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '900'
Component: TicketClose
Description: Close this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Close
Name: Close
Permission: close
RequiredLock: '1'
```

164.3 *AgentFrontend::Ticket::Action###Customer*

Registration of the Customer ticket action.

Default value:

```
---
ClusterName: People
ClusterPriority: '200'
Component: TicketCustomer
Description: Change the customer for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Customer
Name: Customer
Permission: customer
RequiredLock: '0'
```

164.4 *AgentFrontend::Ticket::Action###Delete*

Registration of the Delete ticket action (replace “QueueID” parameter in “Link” with the desired queue).

This setting is not active by default.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '900'
Component: TicketCustomURL
Description: Delete this ticket
Group: []
GroupRo: []
Link: /ticket/[% Data.TicketID %]?TriggerAction=Ticket::TicketMove&
↳QueueID=9999&SubmitForm=1
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: Delete
Permission: ''
```

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```
RequiredLock: '1'
Target: ''
```

164.5 *AgentFrontend::Ticket::Action###EmailOutbound*

Registration of the Email Outbound ticket action.

Default value:

```
---
ClusterName: Communication
ClusterPriority: '400'
Component: TicketEmailOutbound
Description: Send new outgoing mail from this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::EmailOutbound
Name: Email Outbound
Permission: compose
RequiredLock: '1'
```

164.6 *AgentFrontend::Ticket::Action###ExternalLink*

Registration of the External Link ticket action.

This setting is not active by default.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '920'
Component: TicketCustomURL
Description: Open an external link
Group: []
GroupRo: []
Link: http://external-application.test/app/index.php?TicketID=[% Data.
↳TicketID %]&QueueID=[%
  Data.QueueID %]
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: External Link
Permission: ''
RequiredLock: '0'
Target: _blank
```

164.7 *AgentFrontend::Ticket::Action###FreeText*

Registration of the Free Fields ticket action.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '400'
Component: TicketFreeText
Description: Change free fields of a ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::FreeText
Name: Free Fields
Permission: rw
RequiredLock: '0'
```

164.8 *AgentFrontend::Ticket::Action###Junk*

Registration of the Junk ticket action (replace “QueueID” parameter in “Link” with the desired queue).

This setting is not active by default.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '910'
Component: TicketCustomURL
Description: Mark this ticket as junk
Group: []
GroupRo: []
Link: /ticket/[% Data.TicketID %]?TriggerAction=Ticket::TicketMove&
↳QueueID=9999&SubmitForm=1
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::CustomURL
Name: Junk
Permission: ''
RequiredLock: '1'
Target: ''
```

164.9 *AgentFrontend::Ticket::Action###Link*

Registration of the Link ticket action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '900'
Component: Link
Description: Shows the link action for this ticket
Group: []
```

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```

GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Link
Name: Link
Permission: ''
RequiredLock: ''

```

164.10 *AgentFrontend::Ticket::Action###Lock*

Registration of the Lock ticket action.

Default value:

```

---
ClusterName: Miscellaneous
ClusterPriority: '100'
Component: TicketLock
Description: Lock it to work on it
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Lock
Name: Lock
Permission: ''
RequiredLock: '0'

```

164.11 *AgentFrontend::Ticket::Action###Merge*

Registration of the Merge ticket action.

Default value:

```

---
ClusterName: Miscellaneous
ClusterPriority: '400'
Component: TicketMerge
Description: Merge this ticket and all articles into another ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Merge
Name: Merge
Permission: rw
RequiredLock: '1'

```

164.12 *AgentFrontend::Ticket::Action###Move*

Registration of the Move ticket action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '900'
Component: TicketMove
Description: Change the queue for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Move
Name: Move
Permission: move_into
RequiredLock: '1'
```

164.13 *AgentFrontend::Ticket::Action###Note*

Registration of the Note ticket action.

Default value:

```
---
ClusterName: Communication
ClusterPriority: '100'
Component: TicketNote
Description: Add a note to this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Note
Name: Note
Permission: note
RequiredLock: '0'
```

164.14 *AgentFrontend::Ticket::Action###Owner*

Registration of the Owner ticket action.

Default value:

```
---
ClusterName: People
ClusterPriority: '100'
Component: TicketOwner
Description: Change the owner of a ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Owner
Name: Owner
Permission: owner
RequiredLock: '0'
```

164.15 *AgentFrontend::Ticket::Action###Pending*

Registration of the Pending ticket action.

This setting can not be deactivated.

Default value:

```
---
ClusterName: Organize
ClusterPriority: '900'
Component: TicketPending
Description: Change the ticket to a pending state
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Pending
Name: Pending
Permission: pending
RequiredLock: '1'
```

164.16 *AgentFrontend::Ticket::Action###PhoneCallInbound*

Registration of the Phone Call Inbound ticket action.

Default value:

```
---
ClusterName: Communication
ClusterPriority: '300'
Component: TicketPhoneCallInbound
Description: Add an inbound phone call to this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::PhoneCallInbound
Name: Phone Call Inbound
Permission: phone
RequiredLock: '0'
```

164.17 *AgentFrontend::Ticket::Action###PhoneCallOutbound*

Registration of the Phone Call Outbound ticket action.

Default value:

```
---
ClusterName: Communication
ClusterPriority: '200'
Component: TicketPhoneCallOutbound
Description: Add an outbound phone call to this ticket
Group: []
GroupRo: []
```

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```

Module:↳
↳Kernel::WebApp::Util::BusinessObject::Action::Ticket::PhoneCallOutbound
Name: Phone Call Outbound
Permission: phone
RequiredLock: '1'

```

164.18 *AgentFrontend::Ticket::Action###Print*

Registration of the Print ticket action.

Default value:

```

---
ClusterName: Miscellaneous
ClusterPriority: '400'
Component: TicketPrint
Description: Print this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Print
Name: Print
Permission: ''
RequiredLock: '0'

```

164.19 *AgentFrontend::Ticket::Action###Priority*

Registration of the Priority ticket action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Organize
ClusterPriority: '900'
Component: TicketPriority
Description: Change the priority for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Priority
Name: Priority
Permission: priority
RequiredLock: '1'

```

164.20 *AgentFrontend::Ticket::Action###Responsible*

Registration of the Responsible ticket action.

Default value:


```

---
ClusterName: People
ClusterPriority: '100'
Component: TicketResponsible
Description: Change the responsible of a ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Responsible
Name: Responsible
Permission: responsible
RequiredLock: '0'

```

164.21 *AgentFrontend::Ticket::Action###SmsOutbound*

Registration of the SMS Outbound ticket action.

Default value:

```

---
ClusterName: Communication
ClusterPriority: '400'
Component: TicketSmsOutbound
Description: Create new outbound SMS from this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::SmsOutbound
Name: SMS Outbound
Permission: compose
RequiredLock: '1'

```

164.22 *AgentFrontend::Ticket::Action###TicketHistory*

Registration of the History ticket action.

This setting can not be deactivated.

Default value:

```

---
ClusterName: Views
ClusterPriority: '800'
Component: TicketHistory
Description: Shows the history for this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::History
Name: History
Permission: ''
RequiredLock: ''

```

164.23 *AgentFrontend::Ticket::Action###Unlock*

Registration of the Unlock ticket action.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '101'
Component: TicketUnlock
Description: Unlock to give it back to the queue
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Unlock
Name: Unlock
Permission: ''
RequiredLock: '1'
```

164.24 *AgentFrontend::Ticket::Action###Unwatch*

Registration of the Unwatch ticket action.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '400'
Component: TicketUnwatch
Description: Unwatch this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Unwatch
Name: Unwatch
Permission: ''
RequiredLock: '0'
```

164.25 *AgentFrontend::Ticket::Action###Watch*

Registration of the Watch ticket action.

Default value:

```
---
ClusterName: Miscellaneous
ClusterPriority: '400'
Component: TicketWatch
Description: Watch this ticket
Group: []
GroupRo: []
Module: Kernel::WebApp::Util::BusinessObject::Action::Ticket::Watch
```

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```
Name: Watch
Permission: ''
RequiredLock: '0'
```

164.26 *AgentFrontend::Ticket::Action::Pending###FormDraft*

Allows to save the current work in the Set Pending Time ticket action as draft.

Default value:

```
1
```

164.27 *Forms###AgentFrontend::Ticket::Action::Close*

Configurable form for the Close Ticket ticket action.

This setting can not be deactivated.

Default value:

```
---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - closed
    Default: 2
    Name: StateID
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
```

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```

Label: Write Message
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%%Close'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.28 Forms###AgentFrontend::Ticket::Action::EmailOutbound

Configurable form for the Create Outbound Email ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
    Default: 4
    Name: StateID
  - Name: PendingDate
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
  - Name: To
    Required: 1
  - Name: Cc
  - Name: Bcc
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: EmailSecurity
  - Name: AccountedTime
  - ColumnLayout: 2
  Fields:

```

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```

- Default: 0
  Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: EmailAgent
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

164.29 *Forms###AgentFrontend::Ticket::Action::FreeText*

Configurable form for the Change Free Fields ticket action.

This setting can not be deactivated.

Default value:

```

----
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: Title
  - Name: TypeID
  - Name: ServiceID
  - Name: SLAID
  - Default: 0
    Hidden: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: Subject
  - Name: StandardTemplateID
  - Name: Body
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
Hidden: 1

```

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```

Name: HistoryType
- Default: '%%FreeText'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

164.30 Forms###AgentFrontend::Ticket::Action::Merge

Configurable form for the Merge ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Default: 0
    Name: AddMessage
    Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
  - Name: To
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: Merged
Hidden: 1
Name: HistoryType
- Default: '%%Merge'
Hidden: 1
Name: HistoryComment
- Default: agent

```

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```
Hidden: 1
Name: SenderType
```

164.31 *Forms###AgentFrontend::Ticket::Action::Move*

Configurable form for the Change Queue ticket action.

This setting can not be deactivated.

Default value:

```
---
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: QueueID
    Required: 1
  - Name: OwnerID
  - Config:
    StateType:
    - open
    - closed
    Name: StateID
  - Name: PendingDate
  - Default: 0
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Note'
  Hidden: 1
  Name: HistoryComment
```

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```

- Default: agent
  Hidden: 1
  Name: SenderType

```

164.32 *Forms###AgentFrontend::Ticket::Action::Note*

Configurable form for the Add Note ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields: []
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Note'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.33 *Forms###AgentFrontend::Ticket::Action::Owner*

Configurable form for the Change Owner ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: OwnerID
    Required: 1
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:
    - Default: 0
      Name: IsVisibleForCustomer
  - ColumnLayout: 2
    Fields:
    - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Owner'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.34 *Forms###AgentFrontend::Ticket::Action::Pending*

Configurable form for the Set Pending Time ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:

```

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```

    StateType:
      - pending reminder
      - pending auto
    Default: 6
    Name: StateID
    Required: 1
  - Name: PendingDate
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
    - Name: StandardTemplateID
    - Name: Subject
      Required: 1
    - Name: Body
      Required: 1
    - Name: Attachments
    - Name: RelevantKnowledge
    - Name: AccountedTime
    - ColumnLayout: 2
      Fields:
        - Default: 0
          Name: IsVisibleForCustomer
    - ColumnLayout: 2
      Fields:
        - Name: MarkAsImportant
  Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Pending'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.35 Forms###AgentFrontend::Ticket::Action::PhoneCallInbound

Configurable form for the Add Inbound Phone Call ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
    - Config:

```

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```

StateType:
  - open
  - pending auto
  - pending reminder
  - closed
Default: 4
Name: StateID
- Name: PendingDate
Label: Properties
- Collapsible: 1
Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - Default: 1
    Hidden: 1
    Name: IsVisibleForCustomer
  - Name: MarkAsImportant
Label: Write Article
- Default: PhoneCallCustomer
  Hidden: 1
  Name: HistoryType
- Default: '%%%'
  Hidden: 1
  Name: HistoryComment
- Default: customer
  Hidden: 1
  Name: SenderType

```

164.36 Forms###AgentFrontend::Ticket::Action::PhoneCallOutbound

Configurable form for the Add Outbound Phone Call ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
Fields:
  - Config:
    StateType:
      - open
      - pending auto
      - pending reminder

```

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```

    - closed
    Default: 2
    Name: StateID
  - Name: PendingDate
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - Default: 1
    Hidden: 1
    Name: IsVisibleForCustomer
  - Name: MarkAsImportant
  Label: Write Article
- Default: PhoneCallAgent
  Hidden: 1
  Name: HistoryType
- Default: '%%%'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.37 Forms###AgentFrontend::Ticket::Action::Priority

Configurable form for the Change Priority ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Default: 3
    Name: PriorityID
    Required: 1
  - Default: 1
    Name: AddMessage
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID

```

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```

- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 0
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddNote
Hidden: 1
Name: HistoryType
- Default: '%%Priority'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

164.38 *Forms###AgentFrontend::Ticket::Action::Responsible*

Configurable form for the Change Responsible ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: Title
    Required: 1
  - Name: ResponsibleID
    Required: 1
  - Default: 1
    Name: AddMessage
Label: Properties
- Collapsible: 1
  Fields:
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1

```

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```

- Name: Attachments
- Name: RelevantKnowledge
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 0
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddNote
Hidden: 1
Name: HistoryType
- Default: '%Responsible'
Hidden: 1
Name: HistoryComment
- Default: agent
Hidden: 1
Name: SenderType

```

164.39 Forms###AgentFrontend::Ticket::Action::SmsOutbound

Configurable form for the Create Outbound SMS ticket action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - pending auto
    - pending reminder
    - closed
    Default: 4
    Name: StateID
  - Name: PendingDate
Label: Properties
- Collapsible: 1
  Fields:
  - Name: Sender
  - Name: To
    Required: 1
  - Name: StandardTemplateID
  - Name: Body
  - Name: FlashMessage

```

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```

- Name: RelevantKnowledge
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Article
- Default: AddSMS
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

164.40 *Forms###AgentFrontend::TicketArticle::Action::Forward*

Configurable form for the Forward Article article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
    Default: 2
    Name: StateID
    Required: 1
  - Name: PendingDate
Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
    Required: 1
  - Name: To
    Required: 1
  - Name: Cc
  - Name: Bcc
  - Name: StandardTemplateID
  - Name: Subject
    Required: 1

```

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```

- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: EmailSecurity
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: Forward
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

164.41 *Forms###AgentFrontend::TicketArticle::Action::Redirect*

Configurable form for the Redirect article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
Fields:
- Label: Redirect to
  Name: RedirectTo
  Required: 1
- Config:
  StateType:
  - open
  - closed
  Default: 2
  Name: StateID
  Required: 1
- Default: 1
  Label: Inform Original Sender
  Name: AddMessage
Label: Properties
- Collapsible: 1
Fields:
- Name: From
  Required: 1

```

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```

- Name: To
  Required: 1
- Name: Subject
  Required: 1
- Default: Your email with ticket number "<OTRS_TICKET>" was
→redirected to
  "<OTRS_REDIRECT_TO>". Contact this address for further
→information.
  Name: Body
  Required: 1
  Label: Write Message
- Default: Bounce
  Hidden: 1
  Name: HistoryType
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.42 Forms###AgentFrontend::TicketArticle::Action::Reply

Configurable form for the Reply article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
    Default: 4
    Name: StateID
    Required: 1
  - Name: PendingDate
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
    Required: 1
  - Name: To
    Required: 1
  - Name: Cc
  - Name: Bcc
  - Name: StandardTemplateID
  - Name: Subject

```

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```

Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: EmailSecurity
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: SendAnswer
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

164.43 *Forms###AgentFrontend::TicketArticle::Action::ReplyAll*

Configurable form for the Reply to All article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
    Default: 4
    Name: StateID
    Required: 1
  - Name: PendingDate
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: From
    Required: 1
  - Name: To
    Required: 1

```

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```

- Name: Cc
- Name: Bcc
- Name: StandardTemplateID
- Name: Subject
  Required: 1
- Name: Body
  Required: 1
- Name: Attachments
- Name: RelevantKnowledge
- Name: EmailSecurity
- Name: AccountedTime
- ColumnLayout: 2
  Fields:
  - Default: 1
    Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: SendAnswer
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

164.44 *Forms###AgentFrontend::TicketArticle::Action::ReplyToNote*

Configurable form for the Reply to Note article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Name: AutoInvolvedAgents
- Collapsible: 1
  Fields: []
  Label: Properties
- Collapsible: 1
  Fields:
  - Name: Subject
    Required: 1
  - Name: Body
    Required: 1
  - Name: Attachments
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2
    Fields:

```

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```

- Default: 0
  Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
    Label: Write Article
- Default: AddNote
  Hidden: 1
  Name: HistoryType
- Default: '%Note'
  Hidden: 1
  Name: HistoryComment
- Default: agent
  Hidden: 1
  Name: SenderType

```

164.45 *Forms###AgentFrontend::TicketArticle::Action::ReplyViaSms*

Configurable form for the Reply via SMS article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Config:
    StateType:
    - open
    - closed
    - pending auto
    - pending reminder
    Default: 4
    Name: StateID
    Required: 1
  - Name: PendingDate
    Label: Properties
- Collapsible: 1
  Fields:
  - Name: Sender
  - Name: To
    Required: 1
  - Name: StandardTemplateID
  - Name: Body
    Required: 1
  - Name: FlashMessage
  - Name: RelevantKnowledge
  - Name: AccountedTime
  - ColumnLayout: 2

```

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```

Fields:
- Default: 1
  Name: IsVisibleForCustomer
- ColumnLayout: 2
  Fields:
  - Name: MarkAsImportant
Label: Write Message
- Default: AddSMS
Hidden: 1
Name: HistoryType
- Default: agent
Hidden: 1
Name: SenderType

```

164.46 *Forms###AgentFrontend::TicketArticle::Action::Split*

Configurable form for the Split article action.

This setting can not be deactivated.

Default value:

```

---
- Name: Messages
- Collapsible: 1
  Fields:
  - Name: Target
    Required: 1
  - Name: LinkAs
    Required: 1
  - Name: ProcessID
    Required: 1
Label: Properties

```

Frontend → Agent → View → TicketDetailView → TicketAction → Close

165.1 AgentFrontend::Ticket::Action::Close###FormDraft

Allows to save the current work in the Close Ticket ticket action as draft.

Default value:

1

Frontend → *Agent* → *View* → *TicketDetailView* → *TicketAction* → *Move*

166.1 *AgentFrontend::Ticket::Action::Move###FormDraft*

Allows to save the current work in the Change Queue ticket action as draft.

Default value:

166.2 *AgentFrontend::Ticket::RedirectAfterMove*

If this setting is active, a redirect will occur. If a navigation context is available, the redirect points to the source business object list. Without a navigation context, it tries to redirect to the “Home” component at first and to the dashboard as a fallback.

This setting can not be deactivated.

Default value:

Frontend → *Agent* → *View* → *TicketDetailView* → *TicketAction* → *Priority*

167.1 AgentFrontend::Ticket::Action::Priority###FormDraft

Allows to save the current work in the Change Priority ticket action as draft.

Default value:

Frontend → Agent → View → TicketEmailNew

168.1 AgentFrontend::SelectFromAllCustomerIDs

Controls if the agent can select from all customer IDs in case that the customer ID field is changeable (this is configurable in the form configuration).

This setting can not be deactivated.

Default value:

Frontend → Agent → View → TicketEmailOutbound

169.1 AgentFrontend::Ticket::Action::EmailOutbound###FormDraft

Allows to save the current work in the Create Outbound Email ticket action as draft.

Default value:

1

Frontend → Agent → View → TicketFreeText

170.1 AgentFrontend::Ticket::Action::FreeText###FormDraft

Allows to save the current work in the Change Free Fields ticket action as draft.

Default value:

Frontend → Agent → View → TicketHistory

171.1 AgentFrontend::Ticket::HistoryOrder

Shows the ticket history (reverse ordered) in the agent interface.

This setting can not be deactivated.

Default value:

```
normal
```

171.2 AgentFrontend::Ticket::HistoryTypes###000-Framework

Controls how to display the ticket history entries as readable values.

This setting can not be deactivated.

Default value:

```
---
AddNote: Added note (%s).
ArchiveFlagUpdate: Changed archive state to "%s".
Bounce: Bounced to "%s".
CustomerUpdate: Changed customer to "%s".
EmailAgent: Sent email to customer.
EmailCustomer: Added email. %s
EmailResend: Resent email to "%s".
EscalationResponseTimeNotifyBefore: Notified about response time escalation.
EscalationResponseTimeStart: Started response time escalation.
EscalationResponseTimeStop: Stopped response time escalation.
EscalationSolutionTimeNotifyBefore: Notified about solution time escalation.
EscalationSolutionTimeStart: Started solution time escalation.
```

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```

EscalationSolutionTimeStop: Stopped solution time escalation.
EscalationUpdateTimeNotifyBefore: Notified about update time escalation.
EscalationUpdateTimeStart: Started update time escalation.
EscalationUpdateTimeStop: Stopped update time escalation.
FollowUp: Added follow-up to ticket [%s]. %s
Forward: Forwarded to "%s".
Lock: Locked ticket.
LoopProtection: 'Loop protection: no auto-response sent to "%s".'
Merged: Merged Ticket (%s/%s) to (%s/%s).
Misc: '%s'
Move: Changed queue to "%s" (%s) from "%s" (%s).
NewTicket: Created ticket [%s] in "%s" with priority "%s" and state "%s".
OwnerUpdate: Changed owner to "%s" (%s).
PhoneCallAgent: Added phone call to customer.
PhoneCallCustomer: Added phone call from customer.
PriorityUpdate: Changed priority from "%s" (%s) to "%s" (%s).
Remove: '%s'
ResponsibleUpdate: Changed responsible to "%s" (%s).
SLAUpdate: Changed SLA to "%s" (%s).
SendAgentNotification: Sent "%s" notification to "%s" via "%s".
SendAnswer: Sent email to "%s".
SendAutoFollowUp: Sent auto follow-up to "%s".
SendAutoReject: Sent auto reject to "%s".
SendAutoReply: Sent auto reply to "%s".
SendCustomerNotification: Sent notification to "%s".
ServiceUpdate: Changed service to "%s" (%s).
SetPendingTime: Changed pending time to "%s".
StateUpdate: Changed state from "%s" to "%s".
Subscribe: Added subscription for user "%s".
SystemRequest: Added system request (%s).
TicketDynamicFieldUpdate: Changed dynamic field %s from "%s" to "%s".
TicketLinkAdd: Added link to ticket "%s".
TicketLinkDelete: Deleted link to ticket "%s".
TimeAccounting: Added %s time unit(s), for a total of %s time unit(s).
TitleUpdate: Changed title from "%s" to "%s".
TypeUpdate: Changed type from "%s" (%s) to "%s" (%s).
Unlock: Unlocked ticket.
Unsubscribe: Removed subscription for user "%s".
WebRequestCustomer: Added web request from customer.

```

171.3 AgentFrontend::Ticket::HistoryTypes###001-Framework

Controls how to display the ticket history entries as readable values.

This setting can not be deactivated.

Default value:

```

---
AddSMS: Added SMS for "%s".

```

Frontend → Agent → View → TicketList

172.1 AgentFrontend::TicketList::ArticlePreview###DefaultConfig

Default configuration for the ticket list article preview.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters: {}
ArticleDynamicFields: []
ArticleViewType: collapsed
BusinessObjectType: TicketArticle
HideAvailableFilters: []
ItemsPerPage: 5
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
```

172.2 AgentFrontend::TicketList::Closed###DefaultConfig

Default ticket list configuration for the Recently Closed Tickets static type.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters:
  StateType:
    Value: Closed
  TicketClose_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
```

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```

    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible

```

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```

- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Recently Closed Tickets
SortBy:
- Column: Changed
  Direction: Down
Type: BusinessObject

```

172.3 *AgentFrontend::TicketList::Created###DefaultConfig*

Default ticket list configuration for the Recently Created Tickets static type.

This setting can not be deactivated.

Default value:

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1

```

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```
Created:
  IsVisible: 2
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 2
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
```

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```
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
```

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```

ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
Limit: 1000
ScreenTitle: Recently Created Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.4 AgentFrontend::TicketList::Custom1###DefaultConfig

Default ticket list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1

```

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```
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
```

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```

- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.5 AgentFrontend::TicketList::Custom2###DefaultConfig

Default ticket list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:

```

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```
  IsVisible: 1
Changed:
  IsVisible: 1
Created:
  IsVisible: 2
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 2
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
```

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```
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

172.6 *AgentFrontend::TicketList::Custom3###DefaultConfig*

Default ticket list configuration for the custom static type.

This setting is not active by default.

Default value:

```
---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
```

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```
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
```

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```

- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.7 AgentFrontend::TicketList::Custom4###DefaultConfig

Default ticket list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:

```

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```
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
```

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```

- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.8 *AgentFrontend::TicketList::Custom5###DefaultConfig*

Default ticket list configuration for the custom static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters

```

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```
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
```

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```
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
```

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```

SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.9 AgentFrontend::TicketList::Escalations###DefaultConfig

Default ticket list configuration for the Escalated Tickets static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters:
  TicketEscalation_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:

```

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```
    IsVisible: 2
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
```

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```

- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Escalated Tickets
SortBy:
- Column: EscalationTime
  Direction: Down
Type: BusinessObject

```

172.10 AgentFrontend::TicketList::Legacyescalations###DefaultConfig

Default ticket list configuration for the Escalated Tickets static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters:
  StateType:
    Value: Open

```

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```
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
```

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```
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
```

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```

Escalated:
  TicketEscalation_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
Escalates within the next day:
  TicketEscalation_DateTimeRelative:
    Value:
      Format: day
      Point: 1
      Start: Next
Escalates within the next month:
  TicketEscalation_DateTimeRelative:
    Value:
      Format: month
      Point: 1
      Start: Next
Escalates within the next week:
  TicketEscalation_DateTimeRelative:
    Value:
      Format: week
      Point: 1
      Start: Next
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Escalated
Limit: 1000
ScreenTitle: Escalated Tickets
SortBy:
- Column: EscalationTime
  Direction: Down
Type: BusinessObject

```

172.11 *AgentFrontend::TicketList::Legacylocked###DefaultConfig*

Default ticket list configuration for the My Locked Tickets static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters:
  AgentOwner:
    Value: 1
  LockIDs:
    Value:
      - 2
      - 3
AllowGETConfig:

```

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```

- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1

```

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```
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  New:
```

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```

AgentTicketFlagSeen:
  Value: 1
Reached:
  StateType:
    Value:
      - pending reminder
TicketPending_DateTimeRelative:
  Value:
    Format: minute
    Point: 1
    Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Locked Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.12 AgentFrontend::TicketList::Legacyqueues###DefaultConfig

Default ticket list configuration for the Tickets in My Queues static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters:
  AgentQueues:
    Value: 1
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:

```

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```
    IsVisible: 2
Created:
    IsVisible: 2
CustomerCompanyName:
    IsVisible: 1
CustomerID:
    IsVisible: 2
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
```

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```
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets in My Queues
SortBy:
```

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```

- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.13 *AgentFrontend::TicketList::Legacyresponsible###DefaultConfig*

Default ticket list configuration for the My Responsible Tickets static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters:
  AgentResponsible:
    Value: 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 2
  EscalationUpdateTime:

```

(continues on next page)

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```

    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime

```

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```
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  New:
    AgentTicketFlagSeen:
      Value: 1
  Reached:
    StateType:
      Value:
        - pending reminder
    TicketPending_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Responsible Tickets
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject
```

172.14 *AgentFrontend::TicketList::LegacyService###DefaultConfig*

Default ticket list configuration for the Tickets in My Services static type.

This setting is not active by default.

Default value:

```
---
ActiveFilters:
  AgentServices:
    Value: 1
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
```

(continues on next page)

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```
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
```

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```

- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets in My Services
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.15 AgentFrontend::TicketList::Legacystatus###DefaultConfig

Default ticket list configuration for the Tickets Status View static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2

```

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```
Created:
  IsVisible: 2
CustomerCompanyName:
  IsVisible: 1
CustomerID:
  IsVisible: 2
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
```

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```

    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Closed and Locked:
    LockIDs:
      Value:
        - 2
    StateType:
      Value: Closed
  Closed and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Closed
  Open and Locked:
    LockIDs:
      Value:

```

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```

    - 2
    StateType:
      Value: Open
  Open and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Open
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Open and Unlocked
Limit: 1000
ScreenTitle: Tickets Status View
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.16 AgentFrontend::TicketList::Legacywatcher###DefaultConfig

Default ticket list configuration for the My Watched Tickets static type.

This setting is not active by default.

Default value:

```

---
ActiveFilters:
  AgentWatcher:
    Value: 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
CustomerCompanyName:

```

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```
    IsVisible: 1
CustomerID:
    IsVisible: 2
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 2
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
```

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```
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  New:
    AgentTicketFlagSeen:
      Value: 1
  Reached:
    StateType:
      Value:
        - pending reminder
    TicketPending_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: After
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: New
Limit: 1000
ScreenTitle: My Watched Tickets
SortBy:
```

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```

- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.17 AgentFrontend::TicketList::Queues###DefaultConfig

Default ticket list configuration for the Tickets in My Queues static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters:
  AgentQueues:
    Value: 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:

```

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```
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
```

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```

- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets in My Queues
SortBy:
- Column: Priority
  Direction: Down
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.18 *AgentFrontend::TicketList::Reminders###DefaultConfig*

Default ticket list configuration for the Tickets with Reached Reminders static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters:
  TicketPending_DateTimeRelative:
    Value:

```

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```
    Format: minute
    Point: 1
    Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 2
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
```

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```
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
```

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```

- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Tickets with Reached Reminders
SortBy:
- Column: PendingTime
  Direction: Down
Type: BusinessObject

```

172.19 AgentFrontend::TicketList::Static###DefaultConfig

Default ticket list configuration for the default static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 0
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:

```

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```
    IsVisible: 2
CustomerName:
    IsVisible: 1
CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
EscalationResponseTime:
    IsVisible: 1
EscalationSolutionTime:
    IsVisible: 1
EscalationTime:
    IsVisible: 1
EscalationUpdateTime:
    IsVisible: 1
LivePeople:
    IsVisible: 2
Lock:
    IsInlineEditable: 0
    IsVisible: 2
Owner:
    IsInlineEditable: 0
    IsVisible: 2
PendingTime:
    IsVisible: 1
Priority:
    IsInlineEditable: 0
    IsVisible: 2
Queue:
    IsInlineEditable: 0
    IsVisible: 2
Responsible:
    IsInlineEditable: 0
    IsVisible: 1
SLA:
    IsInlineEditable: 0
    IsVisible: 1
Sender:
    IsVisible: 2
Service:
    IsInlineEditable: 0
    IsVisible: 1
State:
    IsInlineEditable: 0
    IsVisible: 2
Subject:
    IsVisible: 1
TicketNumber:
    IsVisible: 1
Title:
    IsVisible: 2
Type:
    IsInlineEditable: 0
```

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```

    IsVisible: 1
  Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.20 AgentFrontend::TicketList::Unlocked###DefaultConfig

Default ticket list configuration for the Unlocked Tickets static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters:
  LockIDs:

```

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```
Value:
  - 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1
  EscalationTime:
    IsVisible: 1
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2
  PendingTime:
    IsVisible: 1
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
```

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```
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
```

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```

- Watch
FilterPresets:
  Closed:
    StateType:
      Value: Closed
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
Limit: 1000
ScreenTitle: Unlocked Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.21 *AgentFrontend::TicketList::Unresolved###DefaultConfig*

Default ticket list configuration for the Unresolved Tickets static type.

This setting can not be deactivated.

Default value:

```

---
ActiveFilters:
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:
    IsVisible: 1
  Created:
    IsVisible: 2
  CustomerCompanyName:
    IsVisible: 1
  CustomerID:
    IsVisible: 2

```

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```
CustomerName:
  IsVisible: 1
CustomerUserID:
  IsInlineEditable: 0
  IsVisible: 1
EscalationResponseTime:
  IsVisible: 1
EscalationSolutionTime:
  IsVisible: 1
EscalationTime:
  IsVisible: 1
EscalationUpdateTime:
  IsVisible: 1
LivePeople:
  IsVisible: 2
Lock:
  IsInlineEditable: 0
  IsVisible: 2
Owner:
  IsInlineEditable: 0
  IsVisible: 2
PendingTime:
  IsVisible: 1
Priority:
  IsInlineEditable: 0
  IsVisible: 2
Queue:
  IsInlineEditable: 0
  IsVisible: 2
Responsible:
  IsInlineEditable: 0
  IsVisible: 1
SLA:
  IsInlineEditable: 0
  IsVisible: 1
Sender:
  IsVisible: 2
Service:
  IsInlineEditable: 0
  IsVisible: 1
State:
  IsInlineEditable: 0
  IsVisible: 2
Subject:
  IsVisible: 1
TicketNumber:
  IsVisible: 1
Title:
  IsVisible: 2
Type:
  IsInlineEditable: 0
  IsVisible: 1
```

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```
Watch:
  IsVisible: 2
DefaultColumnOrder:
- LivePeople
- TicketNumber
- Title
- Priority
- Created
- Age
- Changed
- State
- PendingTime
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
- Responsible
- CustomerID
- CustomerCompanyName
- CustomerName
- CustomerUserID
- Type
- Service
- SLA
- Watch
FilterPresets:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
      Value:
        - 1
HideAvailableFilters: []
ItemsPerPage: 25
LastUsedFilterPreset: Unlocked
Limit: 1000
ScreenTitle: Unresolved Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

Frontend → Agent → View → TicketList → Bulk

173.1 *AgentFrontend::Ticket::BulkFeature::Attributes###DynamicField*

Dynamic fields displayed in the bulk action of the ticket list.

Default value:

173.2 *AgentFrontend::Ticket::BulkFeature::Attributes###IsVisibleForCustomer*

Defines whether the note in the bulk action of the ticket list is visible to the customer user by default.

Default value:

173.3 *AgentFrontend::Ticket::BulkFeature::Attributes###Owner*

Defines whether the ticket owner can be selected in the bulk action of the ticket list.

Default value:

173.4 *AgentFrontend::Ticket::BulkFeature::Attributes###Priority*

Defines whether the ticket priority can be selected in the bulk action of the ticket list.

Default value:

1

173.5 *AgentFrontend::Ticket::BulkFeature::Attributes###PriorityDefault*

Defines the default ticket priority in the bulk action of the ticket list.

This setting is not active by default.

Default value:

3 normal

173.6 *AgentFrontend::Ticket::BulkFeature::Attributes###Responsible*

Defines whether the responsible agent can be selected in the bulk action of the ticket list.

Default value:

1

173.7 *AgentFrontend::Ticket::BulkFeature::Attributes###State*

Defines whether the ticket state can be selected in the bulk action of the ticket list.

Default value:

1

173.8 *AgentFrontend::Ticket::BulkFeature::Attributes###StateDefault*

Defines the default ticket state in the bulk action of the ticket list.

This setting is not active by default.

Default value:

open

173.9 *AgentFrontend::Ticket::BulkFeature::Attributes###TicketType*

Defines whether the ticket type can be selected in the bulk action of the ticket list.

Default value:

```
1
```

173.10 *AgentFrontend::TicketList::Bulk###StateType*

Defines the possible ticket state types in the bulk action of the ticket list.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed  
- pending reminder  
- pending auto
```

173.11 *WebApp::API::Agent::Ticket::BulkFeature###Active*

Activates ticket bulk action feature for the agent interface in order to execute actions to multiple tickets at the same time.

This setting can not be deactivated.

Default value:

```
1
```

173.12 *WebApp::API::Agent::Ticket::BulkFeature###Groups*

Enables ticket bulk action feature only for the listed groups.

This setting can not be deactivated.

Default value:

```
---  
- admin  
- users
```

173.13 *WebApp::API::Agent::Ticket::BulkFeature###RequiredLock*

Defines whether executing the ticket bulk actions requires the tickets to be locked.

This setting can not be deactivated.

Default value:

```
1
```

Frontend → Agent → View → TicketMerge

174.1 *AgentFrontend::Ticket::MergeText*

When tickets are merged, the customer user can be informed per email by setting the check box “Inform Sender” . In this text area, you can define a pre-formatted text which can later be modified by the agents.

This setting can not be deactivated.

Default value:

```
Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_
↳TICKET>".
```

174.2 *Ticket::Frontend::AutomaticMergeSubject*

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the subject of this note (this subject cannot be changed by the agent).

This setting can not be deactivated.

Default value:

```
Ticket Merged
```

174.3 *Ticket::Frontend::AutomaticMergeText*

When tickets are merged, a note will be added automatically to the ticket which is no longer active. Here you can define the body of this note (this text cannot be changed by the agent).

This setting can not be deactivated.

Default value:

Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.

Frontend → Agent → View → TicketNote

175.1 AgentFrontend::Ticket::Action::Note###FormDraft

Allows to save the current work in the Add Note ticket action as draft.

Default value:

Frontend → Agent → View → TicketOwner

176.1 AgentFrontend::Ticket::Action::Owner###FormDraft

Allows to save the current work in the Change Owner ticket action as draft.

Default value:

Frontend → Agent → View → TicketPhoneInbound

177.1 AgentFrontend::Ticket::Action::PhoneCallInbound###FormDraft

Allows to save the current work in the Add Inbound Phone Call ticket action as draft.

Default value:

Frontend → Agent → View → TicketPhoneOutbound

178.1 AgentFrontend::Ticket::Action::PhoneCallOutbound###FormDraft

Allows to save the current work in the Add Outbound Phone Call ticket action as draft.

Default value:

Frontend → Agent → View → TicketResponsible

179.1 AgentFrontend::Ticket::Action::Responsible###FormDraft

Allows to save the current work in the Change Responsible ticket action as draft.

Default value:

Frontend → Agent → View → TicketSmsOutbound

180.1 AgentFrontend::Ticket::Action::SmsOutbound###FormDraft

Allows to save the current work in the Create Outbound SMS ticket action as draft.

Default value:

1

Frontend → Agent → View → WebNotificationView

181.1 *AgentFrontend::WebNotificationList###DefaultConfig*

Default configuration for the web notification list.

This setting can not be deactivated.

Default value:

```
---
ActiveFilters: {}
BusinessObjectType: WebNotification
Columns:
  CreateTime:
    IsVisible: 2
  Name:
    IsVisible: 2
  ObjectReference:
    IsVisible: 2
  ObjectType:
    IsVisible: 2
  Subject:
    IsVisible: 2
DefaultColumnOrder:
- Name
- CreateTime
- Subject
- ObjectType
- ObjectReference
FilterPresets: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
```

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```
SortBy:  
- Column: CreateTime  
  Direction: Up  
Type: BusinessObject
```

181.2 *NotificationView::ObjectTypes*

List of object types for the notification view.

This setting can not be deactivated.

Default value:

```
---  
Appointment: Appointment  
Calendar: Calendar  
Ticket: Ticket
```

Frontend → Agent → WidgetTypes

182.1 AgentFrontend::WidgetType###CustomerInformation

Default configuration for the Customer Information widget type.

This setting can not be deactivated.

Default value:

```
---  
Config:  
  Collapsed: 0  
  Hidden: 0  
  Properties:  
  - CustomerID  
  - CustomerUserID  
  ShowPropertyOnEmpty: 0  
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerInformation
```


183.1 *AgentFrontend::Ticket::BlockLoadingRemoteContent*

Makes the application block external content loading.

This setting can not be deactivated.

Default value:

183.2 *AttachmentDownloadType*

Allows choosing between showing the attachments of a ticket in the browser (inline) or just make them downloadable (attachment).

This setting can not be deactivated.

Default value:

183.3 *DefaultLanguage*

Defines the default front-end language. All the possible values are determined by the available language files on the system (see the next setting).

This setting can not be deactivated.

Default value:

```
en
```

183.4 *DefaultTheme*

Defines the default front-end (HTML) theme to be used by the agents. If you like, you can add your own theme. Please refer the administrator manual located at <https://doc.otrs.com/doc/>.

This setting can not be deactivated.

Default value:

```
Standard
```

183.5 *DefaultTheme::HostBased*

It is possible to configure different themes to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in “Key” should match the domain, and the value in “Content” should be a valid theme on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

Default value:

```
---  
host1\.example\.com: SomeTheme1  
host2\.example\.com: SomeTheme2
```

183.6 *DefaultUsedLanguages*

Defines all the languages that are available to the application. Specify only English names of languages here.

This setting can not be deactivated.

Default value:

```
---  
ar_SA: Arabic (Saudi Arabia)  
bg: Bulgarian  
ca: Catalan  
cs: Czech  
da: Danish  
de: German  
el: Greek  
en: English (United States)  
en_CA: English (Canada)  
en_GB: English (United Kingdom)  
es: Spanish
```

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```

es_CO: Spanish (Colombia)
es_MX: Spanish (Mexico)
et: Estonian
fa: Persian
fi: Finnish
fr: French
fr_CA: French (Canada)
gl: Galician
he: Hebrew
hi: Hindi
hr: Croatian
hu: Hungarian
id: Indonesian
it: Italian
ja: Japanese
ko: Korean
lt: Lithuanian
lv: Latvian
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)

```

183.7 *DefaultUsedLanguagesNative*

Defines all the languages that are available to the application. Specify only native names of languages here. This setting can not be deactivated.

Default value:

```

---
ar_SA:
bg:

```

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```
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
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
```

183.8 *DefaultViewLines*

Sets the number of lines that are displayed in text messages (e.g. ticket lines in the QueueZoom).

This setting can not be deactivated.

Default value:

183.9 *DefaultViewNewLine*

Automated line break in text messages after x number of chars.

This setting can not be deactivated.

Default value:

183.10 *DisableContentSecurityPolicy*

Disable HTTP header “Content-Security-Policy” to allow loading of external script contents. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Default value:

183.11 *DisableIFrameOriginRestricted*

Disable HTTP header “X-Frame-Options: SAMEORIGIN” to allow OTRS to be included as an IFrame in other websites. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Default value:

183.12 *DisableLoginAutocomplete*

Disable autocomplete in the login screen.

Default value:

183.13 *FirstnameLastnameOrder*

Specifies the order in which the firstname and the lastname of agents will be displayed.

This setting can not be deactivated.

Default value:

0

183.14 *Frontend::DebugMode*

Enables or disables the debug mode over frontend interface.

Default value:

0

183.15 *Frontend::MenuDragDropEnabled*

Turns on drag and drop for the main navigation.

This setting can not be deactivated.

Default value:

1

183.16 *Frontend::PrefixPath*

Needed for operation behind a reverse proxy with a prefix path. Specify with leading, but without trailing slash (e.g. `‘/prefix/path’`).

This setting can not be deactivated.

Default value:

``Frontend::RichText``

Uses richtext for viewing and editing: articles, salutations, signatures, standard templates, auto responses and notifications.

This setting can not be deactivated.

Default value:

1

183.17 *Frontend::TemplateCache*

Enables or disables the caching for templates. **WARNING: Do NOT disable template caching for production environments for it will cause a massive performance drop! This setting should only be disabled for debugging reasons!**

This setting can not be deactivated.

Default value:

```
1
```

183.18 *Frontend::Themes*

Activates the available themes on the system. Value 1 means active, 0 means inactive.

Default value:

```
---  
Lite: '0'  
Standard: '1'
```

183.19 *HTTPSForceRedirect*

Whether to force redirect all requests from http to https protocol. Please check that your web server is configured correctly for https protocol before enable this option.

This setting can not be deactivated.

Default value:

```
0
```

183.20 *HttpType*

Defines the type of protocol, used by the web server, to serve the application. If https protocol will be used instead of plain http, it must be specified here. Since this has no affect on the web server's settings or behavior, it will not change the method of access to the application and, if it is wrong, it will not prevent you from logging into the application. This setting is only used as a variable, `OTRS_CONFIG_HttpType` which is found in all forms of messaging used by the application, to build links to the tickets within your system.

This setting can not be deactivated.

Default value:

```
http
```

183.21 *OutOfOfficeMessageTemplate*

Defines out of office message template. Two string parameters (%s) available: end date and number of days left.

Default value:

```
*** out of office until %s (%s d left) ***
```

183.22 *WebUploadCacheModule*

Selects the module to handle uploads via the web interface. “DB” stores all uploads in the database, “FS” uses the file system.

This setting can not be deactivated.

Default value:

```
Kernel::System::Web::UploadCache::DB
```


184.1 *Loader::Agent::CommonCSS###000-Framework*

List of CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- Core.Reset.css  
- Core.Default.css  
- Core.Header.css  
- Core.Footer.css  
- Core.PageLayout.css  
- Core.Form.css  
- Core.Table.css  
- Core.Login.css  
- Core.Widget.css  
- Core.WidgetMenu.css  
- Core.Tooltip.css  
- Core.Dialog.css  
- Core.InputFields.css  
- Core.Print.css  
- Core.Animations.css  
- Core.DocumentSearch.css  
- Core.AgentSearch.css
```

184.2 *Loader::Agent::CommonCSS###001-Daemon*

List of CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- Core.Agent.Daemon.css
```

184.3 *Loader::Agent::CommonJS###000-Framework*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---  
- thirdparty/jquery-3.4.1/jquery.js  
- thirdparty/jquery-browser-detection/jquery-browser-detection.js  
- thirdparty/jquery-ui-1.12.1/jquery-ui.js  
- thirdparty/jquery-ui-touch-punch-0.2.3/jquery.ui.touch-punch.js  
- thirdparty/jquery-validate-1.16.0/jquery.validate.js  
- thirdparty/jquery-pubsub/pubsub.js  
- thirdparty/jquery-jstree-3.3.7/jquery.jstree.js  
- thirdparty/nunjucks-3.0.1/nunjucks.js  
- Core.Init.js  
- Core.JavaScriptEnhancements.js  
- Core.Debug.js  
- Core.Exception.js  
- Core.Data.js  
- Core.Config.js  
- Core.Language.js  
- Core.Template.js  
- Core.JSON.js  
- Core.App.js  
- Core.App.Responsive.js  
- Core.AJAX.js  
- Core.UI.js  
- Core.UI.InputFields.js  
- Core.UI.Accordion.js  
- Core.UI.Datepicker.js  
- Core.UI.DnD.js  
- Core.UI.Floater.js  
- Core.UI.Resizable.js  
- Core.UI.Table.js  
- Core.UI.Accessibility.js  
- Core.UI.RichTextEditor.js  
- Core.UI.Dialog.js  
- Core.UI.ActionRow.js  
- Core.UI.Popup.js  
- Core.UI.TreeSelection.js  
- Core.UI.Autocomplete.js  
- Core.Form.js  
- Core.Form.ErrorTooltips.js
```

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```

- Core.Form.Validate.js
- Core.Agent.js
- Core.Agent.CustomerSearch.js
- Core.UI.Notification.js
- Core.Agent.Responsive.js

```

184.4 *Loader::Agent::CommonJS###001-Daemon*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```

---
- Core.Agent.Daemon.js

```

184.5 *Loader::Agent::CommonJS###001-JQueryMigrate*

List of JS files to always be loaded for the agent interface.

This setting is not active by default.

Default value:

```

---
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js

```

184.6 *Loader::Agent::CommonJS###002-Ticket*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```

--- []

```

184.7 *Loader::Agent::CommonJS###100-CKEditor*

List of JS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```

---
- thirdparty/ckeditor-4.7.0/ckeditor.js

```

184.8 *Loader::Agent::DefaultSelectedSkin*

The agent skin's InternalName which should be used in the agent interface. Please check the available skins in Frontend::Agent::Skins.

This setting can not be deactivated.

Default value:

```
default
```

184.9 *Loader::Agent::DefaultSelectedSkin::HostBased*

It is possible to configure different skins, for example to distinguish between different agents, to be used on a per-domain basis within the application. Using a regular expression (regex), you can configure a Key/Content pair to match a domain. The value in "Key" should match the domain, and the value in "Content" should be a valid skin on your system. Please see the example entries for the proper form of the regex.

This setting is not active by default.

Default value:

```
---
host1\.example\.com: SomeSkin1
host2\.example\.com: SomeSkin2
```

184.10 *Loader::Agent::ResponsiveCSS###000-Framework*

List of responsive CSS files to always be loaded for the agent interface.

This setting can not be deactivated.

Default value:

```
---
- Core.Responsive.css
```

184.11 *Loader::Agent::Skin###000-default*

Default skin for the agent interface.

Default value:

```
---
Description: The Default skin of OTRS.
HomePage: www.otrs.org
InternalName: default
VisibleName: OTRS
```

184.12 *Loader::Agent::Skin###001-slim*

Default skin for the agent interface (slim version).

Default value:

```
---
Description: A more compact version of the OTRS skin which tries to save
↳screen space
  for power users.
HomePage: www.otrs.org
InternalName: slim
VisibleName: Slim
```

184.13 *Loader::Agent::Skin###002-high-contrast*

High contrast skin for visually impaired users.

Default value:

```
---
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast
```

184.14 *Loader::Enabled::CSS*

If enabled, OTRS will deliver all CSS files in minified form.

This setting can not be deactivated.

Default value:

```
1
```

184.15 *Loader::Enabled::JS*

If enabled, OTRS will deliver all JavaScript files in minified form.

This setting can not be deactivated.

Default value:

```
1
```

Frontend → *Base* → *OutputFilter*

185.1 *Frontend::Output::FilterText###AAAURL*

Defines the filter that processes the text in the articles, in order to highlight URLs.

Default value:

```
---  
Module: Kernel::Output::HTML::FilterText::URL  
Templates:  
  AgentTicketZoom: '1'
```

185.2 *Frontend::Output::FilterText###OutputFilterTextAutoLink*

Defines a filter to process the text in the articles, in order to highlight predefined keywords.

This setting is not active by default.

Default value:

```
---  
Module: Kernel::Output::HTML::FilterText::AutoLink  
Templates:  
  AgentTicketZoom: '1'
```

185.3 *Frontend::Output::OutputFilterTextAutoLink###Bugtraq*

Defines a filter for html output to add links behind bugtraq numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```

---
RegExp:
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?(\\d{2,8})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Security Focus
  Image: https://www.securityfocus.com/favicon.ico
  Target: _blank
  URL: https://www.securityfocus.com/bid/<MATCH1>/info
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH>

```

185.4 Frontend::Output::OutputFilterTextAutoLink###CVE

Defines a filter for html output to add links behind CVE numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```

---
RegExp:
- (CVE|CAN)\-(\\d{3,4})\-(\\d{2,})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Mitre
  Image: https://cve.mitre.org/favicon.ico
  Target: _blank
  URL: https://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
URL3:
  Description: US-CERT NVD

```

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```
Image: https://nvd.nist.gov/NVD/Media/images/favicons/favicon-16x16.png
Target: _blank
URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>--<MATCH2>--<MATCH3>
```

185.5 *Frontend::Output::OutputFilterTextAutoLink###FAQ*

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```
---
RegExp:
- (FAQ) [#\s]*?1(\d{4})
URL1:
  Description: FAQ
  Image: /otrs-web/skins/Agent/default/img/help-small.png
  Target: _blank
  URL: /otrs/index.pl?Action=AgentFAQZoom;ItemID=<MATCH2>
```

185.6 *Frontend::Output::OutputFilterTextAutoLink###MSBulletins*

Defines a filter for html output to add links behind MSBulletin numbers. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```
---
RegExp:
- MS[^A-Za-z]{0,5}(\d\d)?.?(\d{2,4})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Microsoft Technet
  Image: https://www.microsoft.com/favicon.ico
  Target: _blank
  URL: https://www.microsoft.com/technet/security/bulletin/MS<MATCH1>--<MATCH2>
  ↪.mspx
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=MS<MATCH1>--<MATCH2>
```

185.7 *Frontend::Output::OutputFilterTextAutoLink###Setting1*

Define a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL

```

185.8 *Frontend::Output::OutputFilterTextAutoLink###Setting2*

Defines a filter for html output to add links behind a defined string. The element Image allows two input kinds. At once the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

This setting is not active by default.

Default value:

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
URL3:
  Description: Description

```

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Image: Image Target: _blank URL: URL
--

186.1 *ChatEngine::ExternalFrontend::NoAvailableAgentsButtonLink*

Defines the link of the button which will be considered for the button if no agent is available for chat.

This setting can not be deactivated.

Default value:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsButtonText`
```

Defines the text of the button which will be displayed if no agent is available for chat.

This setting can not be deactivated.

Default value:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsDescription`
```

Defines a reference message for the button.

This setting can not be deactivated.

Default value:

```
`ChatFrontend::ExternalScripts`
```

Defines the list of external script resources that will be included in the chat app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

186.2 *ChatFrontend::InlineScripts*

Defines the list of inline scripts that will be included in the chat app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

186.3 *ExternalFrontend::CustomizationColors*

List of colors in hexadecimal RGB which will be available for selection during customization of the external interface. Make sure the colors are dark enough so white text can be overlaid on them.

Default value:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'
```

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```
- '#05F802'  
- '#03F987'  
- '#00FDFD'  
- '#008CFF'  
- '#002EFF'  
- '#8931FF'  
- '#FF39FF'  
- '#FF2987'  
- '#FF726E'  
- '#FFCE6E'  
- '#FFFB6D'  
- '#CEFA6E'  
- '#68F96E'  
- '#68FDFD'  
- '#68FBD0'  
- '#6ACFFF'  
- '#6E76FF'  
- '#D278FF'  
- '#FF7AFF'  
- '#FF7FD3'
```

186.4 *ExternalFrontend::DefaultLanguage*

Defines the method for determining the default language in the external interface. 'Auto-detect' will set language based on the user browser configuration. 'System default' will use configured value of the DefaultLanguage setting. Please note that once a user overrides the default language, their choice will be honored in the future.

This setting can not be deactivated.

Default value:

```
Browser
```

186.5 *ExternalFrontend::ExternalScripts*

Defines the list of external script resources that will be included in the external interface app. You will still need to unblock any domains used by these scripts in the WebApp::Server::AdditionalOrigins setting. Please note that changes to this setting require a restart of the web server (bin/otrs.WebServer.pl --deploy-assets).

This setting can not be deactivated.

Default value:

```
--- []
```

186.6 *ExternalFrontend::InlineScripts*

Defines the list of inline scripts that will be included in the external interface app. You will still need to unblock any domains used by these scripts in the `WebApp::Server::AdditionalOrigins` setting. Please note that changes to this setting require a restart of the web server (`bin/otrs.WebServer.pl --deploy-assets`).

This setting can not be deactivated.

Default value:

```
--- []
```

186.7 *ExternalFrontend::LanguageFallback*

Defines fallback language for the external interface.

This setting can not be deactivated.

Default value:

```
en
```

186.8 *ExternalFrontend::Languages*

List of languages which will be available in external frontend. Please, make sure that it contains value selected in `ExternalFrontend::LanguageFallback`.

This setting can not be deactivated.

Default value:

```
---  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

186.9 *ExternalFrontend::QueueMap*

Defines queue name map for external interface.

Default value:

```
--- {}
```


186.10 *ExternalFrontend::StateMap*

Defines state name map for external interface.

Default value:

```
--- {}
```

186.11 *ExternalFrontend::UserIdleTime*

Defines the period of time (in minutes) before a customer user is considered idle due to inactivity. Any requests made after this time has passed will not extend corresponding session.

This setting can not be deactivated.

Default value:

```
5
```

Frontend → *External* → *Auth*

187.1 *ExternalFrontend::Auth::LoginURL*

Defines an alternate login URL for the external interface.

This setting is not active by default.

Default value:

```
http://host.example.com/cgi-bin/login.pl
```

187.2 *ExternalFrontend::Auth::LogoutURL*

Defines an alternate logout URL for the external interface.

This setting is not active by default.

Default value:

```
http://host.example.com/cgi-bin/logout.pl
```

Frontend → External → DocumentSearch

188.1 *DocumentSearch::External::DynamicField*

Searchable and highlightable dynamic fields in the external interface.

Default value:

```
--- {}
```


189.1 *ExternalFrontend::Menu###Bottom*

Bottom menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. ‘Group’ and ‘GroupRo’ arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. ‘Name’ defines the displayed link text and ‘Description’ will be shown in a tooltip on hover. ‘Link’ is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. ‘IsPublic’ defines if the link will be shown to unauthenticated users and in case this is set to ‘1’, ‘Group’ and ‘GroupRo’ parameters will be ignored. ‘Target’ will define link’s target attribute, please use ‘_blank’ for opening in a new tab. ‘Prio’ determines the order of the links, with smaller numbers displayed first.

Default value:

```
---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalog.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalog
  Prio: '200'
  Target: ''
- Description: Privacy policy example.
```

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```

Group: []
GroupRo: []
IsPublic: '1'
Link: /c/privacy-policy-example
Name: Privacy Policy Example
Prio: '300'
Target: ''
- Description: Imprint example.
Group: []
GroupRo: []
IsPublic: ''
Link: /c/imprint-example
Name: Imprint Example
Prio: '400'
Target: ''
- Description: Copyright notice.
Group: []
GroupRo: []
IsPublic: '1'
Link: https://otrs.com
Name: Copyright (C) 2001-2020 OTRS AG
Prio: '500'
Target: ''

```

189.2 ExternalFrontend::Menu###Main

Main menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Default value:

```

---
- Description: Knowledge base.
Group: []
GroupRo: []
IsPublic: '1'
Link: /knowledge-base
Name: Knowledge Base
Prio: '100'
Target: ''
- Description: Service catalog.
Group: []
GroupRo: []
IsPublic: '0'

```

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```

Link: /service-catalogue
Name: Service Catalog
Prio: '200'
Target: ''
- Description: Custom link 2.
Group: []
GroupRo: []
IsPublic: '1'
Link: /error
Name: Custom Link 2
Prio: '300'
Target: ''
- Description: Custom link 3.
Group: []
GroupRo: []
IsPublic: ''
Link: /ticket/overview
Name: Custom Link 3
Prio: '400'
Target: ''

```

189.3 *ExternalFrontend::Menu###Top*

Top menu item registration for the external interface. Additional menu links are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit display of the links to members of certain groups with RW and RO permissions respectively. 'Name' defines the displayed link text and 'Description' will be shown in a tooltip on hover. 'Link' is meant for an application route path or a link to an external site. Please note you can only define one of them at the time. 'IsPublic' defines if the link will be shown to unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Target' will define link's target attribute, please use '_blank' for opening in a new tab. 'Prio' determines the order of the links, with smaller numbers displayed first.

Default value:

```

---
- Description: Custom link 1.
Group: []
GroupRo: []
IsPublic: '1'
Link: /home
Name: Custom Link 1
Prio: '100'
Target: ''

```

Frontend → External → NotifyModule

190.1 *ExternalFrontend::GenericNotifyModule::Notifications*

Defines the notifications shown by the generic notify module in the external interface. The “Name” defines the name of the notification. Via “Active” flag, it is possible to disable notifications. The “Phases” can be “AppLoad”, “Polling” or “PostAuth” (it is possible to combine phases via |). It is possible to set “Dismissible” to 0 (non-dismissible notification) or 1 (dismissible notification). Possible values for “Priority” are “Info”, “Warning”, “Error” or “Success”. If the “Public” key is set to 0, the notification is shown only for the logged in customer users, and with the value of 1 the notification is shown to everyone. The content of the notification can be entered in the “Text” or a text file can be defined in the “File” key. The “Title” will be used as title of the shown notification. Furthermore it is possible to specify a link via the “Link” key in combination with a link target. Possible values of “LinkTarget” are for example “_blank” or “_self”.

This setting can not be deactivated.

Default value:

```
---
- Active: '0'
  Dismissible: '0'
  File: <OTRS_CONFIG_Home>/var/notify.txt
  Link: https://www.otrs.com
  LinkTarget: _blank
  Name: MyNotification
  Phases: AppLoad|Polling
  Priority: Warning
  Public: '1'
  Text: The OTRS Website
  Title: OTRS
```

190.2 *ExternalFrontend::NotifyModule###1000-UserTimeZoneCheck*

Defines the module to display a notification in the external interface, if the user has not set a time zone.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::External::UserTimeZoneCheck  
Name: UserTimeZoneCheck
```

190.3 *ExternalFrontend::NotifyModule###9000-Generic*

Defines the module that shows generic notifications in the external interface.

This setting can not be deactivated.

Default value:

```
---  
Module: Kernel::WebApp::Util::NotifyModule::External::Generic
```

190.4 *ExternalFrontend::NotifyModule::PollingInterval*

The polling interval for the notify modules in seconds.

This setting can not be deactivated.

Default value:

```
180
```

Frontend → External → PrivacyNotice

191.1 *ExternalFrontend::PrivacyNotice*

Defines privacy notice configuration for the external interface. The notice will be shown to all users until they accept the privacy policy. To deactivate the notice completely, simply disable this setting.

Default value:

```
---
de:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: Datenschutz-Vereinbarung
  Text: Diese Website verwendet Cookies. Mit der Nutzung dieser Website
  ↳akzeptieren
  Sie unsere %s.
en:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_CA:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_GB:
```

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```
ButtonText: Ok
Link: https://www.example.com/your-cookie-consent
LinkTarget: _blank
LinkText: data protection
Text: This site uses cookies. By using this site you accept our %s
↪agreement.
es:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
↪nuestro acuerdo
  de %s.
es_MX:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
↪nuestro acuerdo
  de %s.
fr:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: de protection des données
  Text: Ce site utilise des cookies. En utilisant ce site, vous acceptez
↪notre accord
  %s.
hu:
  ButtonText: Rendben
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: adatvédelmi
  Text: Ez az oldal sütiket használ. Az oldal használatával elfogadja az %s
↪irányelveinket.
pt_BR:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: proteção de dados
  Text: Este site utiliza cookies. Ao usar este site, aceita o nosso acordo
↪de %s.
zh_CN:
  ButtonText: 好的
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: 数据保护
  Text: 该网站使用 cookies。使用本网站表示您接受我们的%s 条款。
```

Frontend → External → Route

192.1 *ExternalFrontend::Route###001-Framework*

Defines the application routes for the external interface. Additional routes are defined by adding new items and specifying their parameters. 'Group' and 'GroupRo' arrays can be used to limit access of the route to members of certain groups with RW and RO permissions respectively. 'Path' defines the relative path of the route, and 'Alias' can be used for specifying an alternative path. 'Component' is the path of the Vue component responsible for displaying the route content, relative to the Components/Route folder in the app. 'IsPublic' defines if the route will be accessible for unauthenticated users and in case this is set to '1', 'Group' and 'GroupRo' parameters will be ignored. 'Props' can be used to signal that the path contain dynamic segments, and that their values should be bound to the component as props (use '1' to turn on this feature).

Default value:

```
---
- Alias: /home
  Component: HomePage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /
  Props: ''
- Alias: /c/:slug
  Component: CustomPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /content/:slug
  Props: '1'
- Alias: '*'
  Component: ErrorPage
```

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```
Group: []
GroupRo: []
IsPublic: '1'
Path: /error
Props: '1'
- Alias: ''
  Component: TicketOverview
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/overview/:filter?
  Props: '1'
- Alias: ''
  Component: Search
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /search/:searchQuery?
  Props: '1'
- Alias: ''
  Component: PersonalPreferences
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /account/personal-preferences/:category?
  Props: '1'
- Alias: ''
  Component: TicketCreate
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/create/:mode?
  Props: '1'
- Alias: ''
  Component: TicketDetailView
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /ticket/number/:ticketNumber
  Props: '1'
- Alias: ''
  Component: ServiceCatalogue
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /service-catalogue/:categoryId?
  Props: '1'
- Alias: /knowledge-base/
  Component: KnowledgeBaseOverview
  Group: []
  GroupRo: []
  IsPublic: '1'
```

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```
Path: /knowledge-base/category/:categoryId?
Props: '1'
- Alias: ''
  Component: KnowledgeBaseDetailView
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /knowledge-base/article/:articleId
  Props: '1'
- Alias: ''
  Component: PersonalNotifications
  Group: []
  GroupRo: []
  IsPublic: '0'
  Path: /personal-notifications
  Props: '1'
```

Frontend → External → View → KnowledgeBaseDetail

193.1 ExternalFrontend::KnowledgeBaseDetailView###DynamicField

Dynamic fields shown in the knowledge base detail view of the external interface.

Default value:

```
--- {}
```

Frontend → External → View → Preferences

194.1 *CustomerPersonalPreference###Avatar*

Parameters for the avatar setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’ s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
Desc: Upload your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::WebApp::Util::UserPreferenceType::Avatar
PrefKey: UserAvatar
PreferenceGroup: General
Prio: '0100'
```

194.2 *CustomerPersonalPreference###Language*

Parameters for the language setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’ s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```
---
Active: '1'
```

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```

Desc: Select the main interface language.
Key: Language
Label: Language
Module: Kernel::WebApp::Util::UserPreferenceType::Select::Language
PrefKey: UserLanguage
PreferenceGroup: General
Prio: '2000'

```

194.3 *CustomerPersonalPreference###LoginForbidden*

Parameters for the login forbidden setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '0'
DataSelected: '0'
Desc: The login is forbidden if the customer user reached the max failed_
↳logins.
Key: Login Forbidden
Label: Login Forbidden
Module: Kernel::WebApp::Util::UserPreferenceType::Select
Options:
  '0': No
  '1': Yes
PrefKey: UserLoginForbidden
PreferenceGroup: General
Prio: '1000'
ShowInUserManagement: '1'

```

194.4 *CustomerPersonalPreference###PGP*

Parameters for the PGP key setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Upload your PGP key.
Key: PGP Key
Label: PGP Key
Module: Kernel::WebApp::Util::UserPreferenceType::File::PGP
PrefKey: UserPGPKey

```

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```

PreferenceGroup: Security
Prio: '10000'
ShowInUserManagement: '1'

```

194.5 *CustomerPersonalPreference###Password*

Parameters for the password setting in the personal preferences of the customer user. “PasswordRegExp” allows to match passwords against a regular expression. “PasswordMinSize” defines the minimum number of used characters. Define if at least 2 lowercase and 2 uppercase letter characters are needed by setting the appropriate option to “1”. “PasswordMin2Characters” defines if the password needs to contain at least 2 letter characters (set to 0 or 1). “PasswordNeedDigit” defines the need of at least 1 digit (set to 0 or 1 to control). “PasswordMaxLoginFailed” allows to set a customer user to invalid-temporarily if max failed logins reached. “PasswordHistory” is the amount of how many old passwords are stored which can not be used as new password. “PasswordTTL” is the time in days how long passwords are valid. “PasswordWarnBeforeExpiry” is the time in days which is used to display a warning before passwords expires. With “PasswordChangeAfterFirstLogin” the user must change the password after the first login. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Area: Customer
Desc: Set a new password by filling in your current password and a new one.
Label: Change Password
Module: Kernel::WebApp::Util::UserPreferenceType::Password
PasswordChangeAfterFirstLogin: '1'
PasswordHistory: '3'
PasswordMaxLoginFailed: '5'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '12'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PasswordTTL: '90'
PasswordWarnBeforeExpiry: '5'
PreferenceGroup: Security
Prio: '1000'

```

194.6 *CustomerPersonalPreference###SMIME*

Parameters for the S/MIME certificate setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Upload your S/MIME certificate.
Key: S/MIME Certificate
Label: S/MIME Certificate
Module: Kernel::WebApp::Util::UserPreferenceType::File::SMIME
PrefKey: UserSMIMEKey
PreferenceGroup: Security
Prio: '11000'
ShowInUserManagement: '1'

```

194.7 *CustomerPersonalPreference###TimeZone*

Parameters for the time zone setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to 
↳this
    time zone.
Key: Time Zone
Label: Time Zone
Module: Kernel::WebApp::Util::UserPreferenceType::Select::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: General
Prio: '2500'

```

194.8 *CustomerPersonalPreference###TwoFactor*

Parameters for the two-factor setting in the personal preferences of the customer user. Please note: setting “Active” to 0 will only prevent customer users from editing settings of this group in their personal preferences, but will still allow administrators to edit the settings of another user’s behalf. Use “PreferenceGroup” to control in which area these settings should be shown in the user interface.

Default value:

```

---
Active: '1'
Desc: Manage two-factor authentication settings.
Key: Two-factor
Label: Two-factor Authentication
Module: Kernel::WebApp::Util::UserPreferenceType::TwoFactor
PrefKey: TwoFactor
PreferenceGroup: Security

```

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```
Prio: '1200'
ShowInUserManagement: '1'
```

194.9 *CustomerPersonalPreference::Groups###0001-Framework*

Defines groups for preferences items.

This setting can not be deactivated.

Default value:

```
---
- Description: ''
  Label: General
  Name: General
  Order: '1000'
  Title: ''
- Description: ''
  Label: Security
  Name: Security
  Order: '2000'
  Title: ''
```

194.10 *CustomerPersonalPreference::OldModuleMapping###0001-Framework*

Preference module mapping for preferences which should be shown in the customer user add and edit screens of the administrator interface.

Default value:

```
---
LoginForbidden: Kernel::Output::HTML::Preferences::Generic
PGP: Kernel::Output::HTML::Preferences::PGP
SMIME: Kernel::Output::HTML::Preferences::SMIME
TwoFactor: Kernel::Output::HTML::Preferences::TwoFactor
```

Frontend → External → View → TicketCreate

195.1 *ExternalFrontend::TicketCreate###DynamicField*

Dynamic fields options shown in the ticket message screen of the external interface. NOTE: If you want to display these fields also in the ticket detail view of the external interface, you have to enable them in `ExternalFrontend::TicketDetailView###DynamicField`.

Default value:

```
--- {}
```

195.2 *ExternalFrontend::TicketCreate###HistoryComment*

Comment for new history entries in the external interface.

This setting can not be deactivated.

Default value:

```
`ExternalFrontend::TicketCreate###HistoryType`
```

Defines the default history type in the external interface.

This setting can not be deactivated.

Default value:

```
WebRequestCustomer
```

195.3 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::DefaultLanguages*

The default languages for the related knowledge base articles.

Default value:

```
---  
- en
```

195.4 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Enabled*

Enable the related knowledge base article feature for the external interface.

This setting can not be deactivated.

Default value:

```
1
```

195.5 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::QueueNames*

List of queue names for which the related knowledge base article feature is enabled.

This setting is not active by default.

Default value:

```
---  
- Raw
```

195.6 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::ShowLimit*

Output limit for the related knowledge base articles.

This setting can not be deactivated.

Default value:

```
5
```

195.7 *ExternalFrontend::TicketCreate###NextScreenAfterNewTicket*

Determines the next screen after new customer ticket in the external interface.

This setting can not be deactivated.

Default value:

```
TicketOverview
```

195.8 *ExternalFrontend::TicketCreate###Priority*

Allows customers to set the ticket priority in the external interface.

This setting can not be deactivated.

Default value:

195.9 *ExternalFrontend::TicketCreate###PriorityDefault*

Defines the default priority of new customer tickets in the external interface.

Default value:

195.10 *ExternalFrontend::TicketCreate###Queue*

Allows customers to set the ticket queue in the external interface. If this is not enabled, QueueDefault should be configured.

This setting can not be deactivated.

Default value:

195.11 *ExternalFrontend::TicketCreate###QueueDefault*

Defines the default queue for new customer tickets in the external interface.

Default value:

195.12 *ExternalFrontend::TicketCreate###SLA*

Allows customers to set the ticket SLA in the external interface.

This setting can not be deactivated.

Default value:

195.13 *ExternalFrontend::TicketCreate###SLAMandatory*

Sets if SLA must be selected by the customer.

Default value:

195.14 *ExternalFrontend::TicketCreate###SenderType*

Sender type for new tickets from the external interface.

This setting can not be deactivated.

Default value:

195.15 *ExternalFrontend::TicketCreate###Service*

Allows customers to set the ticket service in the external interface.

This setting can not be deactivated.

Default value:

195.16 *ExternalFrontend::TicketCreate###ServiceMandatory*

Sets if service must be selected by the customer.

Default value:

195.17 *ExternalFrontend::TicketCreate###StateDefault*

Defines the default state of new customer tickets in the external interface.

This setting can not be deactivated.

Default value:

195.18 *ExternalFrontend::TicketCreate###TicketType*

Allows customers to set the ticket type in the external interface. If this is not enabled, TicketTypeDefault should be configured.

This setting can not be deactivated.

Default value:

195.19 *ExternalFrontend::TicketCreate###TicketTypeDefault*

Defines the default ticket type for new customer tickets in the external interface.

Default value:

Frontend → External → View → TicketDetail

196.1 *ExternalFrontend::TicketDetailView###AccountedTimeDisplay*

Displays the accounted time for an article in the ticket detail view of the external interface.

This setting can not be deactivated.

Default value:

```
0
```

196.2 *ExternalFrontend::TicketDetailView###AttributesView*

Shows the enabled ticket attributes in the external interface (0 = Disabled and 1 = Enabled).

This setting can not be deactivated.

Default value:

```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

196.3 *ExternalFrontend::TicketDetailView###DynamicField*

Dynamic fields shown in the ticket detail view of the external interface.

Default value:

```
--- {}
```

196.4 *ExternalFrontend::TicketDetailView###FollowUpDynamicField*

Dynamic fields options shown in the ticket reply section in the ticket detail view of the external interface.

Default value:

```
--- {}
```

196.5 *ExternalFrontend::TicketDetailView###HistoryComment*

Defines the history comment for the ticket detail view, which gets used for ticket history in the external interface.

This setting can not be deactivated.

Default value:

```
`ExternalFrontend::TicketDetailView###HistoryType`
```

Defines the history type for the ticket detail view, which gets used for ticket history in the external interface.

This setting can not be deactivated.

Default value:

```
FollowUp
```

196.6 *ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp*

Determines the next screen after the follow-up from the ticket detail view in the external interface.

This setting can not be deactivated.

Default value:

```
TicketOverview
```

196.7 *ExternalFrontend::TicketDetailView###Priority*

Allows customers to change the ticket priority in the external interface.

Default value:

```
0
```

196.8 *ExternalFrontend::TicketDetailView###PriorityDefault*

Defines the default priority of follow-up customer tickets in the ticket detail view in the external interface. To show the current ticket priority, simply disable this setting.

Default value:

```
3 normal
```

196.9 *ExternalFrontend::TicketDetailView###SenderType*

Defines the default sender type for tickets in the ticket detail view of the external interface.

This setting can not be deactivated.

Default value:

```
customer
```

196.10 *ExternalFrontend::TicketDetailView###State*

Allows choosing the next compose state for customer tickets in the external interface.

Default value:

```
0
```

196.11 *ExternalFrontend::TicketDetailView###StateDefault*

Defines the default next state for a ticket after customer follow-up in the external interface. To show the current ticket state, simply disable this setting.

Default value:

```
open
```

196.12 *ExternalFrontend::TicketDetailView###StateType*

Defines the next possible states for customer tickets in the external interface.

This setting can not be deactivated.

Default value:

```
---  
- open  
- closed
```

Frontend → External → View → TicketOverview

197.1 ExternalFrontend::TicketOverview###ColumnHeader

Shows either the last customer article's subject or the ticket title in the external interface.

Default value:

```
TicketTitle
```

197.2 ExternalFrontend::TicketOverview###DynamicField

Dynamic fields shown in the ticket overview screen of the external interface.

Default value:

```
--- {}
```

197.3 ExternalFrontend::TicketOverview###Owner

Show the current owner in the external interface.

This setting can not be deactivated.

Default value:

```
0
```

197.4 *ExternalFrontend::TicketOverview###Queue*

Show the current queue in the external interface.

This setting can not be deactivated.

Default value:

197.5 *ExternalFrontend::TicketOverview###State*

Show the current state in the external interface.

This setting can not be deactivated.

Default value:

198.1 *GenericInterface::WebserviceConfig::CacheTTL*

Cache time in seconds for the web service config backend.

This setting can not be deactivated.

Default value:

86400

GenericInterface → *ErrorHandling* → *ModuleRegistration*

199.1 *GenericInterface::ErrorHandling::Module###RequestRetry*

GenericInterface module registration for an error handling module.

Default value:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry  
Name: RequestRetry
```

GenericInterface → *Invoker* → *ModuleRegistration*

200.1 *GenericInterface::Invoker::Module###Test::Test*

GenericInterface module registration for the invoker layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

200.2 *GenericInterface::Invoker::Module###Test::TestSimple*

GenericInterface module registration for the invoker layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```

GenericInterface → *Mapping* → *ModuleRegistration*

201.1 *GenericInterface::Mapping::Module###Simple*

GenericInterface module registration for the mapping layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

201.2 *GenericInterface::Mapping::Module###Test*

GenericInterface module registration for the mapping layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: ''
```

201.3 *GenericInterface::Mapping::Module###XSLT*

GenericInterface module registration for the mapping layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceMappingXSLT
```


202.1 *GenericInterface::Operation::ResponseLoggingMaxSize*

Defines the maximum size in kilobyte of generic interface responses that get logged to the “gi_debugger_entry_content” table.

This setting can not be deactivated.

Default value:

200

GenericInterface → *Operation* → *Generic* → *RPC*

203.1 *GenericInterface::Operation::Generic::RPC*

Enables the usage of operation *Generic::RPC*.

This setting can not be deactivated.

Default value:

0

203.2 *GenericInterface::Operation::Generic::RPC::Modules###001-Default*

Registration of allowed modules used by operation *Generic::RPC*. Just modules below *Kernel::System* and *Custom::Kernel::System* (and *Kernel::Config*) are allowed for executions.

Default value:

--- []

GenericInterface → *Operation* → *ModuleRegistration*

204.1 *GenericInterface::Operation::Module###AccessToken::Create*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Create
```

204.2 *GenericInterface::Operation::Module###AccessToken::Get*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Get
```

204.3 *GenericInterface::Operation::Module###FAQ::LanguageList*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: LanguageList
```

204.4 *GenericInterface::Operation::Module###FAQ::PublicCategoryList*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicCategoryList
```

204.5 *GenericInterface::Operation::Module###FAQ::PublicFAQGet*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQGet
```

204.6 *GenericInterface::Operation::Module###FAQ::PublicFAQSearch*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQSearch
```

204.7 *GenericInterface::Operation::Module###Generic::RPC*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationRPC  
Controller: Generic  
Name: RPC
```

204.8 *GenericInterface::Operation::Module###Test::Test*

GenericInterface module registration for the operation layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Test  
Name: Test
```

204.9 *GenericInterface::Operation::Module###Ticket::TicketCreate*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketCreate
```

204.10 *GenericInterface::Operation::Module###Ticket::TicketGet*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

204.11 *GenericInterface::Operation::Module###Ticket::TicketHistoryGet*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketHistoryGet
```

204.12 *GenericInterface::Operation::Module###Ticket::TicketSearch*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

204.13 *GenericInterface::Operation::Module###Ticket::TicketUpdate*

GenericInterface module registration for the operation layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketUpdate
```

GenericInterface → *Operation* → *TicketCreate*

205.1 *GenericInterface::Operation::TicketCreate###AutoResponseType*

Defines the default auto response type of the article for the ticket create operation.

This setting can not be deactivated.

Default value:

```
auto reply
```

205.2 *GenericInterface::Operation::TicketCreate###HistoryComment*

Defines the history comment for the ticket create operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
%%GenericInterface Create
```

205.3 *GenericInterface::Operation::TicketCreate###HistoryType*

Defines the history type for the ticket create operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

NewTicket

205.4 *GenericInterface::Operation::TicketCreate###IsVisibleForCustomer*

Defines the default visibility of the article to customer user for the ticket create operation.

This setting can not be deactivated.

Default value:

1

GenericInterface → *Operation* → *TicketSearch*

206.1 *GenericInterface::Operation::TicketSearch###Order::Default*

Defines the default ticket order in the search result of the ticket search operation.

This setting can not be deactivated.

Default value:

Down

206.2 *GenericInterface::Operation::TicketSearch###SearchLimit*

Maximum number of tickets to be displayed in the result of the ticket search operation.

This setting can not be deactivated.

Default value:

500

206.3 *GenericInterface::Operation::TicketSearch###SortBy::Default*

Defines the default ticket attribute for sorting of the search result of the ticket search operation.

This setting can not be deactivated.

Default value:

Age

GenericInterface → *Operation* → *TicketUpdate*

207.1 *GenericInterface::Operation::TicketUpdate###AutoResponseType*

Defines the default auto response type of the article for the ticket update operation.

This setting can not be deactivated.

Default value:

```
auto follow up
```

207.2 *GenericInterface::Operation::TicketUpdate###HistoryComment*

Defines the history comment for the ticket update operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

```
%%GenericInterface Note
```

207.3 *GenericInterface::Operation::TicketUpdate###HistoryType*

Defines the history type for the ticket update operation, which gets used for ticket history in the agent interface.

This setting can not be deactivated.

Default value:

AddNote

207.4 GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer

Defines the default visibility of the article to customer user for the ticket update operation.

This setting can not be deactivated.

Default value:

1

GenericInterface → *Transport* → *ModuleRegistration*

208.1 *GenericInterface::Transport::Module###HTTP::REST*

GenericInterface module registration for the transport layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

208.2 *GenericInterface::Transport::Module###HTTP::SOAP*

GenericInterface module registration for the transport layer.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

208.3 *GenericInterface::Transport::Module###HTTP::Test*

GenericInterface module registration for the transport layer.

This setting is not active by default.

Default value:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPTest  
Name: Test  
Protocol: HTTP
```

209.1 *WebApp::DefaultRedirect*

Defines the default redirect. Use “/external” for the external or “/agent” for the agent interface, or an absolute URL if you want to redirect to an external site.

This setting can not be deactivated.

Default value:

```
/external
```

209.2 *WebApp::SSO::RemoteUserSecret*

Shared secret for SSO. Reverse proxies must pass a REMOTE_USER and a REMOTE_USER_SECRET header with the value of this setting, only then REMOTE_USER will be accepted and usable for HTTPBasicAuth.

This setting is not active by default.

Default value:

```
`WebApp::Server::AdditionalOrigins`
```

Defines additional origins for production web server content security policy headers. You can specify new entries for any supported rule, please use the name of the rule as the key.

This setting can not be deactivated.

Default value:

```
---
connect-src:
- ''
font-src:
- ''
frame-src:
- ''
img-src:
- ''
script-src:
- ''
style-src:
- ''
```

209.3 *WebApp::Server::AutomaticReloadFile*

Defines the path to a file that should signal the need to reload the web server. It will only work correctly with the default value; change this only if you intend to use this file for other purposes (like triggering a cluster-wide web server reload - in this case you have to handle the actual reloads on your own).

This setting can not be deactivated.

Default value:

```
<OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

209.4 *WebApp::Server::TriggerAutomaticReloads*

If active, certain operations like package changes and external interface setting changes will trigger a hot reload of the production web server on the current node. This can be turned off if you plan to restart the web server manually or if another mechanism is used to perform the needed restarts.

This setting can not be deactivated.

Default value:

```
1
```

WebApp → API → Agent → Account

210.1 *WebApp::API::Agent::Account::Recover*

Enables agents to recover their own accounts via the agent interface.

This setting can not be deactivated.

Default value:

```
1
```

210.2 *WebApp::API::Agent::Account::RecoverBody*

Defines the body text for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS
password.

If you want to do this, click on the one-time login link below within the
↳next 5 minutes.

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳agent/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>

If you did not request a password change, please ignore this email.
```

210.3 *WebApp::API::Agent::Account::RecoverEmailSecurity*

Enables email security for agent recover emails.

This setting can not be deactivated.

Default value:

0

210.4 *WebApp::API::Agent::Account::RecoverSubject*

Defines the subject for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

Default value:

New OTRS password request

WebApp → API → Agent → CustomerCompany

211.1 *WebApp::API::Agent::CustomerCompany::Management::PermissionGroup*

Specifies the groups which have add and edit permissions to the customer company management.

This setting can not be deactivated.

Default value:

```
---  
- admin  
- users
```

WebApp → API → Agent → CustomerUser

212.1 *WebApp::API::Agent::CustomerUser::Management::PermissionGroups*

Specifies the groups which have add and edit permissions to the customer user management.

This setting can not be deactivated.

Default value:

```
---  
- admin  
- users
```

WebApp → *API* → *Agent* → *Statistic*

213.1 *WebApp::API::Agent::AllowStatisticCacheComputation*

Allows the asynchronous computation of statistics for the agent dashboard.

This setting can not be deactivated.

Default value:

```
1
```

213.2 *WebApp::API::Agent::Statistic::FullPermissionGroups*

Specifies the groups which have read and write permissions to the statistic (e.g. to add/edit and import/export a statistic).

This setting can not be deactivated.

Default value:

```
---  
- stats
```

WebApp → API → Agent → StatisticReport

214.1 *WebApp::API::Agent::StatisticReport::FullPermissionGroups*

Specifies the groups which have read and write permissions to the reports (e.g. to add/edit a report).

This setting can not be deactivated.

Default value:

```
---  
- stats
```

214.2 *WebApp::API::Agent::StatisticReport::ReadOnlyPermissionGroups*

Specifies the groups which have read only permissions to the reports (e.g. to run a report).

This setting can not be deactivated.

Default value:

```
---  
- stats
```

WebApp → API → Agent → Ticket → Create

215.1 *WebApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknown*

Controls if customer ID is automatically set for unknown customers based on customer user. Please keep it in sync with `PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers`.

This setting can not be deactivated.

Default value:

1

WebApp → *API* → *Agent* → *TicketList*

216.1 *WebApp::API::Agent::TicketList::ExtendedSearchCondition*

Allows extended search conditions in the ticket list filters. With this feature you can search e. g. ticket title with this kind of conditions like “(key1*&&*key2)” or “(key1*||*key2)” .

This setting can not be deactivated.

Default value:

1

WebApp → API → Agent → TwoFactor

217.1 *WebApp::API::Agent::TwoFactor::EmailBody*

Defines the body text of the two-factor mails sent to agents, with a one-time token for completing the authentication challenge.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has tried to log in into OTRS using your
↳password.

In order to complete the authentication challenge, please use the following
↳one-time code:

<OTRS_OTPTOKEN>

Otherwise, click on the one-time login link below within the next 3 minutes:

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳agent/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>

If you did not request a login, please report this incident to your
↳administrator, and change your password immediately.
```

217.2 *WebApp::API::Agent::TwoFactor::EmailSubject*

Defines the subject text of the two-factor mails sent to agents, with a one-time token for completing the authentication challenge.

This setting can not be deactivated.

Default value:

```
New OTRS login request
```

217.3 *WebApp::API::Agent::TwoFactor::SMSBody*

Defines the text of the two-factor SMS sent to agents, with a one-time token for completing the authentication challenge.

This setting can not be deactivated.

Default value:

```
Your OTRS login code is: <OTRS_OTPTOKEN>
```

217.4 *WebApp::API::Agent::TwoFactorSetup::EmailBody*

Defines the body text of the two-factor setup mails sent to agents, with a one-time token for completing the authentication setup.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,  
  
You or someone impersonating you requested the two-factor setup for your OTRS_  
→account.  
  
In order to complete the authentication setup, please use the following one-  
→time code:  
  
<OTRS_OTPTOKEN>
```

217.5 *WebApp::API::Agent::TwoFactorSetup::EmailSubject*

Defines the subject text of the two-factor setup mails sent to agents, with a one-time token for completing the authentication setup.

This setting can not be deactivated.

Default value:

New OTRS two-factor setup request

217.6 *WebApp::API::Agent::TwoFactorSetup::SMSBody*

Defines the text of the two-factor SMS sent to agents, with a one-time token for completing the authentication setup.

This setting can not be deactivated.

Default value:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

WebApp → API → Customer

218.1 *WebApp::API::Customer::DefaultAgentName*

Defines the default agent name in the ticket detail view of the external interface.

This setting can not be deactivated.

Default value:

Support Agent

218.2 *WebApp::API::Customer::DisplayAgentCustomAvatar*

Enables or disables the output of the custom agent avatar in the ticket detail view (if this is disabled, the fallback to the default avatar image is active).

This setting can not be deactivated.

Default value:

1

218.3 *WebApp::API::Customer::DisplayNoteFrom*

Defines the displayed style of the From field in notes that are visible to customers. A default agent name can be defined in `WebApp::API::Customer::DefaultAgentName` setting.

This setting can not be deactivated.

Default value:

FromField

WebApp → API → Customer → Account

219.1 *WebApp::API::Customer::Account::EmailBlacklist*

If active, none of the regular expressions may match the user's email address to allow registration.

This setting is not active by default.

Default value:

```
---  
- \@your\.domain\.example$
```

219.2 *WebApp::API::Customer::Account::EmailWhitelist*

If active, one of the regular expressions has to match the user's email address to allow registration.

This setting is not active by default.

Default value:

```
---  
- \@your\.domain\.example$
```

219.3 *WebApp::API::Customer::Account::Recover*

Enables customers to recover their own accounts via the external interface.

This setting can not be deactivated.

Default value:

1

219.4 *WebApp::API::Customer::Account::RecoverBody*

Defines the body for an email with password recovery instructions for customer users, containing a link to request a new password.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS password.

If you want to do this, click on the one-time login link below within the
→next 5 minutes.

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
→external/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>

If you did not request a password change, please ignore this email.
```

219.5 *WebApp::API::Customer::Account::RecoverEmailSecurity*

Enables email security for customers recover emails.

This setting can not be deactivated.

Default value:

0

219.6 *WebApp::API::Customer::Account::RecoverSubject*

Defines the subject for an email with password recovery instructions for customer users.

This setting can not be deactivated.

Default value:

```
New OTRS password request
```

219.7 *WebApp::API::Customer::Account::Register*

Enables customers to create their own accounts via the external interface.

This setting can not be deactivated.

Default value:

```
1
```

219.8 *WebApp::API::Customer::Account::RegisterBody*

Defines the body text for notification mails sent to customers, about new account.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has created a new OTRS account for you.

Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>
User name: <OTRS_USERLOGIN>
Password: <OTRS_USERPASSWORD>

You can log in via the following URL. We encourage you to change your
↳password in the user preferences after logging in.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external
```

219.9 *WebApp::API::Customer::Account::RegisterSubject*

Defines the subject for notification mails sent to customers, about new account.

This setting can not be deactivated.

Default value:

```
New OTRS Account!
```

WebApp → API → Customer → TwoFactor

220.1 *WebApp::API::Customer::TwoFactor::EmailBody*

Defines the body text of the two-factor mails sent to customers, with a one-time token for completing the authentication challenge.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has tried to log in into OTRS using your
↳password.

In order to complete the authentication challenge, please use the following
↳one-time code:

<OTRS_OTPTOKEN>

Otherwise, click on the one-time login link below within the next 3 minutes:

<OTRS_CONFIG_ContentType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external/one-time-login?tokenBase64=<OTRS_AUTHTOKEN>

If you did not request a login, please report this incident to your
↳administrator, and change your password immediately.
```

220.2 *WebApp::API::Customer::TwoFactor::EmailSubject*

Defines the subject text of the two-factor mails sent to customers, with a one-time token for completing the authentication challenge.

This setting can not be deactivated.

Default value:

```
New OTRS login request
```

220.3 *WebApp::API::Customer::TwoFactor::SMSBody*

Defines the text of the two-factor SMS sent to customers, with a one-time token for completing the authentication challenge.

This setting can not be deactivated.

Default value:

```
Your OTRS login code is: <OTRS_OTPTOKEN>
```

220.4 *WebApp::API::Customer::TwoFactorSetup::EmailBody*

Defines the body text of the two-factor setup mails sent to customers, with a one-time token for completing the authentication setup.

This setting can not be deactivated.

Default value:

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you requested the two-factor setup for your OTRS_
↳account.

In order to complete the authentication setup, please use the following one-
↳time code:

<OTRS_OTPTOKEN>
```

220.5 *WebApp::API::Customer::TwoFactorSetup::EmailSubject*

Defines the subject text of the two-factor setup mails sent to customers, with a one-time token for completing the authentication setup.

This setting can not be deactivated.

Default value:

New OTRS two-factor setup request

220.6 *WebApp::API::Customer::TwoFactorSetup::SMSBody*

Defines the text of the two-factor setup SMS sent to customers, with a one-time token for completing the authentication setup.

This setting can not be deactivated.

Default value:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

221.1 *WebApp::APIClient###CloseTimeout*

Defines timeout in milliseconds for the closing of a WebSocket connection in the frontend applications. Value of '0' will disable the timeout.

This setting can not be deactivated.

Default value:

0

221.2 *WebApp::APIClient###MaxReconnectionAttempts*

Defines maximum number of attempts before giving up trying to re-establish a WebSocket connection in the frontend applications.

This setting can not be deactivated.

Default value:

10

221.3 *WebApp::APIClient###MaxReconnectionDelay*

Defines maximum delay in milliseconds when trying to re-establish a WebSocket connection in the frontend applications.

This setting can not be deactivated.

Default value:

10000

221.4 *WebApp::APIClient###OpenTimeout*

Defines timeout in milliseconds for the opening of a WebSocket connection in the frontend applications. Value of '0' will disable the timeout.

This setting can not be deactivated.

Default value:

0

221.5 *WebApp::APIClient###ReconnectionDelayIncrement*

Defines increment delay in milliseconds with every reconnection attempt of a WebSocket connection in the frontend applications.

This setting can not be deactivated.

Default value:

1000

221.6 *WebApp::APIClient###ResponseTimeout*

Defines timeout in milliseconds for the responses of WebSocket requests in the frontend applications. Value of '0' will disable the timeout. This value cannot be higher than 'inactivity_timeout' as configured in WebApp.conf.

This setting can not be deactivated.

Default value:

30000

221.7 *WebApp::APIClient###WebSocketUpgrade*

Defines if the primary API client communication protocol should be upgraded to WebSocket, where possible.

This setting can not be deactivated.

Default value:

1