



OTRS Configuration Options Reference

Release 8.0

OTRS AG

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1.1 *CloudServices::Disabled*

, OTRS , OTRS , OTRS ,

, .

:

0

CloudService → Admin → ModuleRegistration

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

:

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


3.1 *ConfigImportAllowed*

„SysConfig” .

:

1

3.2 *DemoSystem*

:

0

3.3 *FQDN*

OTRS_CONFIG_FQDN,

:

```
yourhost.example.com
```

3.4 Organization

```
X-Organization
```

```
:
```

```
Example Company
```

3.5 ProductName

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

```
:
```

```
OTRS 9
```

3.6 Secure::DisableBanner

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

```
:
```

```
0
```

3.7 SystemID

```
( OTRS ID. )
```

```
:
```

```
10
```

Core → Agent → FAQ

4.1 *FAQ::Default::State*

Default state for knowledge base article.

:

```
internal (agent)
```


5.1 *AppointmentCalendar::CalendarColors*

RGB

.
:

```
---  
- '#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
    (
        n ( ICS 120 /10
    ).
    :

```

```
120
```

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

```

Google
:

```

```

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

```

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(continued from previous page)

Text: Location

URL: <http://maps.google.com/maps?z=7&q=>

Core → AppointmentCalendar → Plugin

6.1 AppointmentCalendar::Plugin###Ticket

:

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

Core → AppointmentCalendar → TicketAppointments

7.1 AppointmentCalendar::TicketAppointmentSearchParams

:

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

7.2 AppointmentCalendar::TicketAppointmentType###0100-FirstResponseTime

:

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

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

:

```
---
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*

:

```
---
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*

:

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

7.6 AppointmentCalendar::TicketAppointmentType###0500-DynamicField

:

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


8.1 AgentConfirmation

```
---
- 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

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

8.3 *AuthPostAuthModule###2000-TwoFactorSetup*

.

.

:

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

8.4 *AuthPostAuthModule###3000-AgentConfirmation*

.

.

:

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

Core → Auth → Agent → TwoFactor

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

```

        . ' SecretPreferencesKey' (TOTP ). ' Prio'
        . ' AllowPrevi-
ousToken' 30
        . ' GracePeriod'
        :
    
```

```

----
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*

```

        . ' SecretPreferencesKey' (HOTP ). ' Prio'
        . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        ( ).
        :
    
```

```

----
CounterPreferencesKey: UserEmailHOTPCounterConfig
    
```

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```
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

```

        SMS (HOTP      ).      ' Prio'
    . ' SecretPreferencesKey'      . ' CounterPreferencesKey'
        ,      (      ).
    :

```

```
---
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

```
1
```

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

```
(UserLogin)
```

--- []

Core → Auth → Customer

10.1 *Customer::AuthModule*

:

Kernel::System::CustomerAuth::DB

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

„DB” Customer::AuthModule,

:

sha2

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

„DB” Customer::AuthModule,

CustomerKey

:

login

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

„DB” Customer::AuthModule, CustomerPassword .
:

pw

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

„DB” Customer::AuthModule, DSN .
:

DBI:mysql:database=customerdb;host=customerdbhost

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

„DB” Customer::AuthModule, .
:

some_password

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

„DB” Customer::AuthModule, .
:

customer_user

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

„DB” Customer::AuthModule, ().
:

mysql

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

```
„DB” Customer::AuthModule,
```

```
:
```

```
some_user
```

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

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

```
:
```

```
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`).

```
:
```

```
example_domain\\
```

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

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

```
:
```

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

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

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

```
:
```

```
memberUid
```

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

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

:

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

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

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

:

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

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

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

:

```
1
```

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

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

:

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


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

LDAP Customer::AuthModule, LDAP

:

```
ldap.example.com
```

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

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

:

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

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

LDAP Customer::AuthModule
LDAP

:

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

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

LDAP Customer::AuthModule
LDAP

:

```
some_password
```

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

LDAP Customer::AuthModule,

:

uid

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

LDAP Customer::AuthModule,
DN.

LDAP posixGroups UID,

:

UID

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

LDAP Customer::AuthModule
, LDAP user@domain.

, . user

:

@domain.com

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

Radius Customer::AuthModule,

:

1

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

Radius Customer::AuthModule, Radius

:

```
radiushost
```

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

```
Radius Customer::AuthModule, Radius .  
:  
:
```

```
radiussecret
```

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

```
:
```

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

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

```
:
```

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

Core → Auth → Customer → TwoFactor

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

```

        (TOTP ). ' Prio'
        . ' SecretPreferencesKey'
AllowPreviousToken'
30 . ' GracePeriod'
:

```

```

----
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*

```

        (HOTP ). ' Prio'
        . ' SecretPreferencesKey'
        . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        ( ).
:

```

```

----
CounterPreferencesKey: UserEmailHOTPCounterConfig

```

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```
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*

```
        SMS (HOTP      ).      ' Prio'
        . ' SecretPreferencesKey'      . ' CounterPreferencesKey'
        . ' LookAheadWindowSize'
        (      ).
        :
        :
```

```
---
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*

```
1
```

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

(UserLogin)

--- []

Core → Auth → TwoFactor

12.1 *AuthTwoFactor::BrowserTrust::Enabled*

1

12.2 *AuthTwoFactor::BrowserTrust::ExpirationPeriod*

30

13.1 *AutoloadPerlPackages###1000-Test*

:

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


14.1 *ReferenceData::OwnCountryList*

:

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


15.1 *Cache::InBackend*

```
    ,  
    .  
    :  
1
```

15.2 *Cache::InMemory*

```
    ,  
    .  
    :  
1
```

15.3 *Cache::Module*

```
    .  
    .  
    :  
Kernel::System::Cache::FileStorable
```

15.4 *Cache::SubdirLevels*

2

16.1 *ChatEngine::Active*

1

16.2 *ChatEngine::ChatDecayTime*

365

16.3 *ChatEngine::ChatDirection::AgentToAgent*

1

16.4 *ChatEngine::ChatDirection::AgentToCustomer*

:

1

16.5 *ChatEngine::ChatDirection::CustomerToAgent*

:

1

16.6 *ChatEngine::ChatDirection::PublicToAgent*

:

1

16.7 *ChatEngine::ChatOrder*

:

1

16.8 *ChatEngine::ChatTTL*

:

24

16.9 *ChatEngine::DefaultAgentName*

DefaultAgentName (required) is the name of the agent that will be used to handle chat requests. It is a string that can contain letters, numbers, and underscores. It is case sensitive. The default value is Support Agent.

Support Agent

16.10 *ChatEngine::DefaultAgentNameNumbers*

DefaultAgentNameNumbers (optional) is a list of numbers (1, 2, 3, ...) that will be used to handle chat requests. The numbers are case sensitive. The default value is 1.

DefaultAgentNameNumbers (optional) is a list of numbers (1, 2, 3, ...) that will be used to handle chat requests. The numbers are case sensitive. The default value is 1.

1

16.11 *ChatEngine::DefaultChatChannel*

DefaultChatChannel (optional) is the name of the chat channel that will be used to handle chat requests. It is a string that can contain letters, numbers, and underscores. It is case sensitive. The default value is Default channel.

Default channel

16.12 *ChatEngine::ExternalFrontend::AllowChatChannels*

AllowChatChannels (optional) is a list of numbers (1, 2, 3, ...) that will be used to handle chat requests. The numbers are case sensitive. The default value is 1.

1

16.13 *ChatEngine::ExternalFrontend::AvailabilityCheck*

AvailabilityCheck (optional) is a list of numbers (1, 2, 3, ...) that will be used to handle chat requests. The numbers are case sensitive. The default value is 1.

1

16.14 *ChatEngine::ExternalFrontend::NoAnswerThreshold*

()

:

5

16.15 *ChatEngine::PermissionGroup::ChatReceivingAgents*

:

users

16.16 *ChatEngine::PermissionGroup::ChatStartingAgents*

:

users

17.1 CommunicationChannel###Chat

.

:

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

17.2 CommunicationChannel###Email

.

:

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

17.3 CommunicationChannel###Internal

.

:

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

17.4 *CommunicationChannel###Phone*

:

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

17.5 *CommunicationChannel###SMS*

SMS

:

```
----  
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*

„FS” ArticleStorage.

:

<OTRS_CONFIG_Home>/var/article

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

„DB” OTRS („FS” ;
 , : „FS” .

:

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

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

:

0

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

(MIMEBase)

:

1

Core → CommunicationLog

19.1 *CommunicationLog::PurgeAfterHours::AllCommunications*

744

19.2 *CommunicationLog::PurgeAfterHours::SuccessfulCommunications*

168

19.3 *CommunicationLog::Transport###CloudService*

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

19.4 *CommunicationLog::Transport###Email*

:

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

Core → Crypt → PGP

20.1 PGP

PGP .

:

```
0
```

20.2 PGP::Bin

PGP .

:

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

20.3 PGP::Key::Password

PGP .

:

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

20.4 PGP::Log

PGP.

.
:

```
---
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

PGP . : " " .
. :
:

```
Detached
```

20.6 PGP::Options

PGP .
. :
:

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

20.7 *PGP::Options::DigestPreference*

```
PGP .  
:
```

```
sha256
```

20.8 *PGP::TrustedNetwork*

```
PGP , .  
:
```

```
0
```

Core → Crypt → SMIME

21.1 **SMIME**

S/MIME

:

```
0
```

21.2 **SMIME::Bin**

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

:

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

21.3 **SMIME::CacheTTL**

SSL

:

86400

21.4 *SMIME::CertPath*

SSL

:

/etc/ssl/certs

21.5 *SMIME::FetchFromCustomer*

S/MIME

:

0

21.6 *SMIME::PrivatePath*

SSL

:

/etc/ssl/private

22.1 *Customer::DefaultUserID*

()

:

1

22.2 *CustomerDisableCompanyTicketAccess*

:

0

22.3 *CustomerGroupAlwaysGroups*

(CustomerGroupSupport
).

:

```
---  
- users
```

22.4 CustomerGroupCompanyAlwaysGroups

```
        ( CustomerGroupSupport  
        .  
        :  
        :
```

```
---  
- users
```

22.5 CustomerGroupPermissionContext###001-CustomerID-same

```
.  
.  
:  
:
```

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

22.6 CustomerGroupPermissionContext###100-CustomerID-other

```
.  
.  
:  
:
```

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

22.7 CustomerGroupSupport

:

0

22.8 *CustomerPreferences*

:

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

Core → DB → Mirror

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

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

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

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

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

:

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

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

, , .
:
:

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

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

, , .
:
:

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

23.6 *Core::MirrorDB::DSN*

OTRS
DSN

:

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

23.7 *Core::MirrorDB::Password*

:

some_password

23.8 Core::MirrorDB::User

:

some_user

Core → DocumentSearch → Driver

24.1 DocumentSearch::Drivers::Appointment::Enabled

1

24.2 DocumentSearch::Drivers::ArticleChat::Enabled

1

24.3 DocumentSearch::Drivers::ArticleMIME::Enabled

MIME

1

24.4 DocumentSearch::Drivers::ArticleSMS::Enabled

SMS

:

1

24.5 DocumentSearch::Drivers::CustomPageContent::Enabled

:

1

24.6 DocumentSearch::Drivers::FAQ::Enabled

Controls availability for knowledge base article search driver.

:

1

24.7 DocumentSearch::Drivers::ServiceCatalogueContent::Enabled

:

1

24.8 DocumentSearch::Drivers::Ticket::Enabled

:

1

Core → DynamicFields → DriverRegistration

25.1 *DynamicFields::Driver###ActivityID*

.

:

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

25.2 *DynamicFields::Driver###Checkbox*

.

:

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

25.3 *DynamicFields::Driver###ContactWithData*

.

:

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

25.4 *DynamicFields::Driver###Date*

.

:

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

25.5 *DynamicFields::Driver###DateTime*

.

:

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

25.6 *DynamicFields::Driver###Dropdown*

.

:

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

25.7 *DynamicFields::Driver###Multiselect*

.

:

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

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

25.8 *DynamicFields::Driver###ProcessID*

:

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

25.9 *DynamicFields::Driver###Text*

:

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

25.10 *DynamicFields::Driver###TextArea*

:

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

25.11 *DynamicFieldsLegacy::Driver###ActivityID*

:

```
---
ConfigDialog: AdminDynamicFieldText
DisabledAdd: '1'
```

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(continued from previous page)

```
DisplayName: ActivityID
Module: ↵
↵Kernel::System::DynamicFieldLegacy::Driver::ProcessManagement::ActivityID
```

25.12 *DynamicFieldsLegacy::Driver###Checkbox*

:

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

25.13 *DynamicFieldsLegacy::Driver###ContactWithData*

:

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

25.14 *DynamicFieldsLegacy::Driver###Date*

:

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

25.15 *DynamicFieldsLegacy::Driver###DateTime*

:

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

25.16 *DynamicFieldsLegacy::Driver###Dropdown*

.

:

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

25.17 *DynamicFieldsLegacy::Driver###Multiselect*

.

:

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

25.18 *DynamicFieldsLegacy::Driver###ProcessID*

.

:

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

25.19 *DynamicFieldsLegacy::Driver###Text*

.

:

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

25.20 *DynamicFieldsLegacy::Driver###TextArea*

.

:

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

Core → DynamicFields → ObjectTypeRegistration

26.1 *DynamicFields::ObjectType###Appointment*

.
:

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

26.2 *DynamicFields::ObjectType###Article*

.
:

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

26.3 *DynamicFields::ObjectType###CustomerCompany*

.
:

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

26.4 *DynamicFields::ObjectType###CustomerUser*

.

:

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

26.5 *DynamicFields::ObjectType###FAQ*

.

:

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

26.6 *DynamicFields::ObjectType###Ticket*

.

:

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

26.7 *DynamicFieldsLegacy::ObjectType###Appointment*

.

:

```

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

```

26.8 *DynamicFieldsLegacy::ObjectType###Article*

```

.
:

```

```

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

```

26.9 *DynamicFieldsLegacy::ObjectType###CustomerCompany*

```

.
:

```

```

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

```

26.10 *DynamicFieldsLegacy::ObjectType###CustomerUser*

```

.
:

```

```

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

```

26.11 *DynamicFieldsLegacy::ObjectType###FAQ*

```

.
:

```

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

26.12 *DynamicFieldsLegacy::ObjectType###Ticket*

.

:

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

27.1 AdminEmail

.

.

:

```
support@<OTRS_CONFIG_FQDN>
```

27.2 CheckEmailAddresses

.

.

:

```
1
```

27.3 CheckEmailInvalidAddress

.

.

:

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

27.4 CheckEmailValidAddress

```

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

```

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

27.5 CheckMXRecord

```

        MX
    :

```

```
1
```

27.6 CheckMXRecord::Nameserver

```

        DNS
        , „CheckMXRecord”
    :

```

```
ns.example.com
```

27.7 Fetchmail::Bin

```

        fetchmail
        : ' fetchmail'
    :

```

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

27.8 NotificationSenderEmail

```

        <otrs@your.example.com>).
        OTRS_CONFIG_FQDN
        ( . „OTRS
    :

```

```
otrs@<OTRS_CONFIG_FQDN>
```

27.9 NotificationSenderName

```
<otrs@your.example.com>). ( . „OTRS ”
```

```
OTRS Notifications
```

27.10 Sendmail::DefaultHeaders

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

27.11 SendmailBcc

```
(bcc)
```

```
`SendmailEncodingForce`
```

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

```
base64
```

27.12 SendmailEnvelopeFrom

```
( - ). ,
```

```
`SendmailModule`
```

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

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

27.13 *SendmailModule::AuthPassword*

```
        „SMTP”
:
```

```
MailserverPassword
```

27.14 *SendmailModule::AuthUser*

```
        „SMTP”
:
```

```
MailserverLogin
```

27.15 *SendmailModule::CMD*

```
Sendmail SendmailModule,      sendmail
:
```

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

27.16 *SendmailModule::Host*

```
        „SMTP”
:
```



```
mail.example.com
```

27.17 *SendmailModule::Port*

„SMTP”

:

```
25
```

27.18 *SendmailNotificationEnvelopeFrom*

SendmailNotificationEnvelopeFrom::FallbackToEmailFrom).

:

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

SendmailNotificationEnvelopeFrom ,
().

:

```
0
```

Core → Email → PostMaster

28.1 *AutoResponseForWebTickets*

```
1
```

28.2 *KeepStateHeader*

```
PostMaster
```

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

28.3 *LoopProtectionLog*

```
( LoopProtectionModule „FS” ).
```

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

28.4 *LoopProtectionModule*

.
.
:

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

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

OTRS ' X-OTRS-Bounce' .
:

```
---  
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.

:

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

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

In-Reply-To References .
:

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

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

.
.
:

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

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

:

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

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

:

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

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

:

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

28.12 *PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers*

```

ID
bApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknownCustomers.
We-
```

:

1

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

:

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

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

SenderType / . (). isVisibleForCustomer

:

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

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

S/MIME

:

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

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

:

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

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

:

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

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

```

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

```

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

```

: RegEx 'NumberRegExp'

```

```

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

```

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

```

: RegEx 'NumberRegExp'

```

```

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

```

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

```

      : RegEx      ' NumberRegExp'

```

```

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

```

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

```

      : RegEx      ' NumberRegExp'

```

```

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

```

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

```

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

```


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

```

      /
      From: noreply@
:

```

```

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

```

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

```

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

```

```

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

```

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

```

      -
      : @example.com
:

```

```

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

```

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

```

      CMD.
      CMD
      STDOUT (
      STDIN some.bin).

```

:

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

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

Spam Assassin.

Spam Assassin.

:

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

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

Spam Assassin.

:

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

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

:

```
Dear Customer,

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

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

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

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

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

```
.  
.  
:  
Email Rejected
```

28.33 *PostMasterMaxEmailSize*

POP3/POP3S/IMAP/IMAPS (KBytes).

```
.  
:  
16384
```

28.34 *PostMasterReconnectMessage*

```
.  
:  
20
```

28.35 *PostmasterAutoHTML2Text*

HTML

:

1

28.36 *PostmasterBounceEmailAsFollowUp*

:

1

28.37 *PostmasterDefaultPriority*

:

3 normal

28.38 *PostmasterDefaultQueue*

:

Raw

28.39 *PostmasterDefaultState*

:

new

28.40 *PostmasterFollowUpState*

open

28.41 *PostmasterFollowUpStateClosed*

open

28.42 *PostmasterHeaderFieldCount*

99.

12

28.43 *PostmasterMaxEmails*

().

40

28.44 *PostmasterMaxEmailsPerAddress*

, ().

---- {}

28.45 *PostmasterUserID*

ID postmaster .
:
:

1

28.46 *PostmasterX-Header*

- From
- To
- Cc
- Reply-To
- ReplyTo
- Subject
- Message-ID
- Message-Id
- Resent-To
- Resent-From
- Precedence
- Mailing-List
- List-Id
- List-Archive
- Errors-To
- References
- In-Reply-To
- Auto-Submitted
- X-Loop
- X-Spam
- X-Spam-Flag
- X-Spam-Level
- X-Spam-Score
- X-Spam-Status
- X-No-Loop
- X-Priority
- Importance
- X-Mailer
- User-Agent
- Organization
- X-Original-To
- Delivered-To
- Envelope-To
- X-Envelope-To

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- 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*

```

,
.
:

```

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

Core → Event → AppointmentCalendar

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

:

```

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

```

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

:

```

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

```

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

„push”

.

:

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

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

„push”

.

:

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

Core → Event → Chat

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

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

Core → Event → CustomPage

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

:

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

Core → Event → CustomerCompany

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

```

      „push”
      :

```

```

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

```

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

```

      :

```

```

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

```

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

:

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

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

:

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

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

()

:

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

Core → Event → CustomerUser

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

```

      „push”
      .
      :

```

```

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

```

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

```

      .
      :

```

```

----
Event: CustomerUserUpdate
Module: Kernel::System::CustomerUser::Event::DynamicFieldNameUpdate
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.

```

      :

```

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

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

:

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

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

()

:

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

Core → Event → DynamicField

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

() .

:

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

Core → Event → FAQ

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

:

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

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

:

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

Core → Event → LinkObject

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

LinkObjectLinkUpdate

:

```

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

```

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

()

:

```

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

```

Core → Event → Package

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

:

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

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

:

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

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

()

:

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

Core → Event → Queue

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

:

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

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

:

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

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

()

:

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

Core → Event → ServiceCatalogueItem

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

:

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

Core → Event → Ticket

40.1 AppointmentCalendar::EventModulePost###1000-IndexManagement

:

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

40.2 Ticket::EventModulePost###1000-IndexManagement

:

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

40.3 Ticket::EventModulePost###1100-ArticlePushEventQueue

:

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

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

:

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

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

().
:

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

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

:

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

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

()
:


```

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

```

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

```

( ) .
:

```

```

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

```

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

```

, .
.
:

```

```

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

```

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

```

0 .
:

```

```

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

```

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

```

.
:

```

```

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

```

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

:

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

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

DynamicFieldFromCustomerUser::Mapping

:

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

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

:

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

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

” .

:

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

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

:

```

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

```

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

```

. ( => ).

```

:

```

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

```

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

```

. ( => ).

```

:

```

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

```

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

```

. ( => ).

```

:

```

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

```

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

```

( )

```

:

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

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

:

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

Core → External → FAQ

41.1 *FAQ::Customer::StateTypes*

:

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

41.2 *FAQ::Public::StateTypes*

:

```
---  
- public
```


42.1 *FAQ::CacheTTL*

Cache time to live for knowledge base articles.

:

172800

42.2 *FAQ::Default::Language*

Default language for knowledge base articles on single language mode.

:

en

42.3 *FAQ::FAQHook*

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

:

FAQ#

42.4 *FAQ::MultiLanguage*

Enable multiple languages on knowledge base module.

.
:

1

42.5 *FAQ::TitleSize*

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

.
:

50

42.6 *FAQ::Voting*

Enable voting mechanism on knowledge base module.

.
:

1

Core → FAQ → Approval

43.1 *FAQ::ApprovalGroup*

Group for the approval of knowledge base articles.

.

:

```
users
```

43.2 *FAQ::ApprovalQueue*

Queue for the approval of knowledge base articles.

.

:

```
FAQ_Approval
```

43.3 *FAQ::ApprovalRequired*

New knowledge base articles need approval before they get published.

.

:

```
0
```

43.4 *FAQ::ApprovalTicketBody*

Ticket body for approval of knowledge base article.

.

:

```
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.

.

:

```
new
```

43.6 *FAQ::ApprovalTicketPriority*

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

.

:

```
3 normal
```

43.7 *FAQ::ApprovalTicketSubject*

Ticket subject for approval of knowledge base article.

.

:

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.

:

Unclassified

Core → FAQ → Explorer

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

„ 10” .
.
:

10

Core → FAQ → Item

45.1 *FAQ::Item::Field1*

Definition of knowledge base article free text field.

.

:

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

45.2 *FAQ::Item::Field2*

Definition of knowledge base article free text field.

.

:

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

45.3 *FAQ::Item::Field3*

Definition of knowledge base article free text field.

:

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

45.4 *FAQ::Item::Field4*

Definition of knowledge base article free text field.

:

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

45.5 *FAQ::Item::Field5*

Definition of knowledge base article free text field.

:

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

45.6 *FAQ::Item::Field6*

Definition of knowledge base article free text field.

:

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


45.7 *FAQ::Item::HTML*

Show knowledge base article using HTML format.

.

:

1

Core → FAQ → Item → Voting

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

```
---  
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.

:

5000

Core → GoogleChrome

48.1 *GoogleChrome::Bin*

Google Chrome Chromium .
:
:

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


49.1 *LinkObject::IgnoreLinkedTicketStateTypes*

:

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

49.2 *LinkObject::PossibleLink###0200*

2 „Normal” .

:

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

49.3 *LinkObject::PossibleLink###0201*

2 „ParentChild” .

:

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

49.4 *LinkObject::PossibleLink###1200*

```
” ”  
.  
:  
:
```

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

49.5 *LinkObject::PossibleLink###1300*

```
” ”  
.  
:  
:
```

```
---  
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.

```
:
```

```
---  
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.

```
:
```

```

---
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.

:

```

---
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.

:

```

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

```

49.10 *LinkObject::Type###Normal*

```

' Normal' . , ;

```

:

```

---
SourceName: Normal
TargetName: Normal

```

49.11 *LinkObject::Type###ParentChild*

```

' ParentChild' . , ;

```

:

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

49.12 *LinkObject::TypeGroup###0001*

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

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

50.1 *CGILogPrefix*

CGI .

.
:

```
OTRS-CGI
```

50.2 *LogModule*

. „File” , „SysLog” , . syslogd.

.
:

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

50.3 *LogModule::LogFile*

File LogModule, . , .

.
:

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

50.4 *LogModule::LogFile::Date*

OTRS

:

0

50.5 *LogModule::SysLog::Charset*

SysLog LogModule,

:

utf-8

50.6 *LogModule::SysLog::Facility*

SysLog LogModule,

:

user

50.7 *MinimumLogLevel*

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

:

error

51.1 MailQueue

·
·
:

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

Core → NotificationView

52.1 Notification::Transport::NotificationView::DaysToKeep

(' 0').

:

30

Core → PDF

53.1 PDF::LogoFile

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

.
:

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

53.2 PDF::MaxPages

PDF .

.
:

```
100
```

53.3 PDF::PageSize

PDF .

.
:

```
a4
```

53.4 PDF::TTFontFile###Monospaced

```
TTF      PDF      .
      .
      :
DejaVuSansMono.ttf
```

53.5 PDF::TTFontFile###MonospacedBold

```
TTF      PDF      .
      .
      :
DejaVuSansMono-Bold.ttf
```

53.6 PDF::TTFontFile###MonospacedBoldItalic

```
TTF      PDF      .
      .
      :
DejaVuSansMono-BoldOblique.ttf
```

53.7 PDF::TTFontFile###MonospacedItalic

```
TTF      PDF      .
      .
      :
DejaVuSansMono-Oblique.ttf
```

53.8 PDF::TTFontFile###Proportional

```
TTF      PDF      .
      .
      :
DejaVuSans.ttf
```

53.9 PDF::TTFontFile###ProportionalBold

TTF PDF .

:

```
DejaVuSans-Bold.ttf
```

53.10 PDF::TTFontFile###ProportionalBoldItalic

TTF PDF .

:

```
DejaVuSans-BoldOblique.ttf
```

53.11 PDF::TTFontFile###ProportionalItalic

TTF PDF .

:

```
DejaVuSans-Oblique.ttf
```


54.1 *Package::AllowLocalModifications*

0

54.2 *Package::AllowNotVerifiedPackages*

0

54.3 *Package::FileUpload*

1

54.4 *Package::Proxy*

```
proxy      „WebUserAgent::Proxy”
:
```

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

54.5 *Package::RepositoryAccessRegExp*

```
IP      Package::RepositoryList
:
```

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

54.6 *Package::RepositoryList*

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

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

54.7 *Package::RepositoryRoot*

```
:
```

```
---- []
```

54.8 *Package::ShowFeatureAddons*

```
/
```

```
:
```


1

54.9 *Package::Timeout*

() . „WebUserAgent::Timeout” .
.
:

120

Core → PasswordPolicy → Exceptions

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

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

.

:

```
---- []
```

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

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

.

:

```
---- []
```

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

Every listed agent login name will override password histories.

:

--- []

55.4 PasswordPolicy::ExceptAgentPasswordTTL###001-Framework

Every listed agent login name will override password expirations.

:

--- []

55.5 PasswordPolicy::ExceptCustomerPasswordChangeAfterFirstLogin###001-Framework

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

:

--- []

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”).

:

--- []

55.7 PasswordPolicy::ExceptCustomerPasswordHistory###001-Framework

Every listed customer user login name will override password histories.

:

--- []

55.8 PasswordPolicy::ExceptCustomerPasswordTTL###001-Framework

Every listed customer user login name will override password expirations.

:

--- []

Core → *PerformanceLog*

56.1 *PerformanceLog*

(). Frontend::Module###AdminPerformanceLog

:

0

56.2 *PerformanceLog::File*

..

.

:

<OTRS_CONFIG_Home>/var/log/Performance.log

56.3 *PerformanceLog::FileMax*

().

.

:

25

57.1 AdminInterfaceAccessGroup

```
----  
- admin
```

57.2 EditAnotherUsersPreferencesGroup

```
rw  
:  
admin
```

57.3 SwitchToCustomer

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

```
0
```

57.4 *SwitchToCustomer::PermissionGroup*

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

:

```
admin
```

57.5 *SwitchToUser*

:

```
0
```

57.6 *System::Customer::Permission*

„rw”

:

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

57.7 *System::Permission*

„rw”

:

```
----  
- ro  
- move_into  
- create  
- note  
- owner  
- priority
```

(continues on next page)

(continued from previous page)

- chat_observer
- chat_participant
- chat_owner
- rw

58.1 *AgentFrontend::SMS::MessageTextLimit*

SMS.

.
:

```
1600
```

58.2 *SMSTemplate::Types*

SMS .
.
:

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


59.1 *SOAP::Keep-Alive*

SOAP .

:

0

60.1 *AgentSessionLimit*

SessionMaxIdleTime.

:

100

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.

:

90

60.3 *AgentSessionPerUserLimit*

SessionMaxIdleTime.

:

20

60.4 *CustomerSessionLimit*

SessionMaxIdleTime.

:

100

60.5 *CustomerSessionPerUserLimit*

SessionMaxIdleTime.

:

20

60.6 *SessionCSRFProtection*

CSRF (Cross Site Request Forgery, Cross-site_request_forgery).

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

.

:

1

60.7 *SessionCheckRemoteIP*

IP . , , proxy dialup , IP

.

:

1

60.8 *SessionDeletelfNotRemoteID*

ID IP .

.

:

1

60.9 *SessionDeletelfTimeToOld*

:

1

60.10 *SessionDir*

„FS” SessionModule,

:

<OTRS_CONFIG_Home>/var/sessions

60.11 *SessionMaxIdleTime*

()

:

7200

60.12 *SessionMaxTime*

() ID

:

57600

60.13 *SessionModule*

„DB”

„FS”

:

Kernel::System::AuthSession::DB

60.14 *SessionName*

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

```
OTRSAgentInterface
```

60.15 *SessionTable*

„DB” SessionModule, .
.
:

```
sessions
```

60.16 *SessionUseCookieAfterBrowserClose*

.
.
:

```
0
```

61.1 *Stats::DynamicObjectRegistration###Ticket*

:

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

61.2 *Stats::DynamicObjectRegistration###TicketAccountedTime*

:

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

61.3 *Stats::DynamicObjectRegistration###TicketList*

:

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

61.4 *Stats::DynamicObjectRegistration###TicketSolutionResponseTime*

:

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

61.5 *Stats::MaxResultCellsPreview*

(X Y .

:

```
1000
```

61.6 *Stats::MaxXaxisAttributes*

:

```
1000
```

61.7 *Stats::StatsHook*

:

```
Stat#
```

61.8 *Stats::StatsStartNumber*

:

```
10000
```

62.1 *StatsReportConfig::CacheTTL*

:

3600

63.1 *AdminTemplate::SubjectMethod###KeepTicketNumber*

.
:

0

63.2 *AgentSelfNotifyOnAction*

.
:

0

63.3 *CustomerNotifyJustToRealCustomer*

.
:

0

63.4 *DynamicFieldFromCustomerUser::Mapping*

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

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

63.5 *FormDraftTTL###Ticket*

```
10080
```

63.6 *OTRSEscalationEvents::DecayTime*

```
1440
```

63.7 *StandardTemplate2QueueByCreating*

```
--- []
```

63.8 *StandardTemplate::Types*

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

63.9 *Ticket::ArchiveSystem*

0

63.10 *Ticket::ArchiveSystem::RemoveSeenFlags*

1

63.11 *Ticket::ArchiveSystem::RemoveTicketWatchers*

1

63.12 *Ticket::ChangeOwnerToEveryone*

(ASP).

0

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

() Kernel::System::Ticket.
:

Kernel::System::Ticket::Custom

63.14 *Ticket::DefineEmailFrom*

()
:

SystemAddressName

63.15 *Ticket::DefineEmailFromSeparator*

:
:

via

63.16 *Ticket::Frontend::DefaultRecipientDisplayType*

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

:

Realname

63.17 *Ticket::Frontend::DefaultSenderDisplayType*

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

:

Realname

63.18 *Ticket::GenericAgentAllowCustomModuleExecution*

:

1

63.19 *Ticket::GenericAgentAllowCustomScriptExecution*

:

1

63.20 *Ticket::GenericAgentRunLimit*

:

4000

63.21 *Ticket::GenericAgentTicketSearch###ExtendedSearchCondition*

„(key1*&&*key2)” „(key1*||*key2)” .

:

1

63.22 *Ticket::Hook*

, . Ticket#, Call#, MyTicket#. Ticket#.

:

Ticket #

63.23 *Ticket::HookDivider*

```
, . ' : ' .  
.  
:
```

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

```
.  
.  
:
```

```
0
```

63.24 *Ticket::InvalidOwner::StateChange*

```
:
```

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

63.25 *Ticket::MergeDynamicFields*

```
:
```

```
--- []
```

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.

```
:
```

```
0
```

63.27 *Ticket::NumberGenerator*

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

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

63.28 *Ticket::NumberGenerator::CheckSystemID*

SystemID , SystemID

1

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

(„ ”).

0

63.30 *Ticket::NumberGenerator::MinCounterSize*

„AutoIncrement” TicketNumberGenerator. 5,
 10000.

5

63.31 *Ticket::PendingAutoStateType*

:

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

63.32 *Ticket::PendingReminderStateType*

:

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

63.33 *Ticket::Responsible*

:

```
0
```

63.34 *Ticket::ResponsibleAutoSet*

(
, Postmaster
).

:

```
1
```

63.35 *Ticket::Service*

SLA (. , , , ...) SLA (/SLA
).

:

```
0
```


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

0

63.37 *Ticket::Service::KeepChildren*

0

63.38 *Ticket::StateAfterPending*

(Content), (Key).

```

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

63.39 *Ticket::SubjectFormat*

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

References

Left

63.40 *Ticket::SubjectFwd*

, . FW, Fwd, WG.

Fwd

63.41 *Ticket::SubjectRe*

, . RE, AW AS.

:

Re

63.42 *Ticket::SubjectSize*

:

100

63.43 *Ticket::Type*

:

0

63.44 *Ticket::Type::Default*

:

Unclassified

63.45 *Ticket::UnlockOnAway*

:

1

63.46 *Ticket::UnlockStateType*

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

```

----
- new
- open

```

63.47 *Ticket::ViewableLocks*

```
tmp_lock. : unlock,
```

```

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

```

63.48 *Ticket::ViewableStateType*

```

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

```

63.49 *Ticket::Watcher*

```
0
```

63.50 *Ticket::WatcherGroup*

:

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

Core → Ticket → ACL

64.1 *ACL::CacheTTL*

ACL .

:

```
3600
```

64.2 *ACLKeysLevel1Change*

ACL .

:

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

64.3 *ACLKeysLevel1Match*

ACL .

:

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

64.4 *ACLKeysLevel2::Possible*

```
ACL .
:
```

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

64.5 *ACLKeysLevel2::PossibleAdd*

```
ACL .
:
```

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

64.6 *ACLKeysLevel2::PossibleNot*

```
ACL .
:
```

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

64.7 *ACLKeysLevel2::Properties*

```
ACL .
```

:

```

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

```

64.8 *ACLKeysLevel2::PropertiesDatabase*

ACL .

:

```

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

```

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

' Action' ACL .

:

```

--- []

```

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

ACL (,State”
).
 .
 :

```

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

64.11 *TicketACL::Debug::Enabled*

, ACL .
 .
 :

```

0
    
```

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

ACL : <OTRS_TICKET_Attribute> .
 <OTRS_TICKET_Priority> .
 .
 :

```

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

64.13 *TicketACL::Debug::LogPriority*

.
 .
 :

```

debug
    
```


64.14 *TicketACL::Default::Action*

ACL

:

--- {}

Core → Ticket → DynamicFieldDefault

65.1 *Ticket::TicketDynamicFieldDefault###Element1*

```

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

```

```

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

```

65.2 *Ticket::TicketDynamicFieldDefault###Element10*

```

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

```

```

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

```

65.3 *Ticket::TicketDynamicFieldDefault###Element11*

```

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

```

```

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

```

65.4 *Ticket::TicketDynamicFieldDefault###Element12*

```

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

```

```

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

```

65.5 *Ticket::TicketDynamicFieldDefault###Element13*

```

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

```

```

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

```

65.6 *Ticket::TicketDynamicFieldDefault###Element14*

```

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

```

:

```

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

```

65.7 *Ticket::TicketDynamicFieldDefault###Element15*

```

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

```

:

```

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

```

65.8 *Ticket::TicketDynamicFieldDefault###Element16*

```

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

```

:

```

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

```

65.9 *Ticket::TicketDynamicFieldDefault###Element2*

```

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

```

:

```

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

```

65.10 *Ticket::TicketDynamicFieldDefault###Element3*

```

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

```

```

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

```

65.11 *Ticket::TicketDynamicFieldDefault###Element4*

```

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

```

```

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

```

65.12 *Ticket::TicketDynamicFieldDefault###Element5*

```

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

```

```

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

```

65.13 *Ticket::TicketDynamicFieldDefault###Element6*

```

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

```

```

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

```

65.14 *Ticket::TicketDynamicFieldDefault###Element7*

```

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

```

```

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

```

65.15 *Ticket::TicketDynamicFieldDefault###Element8*

```

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

```

```

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

```

65.16 *Ticket::TicketDynamicFieldDefault###Element9*

```

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

```

:

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

Core → Ticket → FulltextSearch

66.1 *Ticket::SearchIndex::Attribute*

```

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

```

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

66.2 *Ticket::SearchIndex::Filters*

```

        (           )
        .
        .
        :
    
```

```

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

66.3 *Ticket::SearchIndex::ForceUnfilteredStorage*

:

```
0
```

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

:

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

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

:

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

(continues on next page)

(continued from previous page)

- 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

(continues on next page)

(continued from previous page)

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

(continues on next page)

(continued from previous page)

- zum
- zur
- über

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

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

(continues on next page)

(continued from previous page)

- 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

(continues on next page)

(continued from previous page)

- 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

(continues on next page)

(continued from previous page)

```
- 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*

:

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

(continues on next page)

(continued from previous page)

- 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

(continues on next page)

(continued from previous page)

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

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

:

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

(continues on next page)

(continued from previous page)

- 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

(continues on next page)

(continued from previous page)

- 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*

:

```
---  
- 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
```

(continues on next page)

(continued from previous page)

- 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*

:

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

(continues on next page)

(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

(continues on next page)

(continued from previous page)

- 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

(continues on next page)

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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*

```
:  
  
0
```

66.12 *Ticket::SearchIndexModule*

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

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

Core → Ticket → Permission

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

:

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

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

ID

ID

:

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

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

ID

ID

:

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

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

ID
:

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

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

:

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

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

:

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

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

:

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

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

:

```

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

```

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

:

```

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

```

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

()

:

```

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

```

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

CreatorCheck

:

```

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

```

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

InvolvedCheck . , .

:

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

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

OwnerCheck . , .

:

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

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

ResponsibleCheck . , .

:

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

Core → Ticket → ProcessManagement

68.1 *Process::ActivityTypes*

:

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

68.2 *Process::CacheTTL*

:

```
3600
```

68.3 *Process::DefaultLock*

:

```
unlock
```

68.4 *Process::DefaultPriority*

:

```
3 normal
```

68.5 *Process::DefaultQueue*

:

```
Raw
```

68.6 *Process::DefaultState*

:

```
new
```

68.7 *Process::DynamicFieldProcessManagementActivityID*

ID

:

```
ProcessManagementActivityID
```

68.8 *Process::DynamicFieldProcessManagementActivityStatus*

:

```
ProcessManagementActivityStatus
```

68.9 *Process::DynamicFieldProcessManagementProcessID*

ID

:

```
ProcessManagementProcessID
```

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

(Internal Phone).

:

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

68.11 *ProcessManagement::SequenceFlow::Debug::Enabled*

,

:

```
0
```

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

<OTRS_TICKET_Priority> . : <OTRS_TICKET_Attribute> .

:

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

68.13 *ProcessManagement::SequenceFlow::Debug::LogPriority*

.

.

:

debug

69.1 *CalendarWeekDayStart*

.
.
:

1

69.2 *MaximumCalendarNumber*

.
.
:

50

69.3 *OTRSTimeZone*

OTRS . . . :
.
:

UTC

69.4 ShowUserTimeZoneSelectionNotification

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

1

69.5 TimeInputFormat

Option () .

Option

69.6 TimeInputMinutesStep

Option " " 1-59. „30 ”

1

69.7 TimeShowAlwaysLong

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

0

69.8 TimeShowCompleteDescription

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

0

69.9 *TimeVacationDays*

```

---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day

```

69.10 *TimeVacationDaysOneTime*

```

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

```

69.11 *TimeWorkingHours*

```

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

```

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

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

69.12 *UserDefaultTimeZone*

OTRS

:

UTC

CHAPTER 70

Core → Time → Calendar1

70.1 *CalendarWeekDayStart::Calendar1*

:

1

70.2 *TimeVacationDays::Calendar1*

```
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

70.3 *TimeVacationDaysOneTime::Calendar1*

.

.

:

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

70.4 *TimeWorkingHours::Calendar1*

,

.

:

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

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

70.5 *TimeZone::Calendar1*

UTC

70.6 *TimeZone::Calendar1Name*

.

.

:

Calendar Name 1

71.1 *CalendarWeekDayStart::Calendar2*

:

1

71.2 *TimeVacationDays::Calendar2*

:

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

71.3 *TimeVacationDaysOneTime::Calendar2*

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

71.4 *TimeWorkingHours::Calendar2*

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

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

71.5 *TimeZone::Calendar2*

UTC

71.6 *TimeZone::Calendar2Name*

.

.

:

Calendar Name 2

72.1 *CalendarWeekDayStart::Calendar3*

:

```
1
```

72.2 *TimeVacationDays::Calendar3*

:

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

72.3 *TimeVacationDaysOneTime::Calendar3*

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

72.4 *TimeWorkingHours::Calendar3*

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

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

72.5 *TimeZone::Calendar3*

UTC

72.6 *TimeZone::Calendar3Name*

.

.

:

Calendar Name 3

73.1 *CalendarWeekDayStart::Calendar4*

:

1

73.2 *TimeVacationDays::Calendar4*

```
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

73.3 *TimeVacationDaysOneTime::Calendar4*

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

73.4 *TimeWorkingHours::Calendar4*

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

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

73.5 *TimeZone::Calendar4*

UTC

73.6 *TimeZone::Calendar4Name*

.

.

:

Calendar Name 4

74.1 *CalendarWeekDayStart::Calendar5*

:

1

74.2 *TimeVacationDays::Calendar5*

```
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

74.3 *TimeVacationDaysOneTime::Calendar5*

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

74.4 *TimeWorkingHours::Calendar5*

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

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

74.5 *TimeZone::Calendar5*

UTC

74.6 *TimeZone::Calendar5Name*

.

.

:

Calendar Name 5

Core → Time → Calendar6

75.1 *CalendarWeekDayStart::Calendar6*

1

75.2 *TimeVacationDays::Calendar6*

```
---  
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

75.3 *TimeVacationDaysOneTime::Calendar6*

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

75.4 *TimeWorkingHours::Calendar6*

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

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

75.5 *TimeZone::Calendar6*

UTC

75.6 *TimeZone::Calendar6Name*

.

.

:

Calendar Name 6

76.1 *CalendarWeekDayStart::Calendar7*

:

1

76.2 *TimeVacationDays::Calendar7*

:

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

76.3 *TimeVacationDaysOneTime::Calendar7*

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

76.4 *TimeWorkingHours::Calendar7*

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

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

76.5 *TimeZone::Calendar7*

UTC

76.6 *TimeZone::Calendar7Name*

.

.

:

Calendar Name 7

77.1 *CalendarWeekDayStart::Calendar8*

:

1

77.2 *TimeVacationDays::Calendar8*

```
'1':  
  '1': New Year's Day  
'12':  
  '24': Christmas Eve  
  '25': First Christmas Day  
  '26': Second Christmas Day  
  '31': New Year's Eve  
'5':  
  '1': International Workers' Day
```

77.3 *TimeVacationDaysOneTime::Calendar8*

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

77.4 *TimeWorkingHours::Calendar8*

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

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

77.5 *TimeZone::Calendar8*

UTC

77.6 *TimeZone::Calendar8Name*

.

.

:

Calendar Name 8

78.1 *CalendarWeekDayStart::Calendar9*

:

1

78.2 *TimeVacationDays::Calendar9*

:

```
---
'1':
  '1': New Year's Day
'12':
  '24': Christmas Eve
  '25': First Christmas Day
  '26': Second Christmas Day
  '31': New Year's Eve
'5':
  '1': International Workers' Day
```

78.3 *TimeVacationDaysOneTime::Calendar9*

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

78.4 *TimeWorkingHours::Calendar9*

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

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

78.5 *TimeZone::Calendar9*

UTC

78.6 *TimeZone::Calendar9Name*

.

.

:

Calendar Name 9

Core → WebUserAgent

79.1 *WebUserAgent::DisableSSLVerification*

SSL , . HTTPS . !
:
:

```
0
```

79.2 *WebUserAgent::Proxy*

http/ftp proxy .
:
:

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

79.3 *WebUserAgent::Timeout*

() http/ftp .
:
:

```
15
```

Daemon

80.1 *Daemon::PID::Path*

, (PID) . :

<\$OTRSHome>/var/run/ .

.

:

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

Daemon → *Log*

81.1 *Daemon::Log::DaysToKeep*

1

81.2 *Daemon::Log::RotationType*

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

otrs

81.3 *Daemon::Log::STDERR*

1

81.4 *Daemon::Log::STDOUT*

, .
.
:
0

Daemon → ModuleRegistration

82.1 DaemonModules###PushEventManager

```
    „push” .  
    .  
    :  
    :
```

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

82.2 DaemonModules###SchedulerCronTaskManager

```
    .  
    .  
    :  
    :
```

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

82.3 DaemonModules###SchedulerFutureTaskManager

```
    .  
    .  
    :  
    :
```

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

82.4 *DaemonModules###SchedulerGenericAgentTaskManager*

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

82.5 *DaemonModules###SchedulerTaskWorker*

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

82.6 *DaemonModules###SystemConfigurationSyncManager*

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

Daemon → *SchedulerCronTaskManager* → *Task*

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

:

```

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

```

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

:

```

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

```

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

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

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::FulltextIndexRebuildWorker
Params:
- --children
- '4'
- --limit
- '20000'
Schedule: '* * * * *'
TaskName: ArticleSearchIndexRebuild
```

83.4 Daemon::SchedulerCronTaskManager::Task###BrowserTrustCleanupExpired

```
' AuthTwoFactor::BrowserTrust::ExpirationPeriod'
```

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::BrowserTrust::CleanupExpired
Params: []
Schedule: 00 02 * * *
TaskName: BrowserTrustCleanupExpired
```

83.5 Daemon::SchedulerCronTaskManager::Task###CachePurgeTrash

```
----
Function: PurgeTrash
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
```

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```
Params: []
Schedule: '* / 10 * * * *'
TaskName: CachePurgeTrash
```

83.6 *Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete*

:

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Log::CommunicationLog
Params:
- --purge
Schedule: 00 03 * * *
TaskName: CommunicationLogDelete
```

83.7 *Daemon::SchedulerCronTaskManager::Task###ConfigurationDeploymentC*

()

:

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

83.8 *Daemon::SchedulerCronTaskManager::Task###ContractCheck*

:

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳ Kernel::System::Console::Command::Maint::SystemContract::ContractStatusCheck
Params: []
```

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```
Schedule: '* / 5 * * * *'
TaskName: ContractCheck
```

83.9 *Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup*

```
----
Function: CleanUp
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params:
- Expired
- '1'
Schedule: 20 0 * * 0
TaskName: CoreCacheCleanup
```

83.10 *Daemon::SchedulerCronTaskManager::Task###Custom1*

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

83.11 *Daemon::SchedulerCronTaskManager::Task###Custom2*

```
----
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
```

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```
Schedule: '* * * * *'
TaskName: Custom2
```

83.12 *Daemon::SchedulerCronTaskManager::Task###Custom3*

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

83.13 *Daemon::SchedulerCronTaskManager::Task###Custom4*

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

83.14 *Daemon::SchedulerCronTaskManager::Task###Custom5*

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

83.15 *Daemon::SchedulerCronTaskManager::Task###Custom6*

```

    . : , .
    .
    :

```

```

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

```

83.16 *Daemon::SchedulerCronTaskManager::Task###Custom7*

```

    . : , .
    .
    :

```

```

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

```

83.17 *Daemon::SchedulerCronTaskManager::Task###Custom8*

```

    . : , .
    .
    :

```

```

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

```

83.18 *Daemon::SchedulerCronTaskManager::Task###Custom9*

```

    . : , .

```

:

```

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

```

83.19 *Daemon::SchedulerCronTaskManager::Task###EscalationCheck*

:

```

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

```

83.20 *Daemon::SchedulerCronTaskManager::Task###FetchMail*

```

fetchmail

```

:

```

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

```

83.21 *Daemon::SchedulerCronTaskManager::Task###FetchMailSSL*

```

fetchmail ( SSL).

```

:

```

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

```

83.22 *Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats*

```

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

```

83.23 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1*

```

( : , . „Kernel::System::GenericAgent” ).

```

```

---
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*

```

( : , . „Kernel::System::GenericAgent” ).

```

:

```

---
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*

```

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

```

:

```

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

```

83.26 *Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4*

```

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

```

:

```

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

```

83.27 Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5

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

```

---
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

```

---
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

```

---
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

().

:

```

---
Function: CacheDelete
MaximumParallelInstances: '1'
Module: Kernel::System::Loader
Params: []
Schedule: 30 0 * * 0
TaskName: LoaderCacheDelete

```

83.31 Daemon::SchedulerCronTaskManager::Task###MailAccountFetch

.

:

```

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

```

83.32 Daemon::SchedulerCronTaskManager::Task###MailQueueSend

.

:

```

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

```

83.33 Daemon::SchedulerCronTaskManager::Task###NotificationViewDeleteExp

:

```

---
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*

```

OTRS .
.
:

```

```

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

```

83.35 *Daemon::SchedulerCronTaskManager::Task###RemoveClosedChats*

```

ChatEngine::ChatTTL.
:

```

```

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

```

83.36 *Daemon::SchedulerCronTaskManager::Task###RemoveOldChats*

```

.
.
:

```

```

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

```

83.37 *Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates*

```

S/MIME : SMIME SMIME::FetchFromCustomer
UserSMIMECertificate .
:

```

```

----
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*

```

.
:

```

```

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

```

83.39 *Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess*

```

:

```

```

----
Function: Execute
MaximumParallelInstances: '1'
Module: ↵
↳Kernel::System::Console::Command::Maint::PostMaster::SpoolMailsReprocess

```

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```

Params: []
Schedule: 10 0 * * *
TaskName: SpoolMailsReprocess

```

83.40 *Daemon::SchedulerCronTaskManager::Task###StatsReportsGenerateCron*

:

```

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

```

83.41 *Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynch*

:

```

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

```

83.42 *Daemon::SchedulerCronTaskManager::Task###TemporaryLinkCleanup*

:

```

---
Function: LinkCleanup
MaximumParallelInstances: '1'
Module: Kernel::System::LinkObject
Params:
- State

```

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```

- Temporary
- Age
- '86400'
Schedule: 35 01 * * *
TaskName: TemporaryLinkCleanup

```

83.43 *Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired*

.

:

```

----
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###TicketNumberCounterClean*

(10).

.

:

```

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

```

83.45 *Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck*

.

:

```

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

```

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```
Module: Kernel::System::Console::Command::Maint::Ticket::PendingCheck
Params: []
Schedule: 45 */2 * * *
TaskName: TicketPendingCheck
```

83.46 *Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout*

:

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::UnlockTimeout
Params: []
Schedule: 35 * * * *
TaskName: TicketUnlockTimeout
```

83.47 *Daemon::SchedulerCronTaskManager::Task###UserActivityCleanup*

:

```
----
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::UserActivity::CleanupExpired
Params: []
Schedule: */1 * * * *
TaskName: UserActivityCleanup
```

83.48 *Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup*

:

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

Daemon → *SchedulerGenericAgentTaskManager*

84.1 *Daemon::SchedulerGenericAgentTaskManager::SleepTime*

:

0

84.2 *Daemon::SchedulerGenericAgentTaskManager::TicketLimit*

:

4000

Daemon → *SchedulerGenericInterfaceTaskManager*

85.1 *Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff*

()

.

:

300

Daemon → *SchedulerTaskWorker*

86.1 *Daemon::SchedulerTaskWorker::MaximumWorkers*

5

```
5
```

86.2 *Daemon::SchedulerTaskWorker::NotificationRecipientEmail*

```
root@localhost
```


87.1 *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.

:

```
---  
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.

:

```
---  
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.

:

```
---  
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.

:

```
---  
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.

:

```
---  
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.

:

```

---
AutoCompleteActive: '1'
ButtonText: Search Customer
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

87.7 *AutoComplete::Agent###UserSearch*

Defines the configuration options for the autocompletion feature.

:

```

---
AutoCompleteActive: '1'
ButtonText: Search User
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

87.8 *Events###Appointment*

:

```

---
- AppointmentCreate
- AppointmentUpdate
- AppointmentDelete
- AppointmentNotification

```

87.9 *Events###Article*

:

```

---
- 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*

:

- ```

```
- CalendarCreate
  - CalendarUpdate

## 87.11 *Events###Chat*

:

- ```
----
```
- ChatAdd
 - ChatChannelUpdate
 - ChatMessageAdd
 - ChatRequestUpdate
 - ChatUpdate

87.12 *Events###CustomPage*

:


```
----  
- CustomPageAdd  
- CustomPageUpdate  
- CustomPageDelete  
- CustomPageContentAdd  
- CustomPageContentUpdate  
- CustomPageContentDelete
```

87.13 Events###CustomerCompany

:

```
----  
- CustomerCompanyAdd  
- CustomerCompanyUpdate
```

87.14 Events###CustomerUser

:

```
----  
- CustomerUserAdd  
- CustomerUserUpdate
```

87.15 Events###DynamicField

:

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

87.16 Events###FAQ

- FAQCreate
- FAQDelete
- FAQUpdate
- FAQVoteAdd
- FAQCategoryGroupUpdate

87.17 *Events###LinkObject*

LinkObject

- LinkObjectLinkAdd
- LinkObjectLinkDelete

87.18 *Events###Package*

- PackageInstall
- PackageReinstall
- PackageUpgrade
- PackageUninstall

87.19 *Events###Queue*

- QueueCreate
- QueueUpdate

87.20 *Events###SLA*

SLA

:

```

----
- SLACreate
- SLAPreferencesSet
- SLAUpdate

```

87.21 *Events###Service*

:

```

----
- ServiceCreate
- ServicepreferencesSet
- ServiceUpdate

```

87.22 *Events###ServiceCatalogueltem*

:

```

----
- ItemContentCategorySet
- ItemContentDelete
- ItemContentUpdate

```

87.23 *Events###Ticket*

:

```

----
- TicketCreate
- TicketDelete
- TicketTitleUpdate

```

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- 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

:

```
Admin
```

87.25 *Frontend::RichText::DefaultCSS*

```
CSS      RTF      .
:
:
```

```
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.

```
.
:
```

```
0
```

87.27 *Frontend::RichTextHeight*

```
RTF      .      (      )      (      ).
:
:
```

```
320
```

87.28 *Frontend::RichTextPath*

```
URL      RTF      (      ).
:
:
```

```
<OTRS_CONFIG_Frontend::PrefixPath>/htdocs/js/thirdparty/ckeditor-4.7.0/
```

87.29 *Frontend::RichTextWidth*

```
RTF      .      (      )      (      ).
:
:
```

:

```
620
```

87.30 *LoginURL*

URL

:

```
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).

:

```
1
```

87.32 *OpenMainMenuOnHover*

, ().

:

```
0
```

87.33 *PossibleNextActions*

:

```
----  
'[% Env('CGIHandle') %]?Action=Admin': Go to administrator interface.
```

Frontend → Admin → FrontendNotification

88.1 *Frontend::NotifyModule###1000-CloudServicesDisabled*

```
---  
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.

```
---  
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.

:

```
----  
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.

:

```
----  
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.

:

```
----  
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.

:

```
---  
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*

:

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

89.2 *Frontend::Module###AdminACL*

:

```
---  
Description: This module is part of the admin area of OTRS.  
Group:  
- admin  
GroupRo: []  
NavBarName: Admin  
Title: Access Control Lists (ACL)
```

89.3 *Frontend::Module###AdminAgentStyle*

:

```
---
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.

:

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

89.5 *Frontend::Module###AdminAppointmentNotificationEvent*

Frontend module registration for the administrator interface.

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Appointment Notifications
```

89.6 *Frontend::Module###AdminAttachment*

:

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

89.7 *Frontend::Module###AdminAutoResponse*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Auto Responses
```

89.8 *Frontend::Module###AdminChatChannel*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Channels
```

89.9 *Frontend::Module###AdminChatIntegration*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Chat Integration
```

89.10 *Frontend::Module###AdminCloudServiceSMS*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: SMS
```

89.11 *Frontend::Module###AdminCloudServices*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services
```

89.12 *Frontend::Module###AdminCommunicationLog*

:

```
---
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*

:

```

---
Description: Admin contact with data.
Group:
- admin
GroupRo: []
NavBarName: Ticket
Title: Admin Contact With Data

```

89.14 *Frontend::Module###AdminCustomPage*

:

```

---
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*

:

```

---
Description: Edit Customer Companies.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Companies

```

89.16 *Frontend::Module###AdminCustomerGroup*

:

```

---
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*

:

```
---
Description: Edit Customer Users.
Group:
- admin
- users
GroupRo: []
NavBarName: Customers
Title: Customer Users
```

89.18 *Frontend::Module###AdminCustomerUserCustomer*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

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

89.30 *Frontend::Module###AdminExternalHomePage*

:

```
---
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*

.

:

```
---
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*

.

:

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

89.33 *Frontend::Module###AdminGenericInterfaceDebugger*

.

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Debugger GUI
```

89.34 Frontend::Module###AdminGenericInterfaceErrorHandlingDefault

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI

```

89.35 Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface ErrorHandling GUI

```

89.36 Frontend::Module###AdminGenericInterfaceInvokerDefault

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker GUI

```

89.37 Frontend::Module###AdminGenericInterfaceInvokerEvent

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Invoker Event GUI
```

89.38 *Frontend::Module###AdminGenericInterfaceMappingSimple*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

89.39 *Frontend::Module###AdminGenericInterfaceMappingXSLT*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service Mapping GUI
```

89.40 *Frontend::Module###AdminGenericInterfaceOperationDefault*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Operation GUI
```

89.41 Frontend::Module###AdminGenericInterfaceOperationRPC

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface RPC Operation GUI

```

89.42 Frontend::Module###AdminGenericInterfaceTransportHTTPREST

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPREST GUI

```

89.43 Frontend::Module###AdminGenericInterfaceTransportHTTPSAP

:

```

---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface TransportHTTPSAP GUI

```

89.44 Frontend::Module###AdminGenericInterfaceWebservice

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: GenericInterface Web Service GUI
```

89.45 *Frontend::Module###AdminGenericInterfaceWebserviceHistory*

:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: GenericInterface Web Service History GUI
```

89.46 *Frontend::Module###AdminGroup*

:

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

89.47 *Frontend::Module###AdminLog*

:

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


89.48 *Frontend::Module###AdminMailAccount*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Mail Accounts
```

89.49 *Frontend::Module###AdminNotificationEvent*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Ticket Notifications
```

89.50 *Frontend::Module###AdminPGP*

:

```
---
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*

:

```
---
Description: Software Package Manager.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Package Manager
```

89.52 *Frontend::Module###AdminPerformanceLog*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Performance Log
```

89.53 *Frontend::Module###AdminPostMasterFilter*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

89.54 *Frontend::Module###AdminPriority*

:

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

89.55 *Frontend::Module###AdminProcessManagement*

:

```

---
Description: This module is part of the administrator area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Process Management

```

89.56 *Frontend::Module###AdminProcessManagementActivity*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

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

89.62 *Frontend::Module###AdminQueueAutoResponse*

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates  Queues
```

89.65 *Frontend::Module###AdminRegistration*

:

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

89.66 *Frontend::Module###AdminRole*

:

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

89.67 *Frontend::Module###AdminRoleGroup*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles Groups
```

89.68 *Frontend::Module###AdminRoleUser*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Roles
```

89.69 *Frontend::Module###AdminSLA*

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SMS Templates
```

89.72 *Frontend::Module###AdminSalutation*

:

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

89.73 *Frontend::Module###AdminSelectBox*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

89.74 *Frontend::Module###AdminService*

:

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

89.75 *Frontend::Module###AdminServiceCatalogue*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
```

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```
NavBarName: Admin
Title: Admin Customer Service Catalog.
```

89.76 *Frontend::Module###AdminServiceCatalogueCategories*

:

```
---
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*

:

```
---
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*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Session Management
```

89.79 *Frontend::Module###AdminSignature*

:

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

89.80 *Frontend::Module###AdminState*

:

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

89.81 *Frontend::Module###AdminSupportDataCollector*

:

```
---
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*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Email Addresses

```

89.83 *Frontend::Module###AdminSystemConfiguration*

```

---
Description: Admin.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration

```

89.84 *Frontend::Module###AdminSystemConfigurationDeployment*

```

---
Description: Manage System Configuration Deployments.
Group:
- admin
- users
GroupRo: []
NavBarName: SystemConfiguration
Title: System Configuration Deployment

```

89.85 *Frontend::Module###AdminSystemConfigurationGroup*

```

---
Description: Admin.

```

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```
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: System Configuration Group
```

89.86 *Frontend::Module###AdminTemplate*

:

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

89.87 *Frontend::Module###AdminTemplateAttachment*

:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Templates Attachments
```

89.88 *Frontend::Module###AdminType*

:

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

89.89 *Frontend::Module###AdminUser*

:

```

---
Description: Create and manage agents.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents

```

89.90 *Frontend::Module###AdminUserGroup*

:

```

---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents Groups

```

89.91 *Frontend::Module###AgentDaemonInfo*

:

```

---
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.

:

```
---  
Module: Kernel::Output::HTML::NavBar::AdminFavourites
```

Frontend → Admin → ModuleRegistration → AdminOverview

90.1 *Frontend::NavigationModule###Admin*

:

```
---
Block: ''
Description: Admin modules overview.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: ''
```

90.2 *Frontend::NavigationModule###AdminACL*

:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
IconBig: fa-check-square-o
```

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```
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)
```

90.3 *Frontend::NavigationModule###AdminAgentStyle*

:

```
----
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.

:

```
----
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.

:

```
----
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

:

```

---
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

:

```

---
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

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
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*

:

```
---
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*

:

```
---
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*

:

```
---
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*

:

```

---
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*

:

```

---
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*

:

```

---
Block: Administration
Description: Edit the system configuration settings.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Configuration

```

90.56 *Frontend::NavigationModule###AdminTemplate*

:

```
---
Block: Ticket
Description: Create and manage templates.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates
```

90.57 *Frontend::NavigationModule###AdminTemplateAttachment*

:

```
---
Block: Ticket
Description: Link templates to attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: fa-file-text-o
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates Attachments
```

90.58 *Frontend::NavigationModule###AdminType*

:

```
---
Block: Ticket
Description: Create and manage ticket types.
Group:
- admin
GroupRo: []
IconBig: fa-ticket
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Types
```

90.59 *Frontend::NavigationModule###AdminUser*

:

```

---
Block: Users
Description: Create and manage agents.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents

```

90.60 *Frontend::NavigationModule###AdminUserGroup*

:

```

---
Block: Users
Description: Link agents to groups.
Group:
- admin
GroupRo: []
IconBig: fa-user
IconSmall: fa-users
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Agents Groups

```

90.61 *Frontend::NavigationModule###AgentFAQCategory*

:

```

---
Block: Administration
Description: FAQ Category Management.
Group:
- admin
GroupRo: []
IconBig: fa-question
IconSmall: fa-list
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: FAQ Category

```

90.62 *Frontend::NavigationModule###AgentFAQLanguage*

:

```
---  
Block: Administration  
Description: FAQ Language Management.  
Group:  
- admin  
GroupRo: []  
IconBig: fa-question  
IconSmall: fa-language  
Module: Kernel::Output::HTML::NavBar::ModuleAdmin  
Name: FAQ Language
```

Frontend → Admin → ModuleRegistration → Loader

91.1 Loader::Module::Admin###001-Framework

:

```
---  
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

:

```
---  
CSS:  
- Core.Agent.Admin.ACL.css  
JavaScript:  
- Core.Agent.Admin.ACL.js
```

91.3 Loader::Module::AdminAgentStyle###001-Framework

:

```
---
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.

:

```
---
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.

:

```
---
CSS:
- Core.Agent.Admin.NotificationEvent.css
JavaScript:
- Core.Agent.Admin.NotificationEvent.js
```

91.6 *Loader::Module::AdminAttachment###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Attachment.js
```

91.7 *Loader::Module::AdminAutoResponse###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.AutoResponse.js
```

91.8 *Loader::Module::AdminChatIntegration###002-Ticket*

:

```
---
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*

:

```
---
CSS:
- Core.Agent.Admin.CloudService.SMS.css
JavaScript:
- Core.Agent.Admin.CloudServiceSMS.js
```

91.10 *Loader::Module::AdminCloudServices###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.CloudServices.css
```

91.11 *Loader::Module::AdminCommunicationLog###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.CommunicationLog.css  
JavaScript:  
- Core.Agent.Admin.CommunicationLog.js  
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js  
- Core.UI.Table.Sort.js
```

91.12 *Loader::Module::AdminCustomPage###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomPage.js  
- Core.UI.InputFields.js
```

91.13 *Loader::Module::AdminCustomerCompany###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerCompany.js
```

91.14 *Loader::Module::AdminCustomerGroup###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerGroup.js
```

91.15 *Loader::Module::AdminCustomerUser###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.TicketAction.js  
- Core.Agent.Admin.CustomerUser.js
```

91.16 *Loader::Module::AdminCustomerUserCustomer###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerUserService.js
```

91.17 *Loader::Module::AdminCustomerUserGroup###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerGroup.js
```

91.18 *Loader::Module::AdminCustomerUserService###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.CustomerUserService.js
```

91.19 *Loader::Module::AdminDynamicField###002-Ticket*

:

```
---
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*

:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldCheckbox.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.21 *Loader::Module::AdminDynamicFieldContactWithData###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.22 *Loader::Module::AdminDynamicFieldDateTime###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDateTime.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.23 *Loader::Module::AdminDynamicFieldDropdown###002-Ticket*

:

```
---
CSS:
- Core.Agent.Admin.DynamicField.css
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldDropdown.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.24 *Loader::Module::AdminDynamicFieldInvalid###002-Ticket*

:

```
---
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*

:

```
---
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*

:

```
---
JavaScript:
- Core.Agent.Admin.DynamicField.js
- Core.Agent.Admin.DynamicFieldText.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.27 *Loader::Module::AdminExternalHomePage###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalHomePage.js
```

91.28 *Loader::Module::AdminExternalLayout###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.ExternalHomePage.css
- Core.Agent.Admin.ExternalLayout.css
- thirdparty/spectrum-1.8.0/spectrum.css
JavaScript:
- thirdparty/spectrum-1.8.0/spectrum.js
- Core.UI.InputFields.js
- Core.Agent.Admin.ExternalLayout.js
```

91.29 *Loader::Module::AdminGenericAgent###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.GenericAgent.js
```

91.30 *Loader::Module::AdminGenericInterfaceDebugger###002- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceDebugger.js

```

91.31 *Loader::Module::AdminGenericInterfaceErrorHandlingDefault###002- GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js

```

91.32 *Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###0 GenericInterface*

:

```

---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceErrorHandling.js
- Core.Agent.Admin.GenericInterfaceErrorHandlingRequestRetry.js

```

91.33 *Loader::Module::AdminGenericInterfaceInvokerDefault###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvoker.js
```

91.34 *Loader::Module::AdminGenericInterfaceInvokerEvent###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceInvokerEvent.js
```

91.35 *Loader::Module::AdminGenericInterfaceMappingSimple###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMapping.js
```

91.36 *Loader::Module::AdminGenericInterfaceMappingXSLT###002- GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceMappingXSLT.js
```

91.37 *Loader::Module::AdminGenericInterfaceOperationDefault###002-GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceOperation.js
```

91.38 *Loader::Module::AdminGenericInterfaceOperationRPC###001-GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceOperation.js
```

91.39 *Loader::Module::AdminGenericInterfaceTransportHTTPREST###002-GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPREST.js
```

91.40 *Loader::Module::AdminGenericInterfaceTransportHTTPSOAP###002-GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
- Core.Agent.SortedTree.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceTransportHTTPSOAP.js
- Core.Agent.SortedTree.js
```

91.41 *Loader::Module::AdminGenericInterfaceWebservice###002-GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebservice.js
```

91.42 *Loader::Module::AdminGenericInterfaceWebserviceHistory###002-GenericInterface*

:

```
---
CSS:
- Core.Agent.Admin.GenericInterface.css
JavaScript:
- Core.Agent.Admin.GenericInterfaceWebserviceHistory.js
```

91.43 *Loader::Module::AdminGroup###001-Framework*

:

```
---
JavaScript:
- Core.Agent.Admin.Group.js
```

91.44 *Loader::Module::AdminLog###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.Log.js
```

91.45 *Loader::Module::AdminMailAccount###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.MailAccount.js
```

91.46 *Loader::Module::AdminNotificationEvent###002-Ticket*

:

```
---  
CSS:  
- Core.Agent.Admin.NotificationEvent.css  
JavaScript:  
- Core.Agent.Admin.NotificationEvent.js
```

91.47 *Loader::Module::AdminPGP###001-Framework*

:

```
---  
JavaScript:  
- Core.Agent.Admin.PGP.js
```

91.48 *Loader::Module::AdminPackageManager###001-Framework*

:

```
---  
CSS:  
- Core.Agent.Admin.PackageManager.css  
JavaScript:  
- Core.Agent.Admin.PackageManager.js
```

91.49 *Loader::Module::AdminPerformanceLog###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.PerformanceLog.css
```

91.50 *Loader::Module::AdminPostMasterFilter###001-Framework*

:

```
---
CSS:
- Core.Agent.Admin.PostMasterFilter.css
JavaScript:
- Core.Agent.Admin.PostMasterFilter.js
```

91.51 *Loader::Module::AdminPriority###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Priority.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.52 *Loader::Module::AdminProcessManagement###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jsplumb-1.6.4/jsplumb.js
- thirdparty/farahey-0.5/farahey.js
- thirdparty/jsplumb-labelspacer/label-spacer.js
- Core.Agent.Admin.ProcessManagement.js
```

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```

- Core.Agent.Admin.ProcessManagement.Canvas.js
- Core.UI.AllocationList.js

```

91.53 *Loader::Module::AdminProcessManagementActivity###002-ProcessManagement*

:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪js
- Core.UI.AllocationList.js

```

91.54 *Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement*

:

```

---
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*

:

```

---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css

```

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```
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

91.56 *Loader::Module::AdminProcessManagementSequenceFlow###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
```

91.57 *Loader::Module::AdminProcessManagementSequenceFlowAction###002-ProcessManagement*

:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.ModuleConfiguration.MultiLanguageRichText.
  ↪ js
- Core.Agent.Admin.ProcessManagement.js
```

91.58 *Loader::Module::AdminQueue###002-Ticket*

:

```
---
JavaScript:
- Core.Agent.Admin.Queue.js
- Core.Agent.Admin.SysConfig.Entity.js
```

91.59 *Loader::Module::AdminQueueAutoResponse###002-Ticket*

:

```

---
JavaScript:
- Core.Agent.Admin.QueueAutoResponse.js

```

91.60 *Loader::Module::AdminQueueSMSTemplates###001-Framework*

:

```

---
JavaScript:
- Core.Agent.Admin.QueueSMSTemplates.js

```

91.61 *Loader::Module::AdminQueueTemplates###002-Ticket*

:

```

---
JavaScript:
- Core.Agent.Admin.QueueTemplates.js

```

91.62 *Loader::Module::AdminRegistration###001-Framework*

:

```

---
CSS:
- Core.Agent.Admin.Registration.css
JavaScript:
- Core.Agent.Admin.Registration.js

```

91.63 *Loader::Module::AdminRole###001-Framework*

:

```

---
JavaScript:
- Core.Agent.Admin.Role.js

```

91.64 *Loader::Module::AdminRoleGroup###001-Framework*

.
:

```
----  
JavaScript:  
- Core.Agent.Admin.RoleGroup.js
```

91.65 *Loader::Module::AdminRoleUser###001-Framework*

.
:

```
----  
JavaScript:  
- Core.Agent.Admin.RoleUser.js
```

91.66 *Loader::Module::AdminSLA###002-Ticket*

.
:

```
----  
JavaScript:  
- Core.Agent.Admin.SLA.js
```

91.67 *Loader::Module::AdminSMIME###001-Framework*

.
:

```
----  
JavaScript:  
- Core.Agent.Admin.SMIME.js
```

91.68 *Loader::Module::AdminSMSTemplate###001-Framework*

.
:

```
----  
JavaScript:  
- Core.Agent.Admin.SMSTemplate.js
```

91.69 Loader::Module::AdminSalutation###002-Ticket

:

```
----  
JavaScript:  
- Core.Agent.Admin.Salutation.js
```

91.70 Loader::Module::AdminSelectBox###001-Framework

:

```
----  
JavaScript:  
- Core.Agent.Admin.SelectBox.js
```

91.71 Loader::Module::AdminService###002-Ticket

:

```
----  
JavaScript:  
- Core.Agent.Admin.Service.js
```

91.72 Loader::Module::AdminServiceCatalogue###001-Framework

:

```
----  
CSS:  
- Core.Agent.Admin.ServiceCatalogue.css
```

91.73 *Loader::Module::AdminServiceCatalogueCategories###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Categories.js
```

91.74 *Loader::Module::AdminServiceCatalogueItems###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.ServiceCatalogue.Items.js
```

91.75 *Loader::Module::AdminSession###001-Framework*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Session.js
```

91.76 *Loader::Module::AdminSignature###002-Ticket*

:

```
----  
JavaScript:  
- Core.Agent.Admin.Signature.js
```

91.77 *Loader::Module::AdminState###002-Ticket*

:


```

---
JavaScript:
- Core.Agent.Admin.State.js
- Core.Agent.Admin.SysConfig.Entity.js

```

91.78 *Loader::Module::AdminSupportDataCollector###001-Framework*

:

```

---
CSS:
- Core.Agent.Admin.SupportDataCollector.css
JavaScript:
- Core.Agent.Admin.SupportDataCollector.js

```

91.79 *Loader::Module::AdminSystemAddress###002-Ticket*

:

```

---
JavaScript:
- Core.Agent.Admin.SystemAddress.js

```

91.80 *Loader::Module::AdminSystemConfiguration###001-Framework*

:

```

---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
- Core.SystemConfiguration.DateTime.js
- Core.SystemConfiguration.VacationDays.js
- Core.SystemConfiguration.VacationDaysOneTime.js
- Core.SystemConfiguration.WorkingHours.js

```

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- Core.Form.js
- Core.Agent.Admin.SystemConfiguration.js

91.81 Loader::Module::AdminSystemConfigurationDeployment###001-Framework

:

- ```

CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js
```

### **91.82 Loader::Module::AdminSystemConfigurationGroup###001-Framework**

:

- ```
----  
CSS:  
- Core.Agent.Admin.SystemConfiguration.css  
JavaScript:  
- thirdparty/clipboardjs-1.7.1/clipboard.min.js  
- Core.SystemConfiguration.js  
- Core.SystemConfiguration.Date.js  
- Core.SystemConfiguration.DateTime.js  
- Core.SystemConfiguration.VacationDays.js  
- Core.SystemConfiguration.VacationDaysOneTime.js  
- Core.SystemConfiguration.WorkingHours.js  
- Core.Form.js  
- Core.Agent.Admin.SystemConfiguration.js
```

91.83 Loader::Module::AdminTemplate###002-Ticket

:

```
----  
JavaScript:  
- Core.Agent.Admin.Template.js
```

91.84 Loader::Module::AdminTemplateAttachment###002-Ticket

:

```
----  
JavaScript:  
- Core.Agent.Admin.TemplateAttachment.js
```

91.85 Loader::Module::AdminType###002-Ticket

:

```
----  
JavaScript:  
- Core.Agent.Admin.Type.js  
- Core.Agent.Admin.SysConfig.Entity.js
```

91.86 Loader::Module::AdminUser###001-Framework

:

```
----  
JavaScript:  
- Core.Agent.Admin.Users.js
```

91.87 Loader::Module::AdminUserGroup###001-Framework

:

```
----  
JavaScript:  
- Core.Agent.Admin.UserGroup.js
```

Frontend → Admin → ModuleRegistration → MainMenu

92.1 *Frontend::Navigation###Admin###001-Framework*

.

:

```
---  
- AccessKey: a  
  Block: ItemArea  
  Description: Admin modules overview.  
  Group:  
  - admin  
  GroupRo: []  
  Link: Action=Admin  
  LinkOption: ''  
  Name: Admin  
  NavBar: Admin  
  Prio: '10000'  
  Type: Menu
```

92.2 *Frontend::Navigation###AdminACL###002-Ticket*

.

.

:

```
--- []
```

92.3 *Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar*

92.4 *Frontend::Navigation###AdminAttachment###002-Ticket*

92.5 *Frontend::Navigation###AdminAutoResponse###002-Ticket*

92.6 *Frontend::Navigation###AdminChatChannel###002-Ticket*

92.7 *Frontend::Navigation###AdminChatIntegration###002-Ticket*

---- []

92.8 *Frontend::Navigation###AdminCloudServiceSMS###001-Framework*

:

---- []

92.9 *Frontend::Navigation###AdminCloudServices###001-Framework*

:

---- []

92.10 *Frontend::Navigation###AdminCommunicationLog###001-Framework*

:

---- []

92.11 *Frontend::Navigation###AdminContactWithData###002-Ticket*

:

```
----  
- AccessKey: ''  
  Block: ''  
  Description: Edit contacts with data.  
  Group:  
    - admin
```

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```

GroupRo: []
Link: Action=AdminContactWithData
LinkOption: ''
Name: Edit contacts with data
NavBar: Ticket
Prio: '900'
Type: ''

```

92.12 *Frontend::Navigation###AdminCustomPage###001-Framework*

```

:

```

```

--- []

```

92.13 *Frontend::Navigation###AdminCustomerCompany###001-Framework*

```

:

```

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customers.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerCompany;Nav=Agent
  LinkOption: ''
  Name: Customer Administration
  NavBar: Customers
  Prio: '9100'
  Type: ''

```

92.14 *Frontend::Navigation###AdminCustomerGroup###001-Framework*

:

--- []

92.15 *Frontend::Navigation###AdminCustomerUser###001-Framework*

:

```

---
- AccessKey: ''
  Block: ItemArea
  Description: Create and manage customer users.
  Group:
  - admin
  - users
  GroupRo: []
  Link: Action=AdminCustomerUser;Nav=Agent
  LinkOption: ''
  Name: Customer User Administration
  NavBar: Customers
  Prio: '9000'
  Type: ''

```

92.16 *Frontend::Navigation###AdminCustomerUserCustomer###001-Framework*

:

--- []

92.17 *Frontend::Navigation###AdminCustomerUserGroup###001-Framework*

:

--- []

92.18 *Frontend::Navigation###AdminCustomerUserService###001-Framework*

.
.
:

---- []

92.19 *Frontend::Navigation###AdminDynamicField###002-Ticket*

.
.
:

---- []

92.20 *Frontend::Navigation###AdminEmail###001-Framework*

.
.
:

---- []

92.21 *Frontend::Navigation###AdminExternalHomePage###001-Framework*

.
.
:

---- []

92.22 *Frontend::Navigation###AdminExternalLayout###001-Framework*

.
.
:

---- []

92.23 Frontend::Navigation###AdminGenericAgent###002-Ticket

:

---- []

92.24 Frontend::Navigation###AdminGenericInterfaceDebugger###002- GenericInterface

:

---- []

92.25 Frontend::Navigation###AdminGenericInterfaceWebservice###002- GenericInterface

:

---- []

92.26 Frontend::Navigation###AdminGroup###001-Framework

:

---- []

92.27 *Frontend::Navigation###AdminLog###001-Framework*

.
.
:

---- []

92.28 *Frontend::Navigation###AdminMailAccount###001-Framework*

.
.
:

---- []

92.29 *Frontend::Navigation###AdminNotificationEvent###002-Ticket*

.
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:

---- []

92.30 *Frontend::Navigation###AdminPGP###001-Framework*

.
.
:

---- []

92.31 *Frontend::Navigation###AdminPackageManager###001-Framework*

.
.
:

---- []

92.32 *Frontend::Navigation###AdminPerformanceLog###001-Framework*

:

---- []

92.33 *Frontend::Navigation###AdminPostMasterFilter###001-Framework*

:

---- []

92.34 *Frontend::Navigation###AdminPriority###002-Ticket*

:

---- []

92.35 *Frontend::Navigation###AdminProcessManagement###002-ProcessManagement*

:

---- []

92.36 *Frontend::Navigation###AdminQueue###002-Ticket*

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.
:

---- []

92.37 *Frontend::Navigation###AdminQueueAutoResponse###002-Ticket*

.
.
:

---- []

92.38 *Frontend::Navigation###AdminQueueSMSTemplates###001-Framework*

.
.
:

---- []

92.39 *Frontend::Navigation###AdminQueueTemplates###002-Ticket*

.
.
:

---- []

92.40 *Frontend::Navigation###AdminRegistration###001-Framework*

.
.
:

--- []

92.41 *Frontend::Navigation###AdminRole###001-Framework*

:

--- []

92.42 *Frontend::Navigation###AdminRoleGroup###001-Framework*

:

--- []

92.43 *Frontend::Navigation###AdminRoleUser###001-Framework*

:

--- []

92.44 *Frontend::Navigation###AdminSLA###002-Ticket*

:

--- []

92.45 *Frontend::Navigation###AdminSMIME###001-Framework*

:

---- []

92.46 Frontend::Navigation###AdminSMSTemplate###001-Framework

---- []

92.47 Frontend::Navigation###AdminSalutation###002-Ticket

---- []

92.48 Frontend::Navigation###AdminSelectBox###001-Framework

---- []

92.49 Frontend::Navigation###AdminService###002-Ticket

---- []

92.50 Frontend::Navigation###AdminServiceCatalogue###001-Framework

:

---- []

92.51 Frontend::Navigation###AdminServiceCatalogueCategories###001-Framework

:

---- []

92.52 Frontend::Navigation###AdminServiceCatalogueItems###001-Framework

:

---- []

92.53 Frontend::Navigation###AdminSession###001-Framework

:

---- []

92.54 Frontend::Navigation###AdminSignature###002-Ticket

:

---- []

92.55 *Frontend::Navigation###AdminState###002-Ticket*

.
.
:

---- []

92.56 *Frontend::Navigation###AdminSupportDataCollector###001-Framework*

.
.
:

---- []

92.57 *Frontend::Navigation###AdminSystemAddress###002-Ticket*

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.
:

---- []

92.58 *Frontend::Navigation###AdminSystemConfiguration###001-Framework*

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:

---- []

92.59 *Frontend::Navigation###AdminSystemConfigurationDeployment###001-Framework*

.
.
:

--- []

92.60 *Frontend::Navigation###AdminSystemConfigurationGroup###001-Framework*

:

--- []

92.61 *Frontend::Navigation###AdminTemplate###002-Ticket*

:

--- []

92.62 *Frontend::Navigation###AdminTemplateAttachment###002-Ticket*

:

--- []

92.63 *Frontend::Navigation###AdminType###002-Ticket*

:

--- []

92.64 *Frontend::Navigation###AdminUser###001-Framework*

.
.
:

---- []

92.65 *Frontend::Navigation###AdminUserGroup###001-Framework*

.
.
:

---- []

Frontend → Admin → NavBarModule

93.1 *Frontend::AdminModuleGroups###001-Framework*

```
---
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.

:

1

Frontend → Admin → View → CustomPage

95.1 *Frontend::Admin::AdminCustomPage###RichText*

:

1

95.2 *Frontend::Admin::AdminCustomPage###RichTextHeight*

RTF . () ().

:

320

95.3 *Frontend::Admin::AdminCustomPage###RichTextWidth*

RTF . () ().

:

620

Frontend → Admin → View → CustomerCompany

96.1 AdminCustomerCompany::RunInitialWildcardSearch

AdminCustomerCompany.

:

1

Frontend → Admin → View → CustomerUser

97.1 AdminCustomerUser::RunInitialWildcardSearch

AdminCustomerUser.

.

:

1

97.2 AdminCustomerUser::UseAutoComplete

ID AdminCustomerUser.

.

:

0

Frontend → Admin → View → DynamicFieldOverview

98.1 *Frontend::AdminDynamicField###DynamicFieldsOverviewPageShown*

() .
:

```
1000
```

Frontend → Admin → View → NotificationEvent

99.1 *AppointmentNotification::Transport###Email*

:

```
---  
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*

:

```
---  
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*

:

```
---
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*

AdminAppointmentNotificationEvent.

:

```
---
- Calendar
- Appointment
```

99.5 *Frontend::Admin::AdminAppointmentNotificationEvent###RichText*

:

```
1
```

99.6 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight*

RTF () ().

:

```
320
```

99.7 *Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth*

RTF () ().

:

```
620
```

99.8 Frontend::Admin::AdminNotificationEvent###RichText

:

1

99.9 Frontend::Admin::AdminNotificationEvent###RichTextHeight

RTF () ().

:

320

99.10 Frontend::Admin::AdminNotificationEvent###RichTextWidth

RTF () ().

:

620

99.11 Notification::Transport###Email

:

```

---
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

:

```

---
AgentEnabledByDefault: '0'
CommonIcon: regular, network-browser

```

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```
Icon: fa fa-th-list
Module: 
↳Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

99.13 Notification::Transport###SMS

:

```
----
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.

:

```
---
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.

:

```

---
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

```

(
)
:

```

```

---
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

```

:
' Active' 0
' PreferenceGroup'
:

```

```

---
Active: '1'

```

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```
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*

```
---  
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*

```
---  
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*

SLA 2.

:

```
---  
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*

SLA

:

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

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

CHAPTER 103

Frontend → Admin → View → SelectBox

103.1 AdminSelectBox::AllowDatabaseModification

:

.

Frontend → Admin → View → Service

104.1 *ServicePreferences###Comment2*

2.

:

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

Frontend → Admin → View → SysConfig

105.1 *ConfigLevel*

, , . (), , . :

.

:

100

106.1 *AgentFrontend::Avatar::Fallback*

```
    , , . , , .  
    .  
    :
```

```
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” .

```
    .  
    :
```

```
Dashboard
```

106.3 *AgentFrontend::CustomizationColors*

```
    RGB .  
    .  
    :
```

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'  
- '#05F802'  
- '#03F987'  
- '#00FDFD'  
- '#008CFF'  
- '#002EFF'  
- '#8931FF'  
- '#FF39FF'  
- '#FF2987'  
- '#FF726E'  
- '#FFCE6E'  
- '#FFFB6D'  
- '#CEFA6E'  
- '#68F96E'  
- '#68FDFD'  
- '#68FBD0'  
- '#6ACFFF'  
- '#6E76FF'  
- '#D278FF'  
- '#FF7AFF'  
- '#FF7FD3'
```

106.4 *AgentFrontend::ExternalScripts*

WebApp::Server::AdditionalOrigins
(bin/otrs.WebServer.pl --deploy-assets).

:

```
---- []
```

106.5 *AgentFrontend::Gravatar::DefaultImage*

implement/images/ gravatar https://gravatar.com/site/

:

```
mp
```

106.6 *AgentFrontend::InlineScripts*

WebApp::Server::AdditionalOrigins
(bin/otrs.WebServer.pl --deploy-assets).

:

```
---- []
```

106.7 *AgentFrontend::PendingDiffTime*

(: 86400 = 1).

:

```
86400
```

106.8 *AgentFrontend::RichText::EnhancedMode*

Enables the enhanced mode for the multi-line editor with more editing features.

:

0

106.9 *AgentFrontend::Ticket::TextAreaEmail*

:

82

106.10 *AgentFrontend::TicketCreate::NewResponsibleSelection*

Shows a selection for the responsible agent in phone and email tickets in the ticket create screens.

:

1

106.11 *AgentFrontend::UserIdleTime*

() " "

:

5

106.12 *AutoComplete::Agent###Default*

Defines the configuration options for the autocompletion feature.

:

```
---
AutoCompleteActive: '1'
ButtonText: Search
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'
```

106.13 *AutoComplete::Agent###DynamicFieldContactWithData*

```

----
AutoCompleteActive: '1'
ButtonText: Search
MaxResultsDisplayed: '20'
MinQueryLength: '2'
QueryDelay: '100'

```

106.14 *Frontend::CommonParam###QueueID*

ID

0

106.15 *Frontend::CommonParam###TicketID*

ID

```

`NewTicketInNewWindow::Enabled`

```

0

106.16 *Ticket::Frontend::AccountTime*

1

106.17 *Ticket::Frontend::CustomerInfoCompose*

() .
.
:

1

106.18 *Ticket::Frontend::ListType*

- .
.
:

tree

106.19 *Ticket::Frontend::MaxQueueLevel*

.
.
:

5

106.20 *Ticket::Frontend::TextAreaNote*

.
.
:

78

106.21 *Ticket::Frontend::TimeUnits*

(, ,).
.
:

(work units)

Frontend → Agent → Auth

107.1 AgentFrontend::Auth::LoginURL

URL

:

```
http://host.example.com/cgi-bin/login.pl
```

107.2 AgentFrontend::Auth::LogoutURL

URL

:

```
http://host.example.com/cgi-bin/logout.pl
```

Frontend → Agent → BusinessCard

108.1 *AgentFrontend::BusinessCard::User*

```
---
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

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Calendar
```

109.2 Agent::BusinessObject::Type###CalendarAppointment

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Calendar::Appointment
```

109.3 Agent::BusinessObject::Type###ChatRequest

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::ChatRequest
```

109.4 *Agent::BusinessObject::Type###CustomerCompany*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::CustomerCompany
```

109.5 *Agent::BusinessObject::Type###CustomerUser*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::CustomerUser
```

109.6 *Agent::BusinessObject::Type###Dashboard*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Dashboard
```

109.7 *Agent::BusinessObject::Type###FormDraft*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::FormDraft  
UpdateCheckInterval: '15'
```


109.8 Agent::BusinessObject::Type###KnowledgeBaseArticle

:

```

---
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticle
UpdateCheckInterval: '15'

```

109.9 Agent::BusinessObject::Type###KnowledgeBaseArticleAttachment

:

```

---
Module: Kernel::WebApp::Util::BusinessObject::KnowledgeBaseArticleAttachment
UpdateCheckInterval: '15'

```

109.10 Agent::BusinessObject::Type###LinkObject::CalendarAppointment

:

```

---
Module: ↵
↳Kernel::WebApp::Util::BusinessObject::LinkObject::Calendar::Appointment

```

109.11 Agent::BusinessObject::Type###LinkObject::KnowledgeBaseArticle

:

```

---
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::KnowledgeBaseArticle

```

109.12 *Agent::BusinessObject::Type###LinkObject::Ticket*

.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::LinkObject::Ticket
```

109.13 *Agent::BusinessObject::Type###Search*

.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Search
```

109.14 *Agent::BusinessObject::Type###Statistic*

.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Statistic
```

109.15 *Agent::BusinessObject::Type###StatisticReport*

.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::StatisticReport
```

109.16 *Agent::BusinessObject::Type###Ticket*

.

.

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::Ticket  
UpdateCheckInterval: '15'
```

109.17 *Agent::BusinessObject::Type###TicketArticle*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::TicketArticle
```

109.18 *Agent::BusinessObject::Type###TicketAttachment*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::TicketAttachment
```

109.19 *Agent::BusinessObject::Type###WebNotification*

:

```
----  
Module: Kernel::WebApp::Util::BusinessObject::WebNotification  
UpdateCheckInterval: '15'
```

Frontend → Agent → Customer

110.1 *AgentFrontend::Customer::MapLink###0001-Framework*

:

```
---  
- 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*

:

```
--- []
```

110.3 *AgentFrontend::Customer::SocialLinks###0001-Framework*

```

---
- 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*

```

--- []

```

110.5 *AgentFrontend::Customer::TicketKPI###0001-Framework*

:

```

---
- 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*

:

```

--- []

```

Frontend → Agent → CustomerUser

111.1 *AgentFrontend::CustomerUser::MapLink###0001-Framework*

:

```
---  
- 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*

:

```
--- []
```

111.3 *AgentFrontend::CustomerUser::SocialLinks###0001-Framework*

:

```

---
- 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*

:

```

--- []

```

111.5 *AgentFrontend::CustomerUser::TicketKPI###0001-Framework*

.

:

```

---
- 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*

.

:

```

--- []

```

Frontend → Agent → DocumentSearch

112.1 *DocumentSearch::Agent::DynamicField*

:

```
--- {}
```

Frontend → Agent → FAQ

113.1 *AgentFrontend::FAQ::RelatedArticles###Enabled*

Enables the related knowledge base article feature.

:

```
1
```

113.2 *AgentFrontend::FAQ::RelatedArticles###QueuesEnabled*

:

```
----  
- Raw
```

113.3 *FAQ::Agent::StateTypes*

:

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

Frontend → Agent → FAQ → RelatedArticles

114.1 AgentFrontend::FAQ::RelatedArticles###DefaultLanguages

:

```
----  
- en
```

114.2 AgentFrontend::FAQ::RelatedArticles###ShowLimit

:

```
10
```

Frontend → Agent → FrontendNotification

115.1 *Frontend::NotifyModule###523-ChatPreferredChannels-Check*

```
---  
Module: Kernel::Output::HTML::Notification::ChatPreferredChannelsCheck
```

115.2 *Frontend::NotifyModule###8000-Daemon-Check*

OTRS

```
---  
Module: Kernel::Output::HTML::Notification::DaemonCheck
```


116.1 AgentFrontend::Menu::Groups###0001-Framework

```
---
- 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

```
--- []
```

116.3 AgentFrontend::Menu::Main::Items###0001-Framework

```
---
- 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*

:

```

--- []

```

116.5 *AgentFrontend::Menu::NewAction::Groups###0001-Framework*

:

```

---
- Description: Access communication related screens.
  Label: Communication
  Name: Communication
  Order: '1000'
  Title: ''
- Description: Access process related screens.
  Label: Processes
  Name: Processes
  Order: '2000'
  Title: ''

```

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```

- 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

:

```

--- []

```

116.7 AgentFrontend::Menu::NewAction::Items###0001-Framework

:

```

---
- 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'
  Description: Create new email ticket (outbound)

```

(continues on next page)

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```

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: ''
- AccessKey: ''

```

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```

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*

```

.
.
:

```

```
--- []
```

116.9 *AgentFrontend::Menu::QuickAccess::Items###0001-Framework*

```

.
:

```

```
--- []
```

116.10 *AgentFrontend::Menu::QuickAccess::Items###0099-Custom*

```

.
:

```

--- []

Frontend → Agent → ModuleRegistration

117.1 *Frontend::Module###AgentCustomerSearch*

.

:

```
---  
Description: Agent Customer Search.  
Group: []  
GroupRo: []  
NavBarName: Ticket  
Title: Agent Customer Search
```

117.2 *Frontend::Module###AgentFAQCategory*

.

:

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

117.3 *Frontend::Module###AgentFAQLanguage*

:

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

117.4 *Frontend::Module###AgentPreferences*

:

```
---
Description: Agent Preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: ''
```

117.5 *Frontend::Module###AgentSystemContract*

:

```
---
Description: Agent
Group: []
GroupRo: []
NavBarName: ''
Title: System Contract
```

117.6 *Frontend::Module###AjaxAttachment*

:

```
---
Description: AJAX attachment.
Group: []
```

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```
GroupRo: []
NavBarName: ''
Title: AJAX Attachment
```

117.7 Frontend::Module###Logout

```
---
Description: Logout
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

117.8 Frontend::Module###PictureUpload

```
---
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.

```
---
Module: Kernel::Output::HTML::NavBar::AdminContactWithData
```

117.10 Frontend::NavBarModule###6-CustomerCompany

```
(          ).
```

```
---  
Module: Kernel::Output::HTML::NavBar::CustomerCompany
```

Frontend → Agent → ModuleRegistration → Loader

118.1 Loader::Module::AgentFAQCategory###002-FAQ

.

:

```
---  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js
```

118.2 Loader::Module::AgentFAQLanguage###002-FAQ

.

:

```
---  
JavaScript:  
- Core.Agent.FAQ.ConfirmationDialog.js
```

118.3 Loader::Module::AgentPreferences###001-Framework

.

:

```
---  
CSS:
```

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```
- 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*

:

```
---
CSS:
- Core.Agent.SystemContract.css
```

118.5 *Loader::Module::Graph2PNG###001-Framework*

:

```
---
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

:

```
---
- 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

:

```
---
- 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*

:

```
--- []
```


Frontend → Agent → NotifyModule

120.1 AgentFrontend::GenericNotifyModule::Notifications

```

        . „Phases”      „AppLoad” , „Polling”      „PostAuth” (      . „Active”      ,
        „Toast”      „Alert” . „Dismissible”      0 (      ) 1 (      ). „NotifyType”
„Priority”      „Info” , „Warning” , „Error”      „Success” .      „Text”
        „File” .      „Title”      ,      „Link”
        „LinkTarget”      „_blank”      „_self” .
    :

```

```

----
- 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

()

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UIDCheck  
Name: UIDCheck
```

120.3 *AgentFrontend::NotifyModule###5500-OutofOffice-Check*

:

```
----  
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.

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::UserTimeZoneCheck  
Name: AgentTimeZone-Check
```

120.5 *AgentFrontend::NotifyModule###9000-Generic*

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::Agent::Generic
```

120.6 *AgentFrontend::NotifyModule::PollingInterval*

:

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.

```
----
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.

:

```

--- {}

```

121.3 Agent::Organizer::ItemType###ChatRequestList

:

```

---
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

```

---
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

```

---
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.

:

```

---
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

```

----
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.

```

----
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
      IsVisible: 1

```

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```
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
- TicketNumber
```

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```

- 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*

```

--- []

```

121.10 *AgentFrontend::CustomerCompanyDetailView::WidgetType###Customer*

Default configuration for the Customer User List widget type of the customer detail view.

:

```
---
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
  - UserCity
```

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```
- 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

```

Alias'
Components/Route
    ( ' 1'
      ' Props'
        RW RO
        Component'
        Vue
        Path'
        Group'
        GroupRo'
    )
:

```

```

---
- 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'
- Alias: /statistic/update/:itemId
  Component: StatisticCreateUpdateView

```

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```
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: []
Path: /knowledge-base-article/:itemId
Props: '1'
```

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```

- 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
  Group: []
  GroupRo: []

```

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```
Path: /customer/:itemId
Props: '1'
- Alias: ''
Component: CalendarOverview
Group: []
GroupRo: []
Path: /calendar
Props: '1'
```

123.1 *AgentFrontend::Search###DefaultConfig*

```
---
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*

```
1
```

124.2 *AgentFrontend::Ticket::IncludeUnknownTicketCustomers*

```
0
```

124.3 *AgentFrontend::Ticket::NeedAccountedTime*

```
0
```

124.4 *AgentFrontend::Ticket::TimeUnits*

(. , ,).

:

```
(work units)
```

124.5 *AgentFrontend::TicketDetailView::Property###StateType*

:

```
---  
- 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.

:

```
----  
- 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.

:

```
---
- 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

```
---
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*

```
--- {}
```

127.3 *AgentFrontend::CalendarOverview::Widget###AppointmentsThisMonth*

Default configuration for the Appointments This Month widget of the Calendar Overview.

```
---
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.

```
---
Config:
  Active: 1
  Config:
    AgendaView: Week
    DefaultView: Grid
    GridView: Week
    TimelineView: Week
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Appointments This Week
```

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:

```
---  
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.

:

```
---
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.

:

```
---
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

```
---
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.

:

```
---
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.

:

```
--- {}
```

130.3 *AgentFrontend::CustomerCompanyDetailView::Widget###CustomerInform*

Default configuration for the Customer Information widget of the customer detail view.

:

```

---
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.

:

```

---
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.

```

---
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:

```

(continues on next page)

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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.

:

```

---
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.

```

.
:
---
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.

:

```

----
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.

:

```

----
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.

.

:

```
----
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.

.

:

```
----
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*

:

```
---  
BusinessObjectType: CustomerCompany  
ColumnLayout:  
  OneColumn:  
    '1':  
      - Name: CreateProperties  
  ThreeColumns:  
    '1': ~  
    '2': ~  
    '3': ~  
  TwoColumns:  
    '1': ~  
    '2': ~  
Type: BusinessObjectCreate
```

132.2 *AgentFrontend::CustomerCompanyCreate###100-Custom*

:

```
--- {}
```

132.3 *AgentFrontend::CustomerCompanyCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Customer screen.

```

---
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.

```

---
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.

```

---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
      Label: Data Source
  - Collapsible: 1
    Fields:
    - Name: CustomerCompanyName
    - Name: CustomerID

```

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- Name: ValidID
Label: Customer Information
- Collapsible: 1
Fields:
 - Name: CustomerCompanyStreet
 - Name: CustomerCompanyZIP
 - Name: CustomerCompanyCity
 - Name: CustomerCompanyCountryLabel: Address
- ColumnLayout: 2
Fields:
 - Collapsible: 1
Fields:
 - Name: CustomerCompanyURL
 - Name: CustomerCompanyCommentLabel: Miscellaneous

Frontend → Agent → View → CustomerUpdate

133.1 *Forms###AgentFrontend::CustomerCompanyUpdate::Properties*

Configurable form for the Properties widget of the Edit Customer screen.

:

```
---  
- 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.

:

```
---
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.

```

---
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

:

```

---
BusinessObjectType: CustomerUser
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate

```

135.2 AgentFrontend::CustomerUserCreate###100-Custom

:

```

--- {}

```

135.3 *AgentFrontend::CustomerUserCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Customer User screen.

```

:
.

```

```

---
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.

```

:
.

```

```

---
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.

```

:
.

```

```

---
- ColumnLayout: 2
  Fields:
  - Collapsible: 1
    Fields:
    - Name: DataSource
      Label: Data Source
  - Collapsible: 1
    Fields:
    - Name: UserTitle
    - Name: UserFirstname

```

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- 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.

:

```
---
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.

:

```

--- {}

```

136.3 *AgentFrontend::CustomerUserDetailView::Widget###CustomerInformation*

Default configuration for the Customer Information widget of the customer user detail view.

:

```

---
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.

:

```

---
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.

:

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      StateType:
        Value: Open
    Columns:
      Age:
        IsVisible: 1
      Changed:
        IsVisible: 1
      Created:
        IsVisible: 2
      CustomerCompanyName:
        IsVisible: 1
      CustomerID:
        IsVisible: 1

```

(continues on next page)

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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.

```

---
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.

```
---
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.

```
---
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.

:

```
----
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.

:

```
----
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

```

.
:

```

```

---
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.

:

```
---
- 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

```
---
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*

:

```
--- {}
```

139.3 *AgentFrontend::Dashboard::Widget###CustomerList*

Default configuration for the Customer List widget of the Dashboard.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

```

----
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.

```

----
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.

.

:

```

---
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.

```

---
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.

```

---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

```

:
---
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.

```

---
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.

```
---
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.

```
---
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.

```
---
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*

```

---
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*

```
---
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

```
---
BusinessObjectType: KnowledgeBaseArticle
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

140.2 AgentFrontend::KnowledgeBaseArticleCreate###100-Custom

```
--- {}
```

140.3 *AgentFrontend::KnowledgeBaseArticleCreate::Widget###CreateProperties*

Default configuration for the Properties widget of the Create Knowledge Base Article screen.

```
---
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.

```
---
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.

```
---
- 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.

:

```
--- {}
```

141.2 *AgentFrontend::KnowledgeBaseArticleDetailView###001-Framework*

The default column layout configuration for the knowledge base article detail view.

:

```
---
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.

```
:
```

```
--- {}
```

141.4 *AgentFrontend::KnowledgeBaseArticleDetailView::Widget###KBAAttachments*

Default configuration for the Attachments widget of the knowledge base article detail view.

```
:
```

```

---
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.

:

```

---
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.

:

```

---
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.

```

---
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.

```

---
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.

```

---
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.

```

---
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.

```

---
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.

:

```

----
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.

:

```

---
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.

:

```

---
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.

```
---
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.

```
---
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.

```

---
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.

```

---
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.

```

----
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.

:

```
---  
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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

```
---
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

:

```

---
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*

:

```

---
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*

:

```
---
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

:

```
---
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
```


143.6 AgentFrontend::KnowledgeBaseArticleList::Custom5###DefaultConfig

```
---
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

143.7 AgentFrontend::KnowledgeBaseArticleList::Rated###DefaultConfig

```

---
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:
  External:
    StateIDs:
    Value:

```

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```

    - 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

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 0
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1
  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: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

143.9 *AgentFrontend::KnowledgeBaseArticleList::Updated###DefaultConfig*

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: KnowledgeBaseArticle
Changeable: 1
Columns:
  Category:
    IsVisible: 2
  Changed:
    IsVisible: 2
  Created:
    IsVisible: 1
  Language:
    IsVisible: 2
  Number:

```

(continues on next page)

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```
    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.

:

```

----
- 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.

:

```
---
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.

.

:

```

---
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.

:

```

---
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*

```
---
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” .

:

```

----
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
```

Frontend → Agent → View → Preferences

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.

:

```
---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

:

```
---
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*

.

.

:

```

---
- 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*

:

```

--- []

```

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.

:

```
--- {}
```

147.19 *PreferencesGroups###RefreshTime*

```
RefreshTime      : 'Active' 0
                  'PreferenceGroup'
```

```
---
Active: '1'
Data:
  '0': off
  '10': 10 minutes
  '15': 15 minutes
  '2': ' 2 minutes'
  '5': ' 5 minutes'
  '7': ' 7 minutes'
DataSelected: '0'
Desc: If enabled, the different overviews (Dashboard, LockedView, QueueView)
↳will
  automatically refresh after the specified time.
Key: ''
Label: Overview Refresh Time
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserRefreshTime
PreferenceGroup: Miscellaneous
Prio: '2000'
```

147.20 *PreferencesTable*

```
user_preferences
```

147.21 *PreferencesTableKey*

```
preferences_key
```

147.22 *PreferencesTableUserID*

:

user_id

147.23 *PreferencesTableValue*

:

preferences_value

Frontend → Agent → View → StatisticCreateUpdateView

148.1 *AgentFrontend::StatisticCreateUpdateView###001-Framework*

:

```

---
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.

:

```
--- {}
```

148.3 *AgentFrontend::StatisticCreateUpdateView::Widget###CreateUpdateProp*

Default configuration for the Properties widget of the Create Statistic and Update Statistic screens.

:

```
---
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.

:

```
---
Config:
  Hidden: 0
Module: ↵
↵Kernel::WebApp::Util::BusinessObject::Widget::StatisticReport::Statistic::CreateUpdatePr
```

Frontend → *Agent* → *View* → *StatisticReportCreateUpdateView*

149.1 *AgentFrontend::StatisticReportCreateUpdateView###001-Framework*

:

```
---
BusinessObjectType: StatisticReport
ColumnLayout:
  OneColumn:
    '1':
      - Name: CreateUpdateProperties
  ThreeColumns:
    '1': ~
    '2': ~
    '3': ~
  TwoColumns:
    '1': ~
    '2': ~
Type: BusinessObjectCreate
```

149.2 *AgentFrontend::StatisticReportCreateUpdateView###100-Custom*

:

```
--- {}
```

149.3 *AgentFrontend::StatisticReportCreateUpdateView::Widget###CreateUpdate*

Default configuration for the Properties widget of the Create Report and Update Report screens.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```
--- {}
```

150.3 *AgentFrontend::StatisticReportOverview::Widget###StatisticLists*

Default configuration for the Lists widget of the Statistics and Reports overview.

:

```
---
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.

:

```
---
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.

```

.
:

```

```

---
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.

```

.
:

```

```

---
Config:
  Active: 1
  Config:
    ActiveFilters:
      ObjectType:
        Value:
          - Static
  IsAlwaysPresent: 0
  IsDuplicatable: 1
  IsVisible: 1
  Title: Static

```

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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.

```

---
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*

```
---  
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*

```
---  
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*

```
.
.
:
```

```
----
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*

().

:

1

152.2 *Stats::CustomerUserLoginsAsMultiSelect*

().

:

0

152.3 *Stats::DefaultSelectedFormat*

(Form: Common Specification). (Stats::Format).

:

```
---
- Print
- CSV
- Excel
- D3::BarChart
- D3::LineChart
- D3::StackedAreaChart
```

152.4 *Stats::DefaultSelectedPermissions*

(Form: Common Specification).

:

```
---
- stats
```

152.5 *Stats::ExchangeAxis*

:

```
0
```

152.6 *Stats::Format*

:

```
---
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*

.

:

0

152.8 *Stats::UseInvalidAgentInStats*

.

:

1

Frontend → Agent → View → Ticket → Action → Customer

153.1 Forms###AgentFrontend::Ticket::Action::Customer

Configurable form for the Customer ticket action.

:

```
---  
- 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.

:

1

154.2 AgentFrontend::TicketArticle::Action::Reply###FormDraft

Allows to save the current work in the Reply article action as draft.

:

1

154.3 AgentFrontend::TicketArticle::Action::ReplyAll###FormDraft

Allows to save the current work in the Reply to All article action as draft.

:

1

154.4 AgentFrontend::TicketArticle::Action::ReplyViaSms###FormDraft

Allows to save the current work in the Reply via SMS article action as draft.

:

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.

:

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.

:

1

156.2 *AgentFrontend::Ticket::ComposeReplaceSenderAddress*

:

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.

:

>

156.4 *AgentFrontend::Ticket::ResponseFormat*

Data.OrigFromName | html %] ([% Data.OrigFrom | html %] , [%

:

```
[% Data.Salutation | html %]
[% Data.StdResponse | html %]
[% Data.Signature | html %]

[% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html
→%] [% Translate("wrote") | html %]:
[% Data.Body | html %]
```

156.5 *AgentFrontend::Ticket::ResponseQuoteMaxLines*

:

```
99
```

156.6 *Ticket::Frontend::Quote*

plaintext

:

```
>
```

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.

:

```
1
```

157.2 *AgentFrontend::TicketCreate::NewQueueOwnSelection*

() () .

:

```
---
'1': First Queue
'2': Second Queue
```

157.3 *AgentFrontend::TicketCreate::NewQueueSelectionString*

Type „<Queue>” (:) (From:) NewQueueSelection-
SystemAddress „<Realname> <<Email>>” .

:

<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).

:

Queue

157.5 *AgentFrontend::TicketCreate::UserDefaultQueue*

:

Postmaster

Frontend → Agent → View → TicketCreate → Email

158.1 AgentFrontend::TicketCreate::Email###001-Framework

```
---
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*

```
--- {}
```

158.3 *AgentFrontend::TicketCreate::Email::Widget###CreateProperties*

Default configuration for the Properties widget of the New Email Ticket screen.

```
---
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.

```
---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

```

---
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.

```

----
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
```

(continues on next page)

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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.

:

```

----
- 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*

```
---
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*

```

--- {}

```

159.3 *AgentFrontend::TicketCreate::Phone::Widget###ChatProtocol*

Default configuration for the Chat Protocol widget of the New Phone Ticket screen.

```

---
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.

```

---
Config:
  Active: 1
  Config: {}
  IsAlwaysPresent: 1
  IsDuplicatable: 0
  IsVisible: 1
  Title: Properties

```

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```
Group: []
Type: CreateProperties
```

159.5 *AgentFrontend::TicketCreate::Phone::Widget###CustomerHistory*

Default configuration for the Customer History widget of the New Phone Ticket screen.

```
---
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.

```
---
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.

```
---
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.

```
---
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.

```
---
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.


```
---
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.

```
---
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:
```

(continues on next page)

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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.

:

```

---
- 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*

```
---
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*

:

```
--- {}
```

160.3 *AgentFrontend::TicketCreate::Process::CustomerIDReadOnly*

ID

:

```
1
```

160.4 *AgentFrontend::TicketCreate::Process::Widget###CreatePropertiesProcess*

Default configuration for the Properties widget of the New Process Ticket screen.

:

```
---
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.

:

```
---
Config:
  Active: 1
  Config: {}
  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.

:

```

----
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.

:

```

----
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*

:

```

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

```

Frontend → Agent → View → TicketCreate → SMS

161.1 AgentFrontend::TicketCreate::SMS###001-Framework

SMS

:

```
---
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

SMS

:

```
--- {}
```

161.3 AgentFrontend::TicketCreate::SMS::Widget###CreateProperties

Default configuration for the Properties widget of the New SMS Ticket screen.

:

```
---
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.

:

```
---
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.

:

```

----
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.

:

```

----
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.

:

```

---
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.

```

---
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.

```

.
:
```

```
----
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.

:

```

----
- 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.

```
---
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*

:

#DAECEF

162.3 *AgentFrontend::Ticket::Article::Color###SystemLabel*

:

#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.

:

normal

162.5 *AgentFrontend::Ticket::ArticleAccountedTimeDisplay*

:

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.

:

0

162.7 *AgentFrontend::Ticket::InlineEditing::Property###CustomerUserID*

Defines inline editing configuration for the ticket Customer User property.

:

```
---
PermissionType: customer
RequiredLock: '1'
```

162.8 *AgentFrontend::Ticket::InlineEditing::Property###DynamicField*

Defines inline editing configuration for the ticket Dynamic Field property.

:

```
---
PermissionType: rw
RequiredLock: '0'
```

162.9 *AgentFrontend::Ticket::InlineEditing::Property###Lock*

Defines inline editing configuration for the ticket Lock property.

:

```
---
PermissionType: rw
```

162.10 *AgentFrontend::Ticket::InlineEditing::Property###Owner*

Defines inline editing configuration for the ticket Owner property.

:

```
---  
PermissionType: owner  
RequiredLock: '0'
```

162.11 *AgentFrontend::Ticket::InlineEditing::Property###Priority*

Defines inline editing configuration for the ticket Priority property.

:

```
---  
PermissionType: priority  
RequiredLock: '1'
```

162.12 *AgentFrontend::Ticket::InlineEditing::Property###Queue*

Defines inline editing configuration for the ticket Queue property.

:

```
---  
PermissionType: queue  
RequiredLock: '1'
```

162.13 *AgentFrontend::Ticket::InlineEditing::Property###Responsible*

Defines inline editing configuration for the ticket Responsible property.

:

```
---  
PermissionType: responsible  
RequiredLock: '0'
```

162.14 *AgentFrontend::Ticket::InlineEditing::Property###Service*

Defines inline editing configuration for the ticket Service/SLA properties.

:


```

---
PermissionType: service
RequiredLock: '1'

```

162.15 *AgentFrontend::Ticket::InlineEditing::Property###State*

Defines inline editing configuration for the ticket State property.

:

```

---
PermissionType: state
RequiredLock: '1'

```

162.16 *AgentFrontend::Ticket::InlineEditing::Property###Type*

Defines inline editing configuration for the ticket Type property.

:

```

---
PermissionType: type
RequiredLock: '1'

```

162.17 *AgentFrontend::Ticket::InlineEditing::Property###Watch*

Defines inline editing configuration for the ticket Watch property.

:

```

---
PermissionType: ro
RequiredLock: '0'

```

162.18 *AgentFrontend::Ticket::PlainView*

:

```
0
```

162.19 *AgentFrontend::Ticket::Print###DynamicField*

Dynamic fields displayed in the printed ticket from the ticket detail view.

:

```
--- {}
```

162.20 *AgentFrontend::Ticket::Print###ExpandSort*

Shows the articles sorted normally or in reverse in the printed ticket from the ticket detail view.

:

```
reverse
```

162.21 *AgentFrontend::TicketDetailView###001-Framework*

The default column layout configuration for the ticket detail view.

:

```

---
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.

:

```
--- {}
```

162.23 *AgentFrontend::TicketDetailView::ArticleMeta*

AgentFrontend::TicketDetailView::ArticleMetaFilters.

:

```
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.

:

```

---
- 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.

:

```
`AgentFrontend::TicketDetailView::StripeSidebarWidget###StripePeople`
```

Default configuration for the Involved People sidebar widget of the ticket detail view.

:

```

---
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.

:

```

----
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.

:

```

----
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.

:

```

----
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.

```
---
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.

```
---
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.

```
---
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.

```
---
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.

```
---
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.

:

```

----
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.

:

```

----
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.

```

----
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.

.

```

---
Config:
Active: 1
IsAlwaysPresent: 0
IsDuplicatable: 1
IsVisible: 1
Title: Properties
Group: []
Type: Properties

```

162.38 *AgentFrontend::TicketDetailView::Widget::BusinessProcessInformation*

.

```
--- {}
```

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” .

```
:
```

```
--- {}
```

162.40 *AgentFrontend::TicketDetailView::WidgetType###Attachments*

Default configuration for the Attachments widget type of the ticket detail view.

```
:
```

```
---
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.

```

---
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.

```

---
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.

```

----
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.

```

---
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.

```

---
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.

```

---
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.

:

```
----
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.

:

```
----
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

:

```
---
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=[[%  
↳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.

:

```
---
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.

:

```
---
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).

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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).

:

```
---
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.

:

```
---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```
---
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.

:

```
---
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.

:

```
---
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.

:

1

164.27 *Forms###AgentFrontend::Ticket::Action::Close*

Configurable form for the Close Ticket ticket action.

:

```
---
- 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.

:

```

----
- 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.

:

```

----
- 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.

```
---
- 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.

```
---  
- 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.

```

---
- 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.

:

```

---
- 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.

:

```

---
- 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.

```

.
:

```

```

---
- 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.

:

```

---
- 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.

:

```

---
- 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.

:

```

---
- 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.

:

```

----
- 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.

:

```

---
- 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.

:

```

----
- 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.

```

---
- 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.

:

```

---
- 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.

:

```

---
- 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.

:

```

----
- 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.

:

```

---
- 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.

:

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.

:

1

166.2 *AgentFrontend::Ticket::RedirectAfterMove*

, , . , , .
:
:

0

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.

:

1

Frontend → Agent → View → TicketEmailNew

168.1 *AgentFrontend::SelectFromAllCustomerIDs*

ID ().

:

0

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.

:

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.

:

1

Frontend → Agent → View → TicketHistory

171.1 *AgentFrontend::Ticket::HistoryOrder*

() .
.
:

```
normal
```

171.2 *AgentFrontend::Ticket::HistoryTypes###000-Framework*

:

```
----  
AddNote: Added note (%s).  
ArchiveFlagUpdate: Changed archive state to "%s".  
Bounce: Bounced to "%s".  
CustomerUpdate: Changed customer to "%s".  
EmailAgent: Sent email to customer.  
EmailCustomer: Added email. %s  
EmailResend: Resent email to "%s".  
EscalationResponseTimeNotifyBefore: Notified about response time escalation.  
EscalationResponseTimeStart: Started response time escalation.  
EscalationResponseTimeStop: Stopped response time escalation.  
EscalationSolutionTimeNotifyBefore: Notified about solution time escalation.  
EscalationSolutionTimeStart: Started solution time escalation.
```

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```

EscalationSolutionTimeStop: Stopped solution time escalation.
EscalationUpdateTimeNotifyBefore: Notified about update time escalation.
EscalationUpdateTimeStart: Started update time escalation.
EscalationUpdateTimeStop: Stopped update time escalation.
FollowUp: Added follow-up to ticket [%s]. %s
Forward: Forwarded to "%s".
Lock: Locked ticket.
LoopProtection: 'Loop protection: no auto-response sent to "%s".'
Merged: Merged Ticket (%s/%s) to (%s/%s).
Misc: '%s'
Move: Changed queue to "%s" (%s) from "%s" (%s).
NewTicket: Created ticket [%s] in "%s" with priority "%s" and state "%s".
OwnerUpdate: Changed owner to "%s" (%s).
PhoneCallAgent: Added phone call to customer.
PhoneCallCustomer: Added phone call from customer.
PriorityUpdate: Changed priority from "%s" (%s) to "%s" (%s).
Remove: '%s'
ResponsibleUpdate: Changed responsible to "%s" (%s).
SLAUpdate: Changed SLA to "%s" (%s).
SendAgentNotification: Sent "%s" notification to "%s" via "%s".
SendAnswer: Sent email to "%s".
SendAutoFollowUp: Sent auto follow-up to "%s".
SendAutoReject: Sent auto reject to "%s".
SendAutoReply: Sent auto reply to "%s".
SendCustomerNotification: Sent notification to "%s".
ServiceUpdate: Changed service to "%s" (%s).
SetPendingTime: Changed pending time to "%s".
StateUpdate: Changed state from "%s" to "%s".
Subscribe: Added subscription for user "%s".
SystemRequest: Added system request (%s).
TicketDynamicFieldUpdate: Changed dynamic field %s from "%s" to "%s".
TicketLinkAdd: Added link to ticket "%s".
TicketLinkDelete: Deleted link to ticket "%s".
TimeAccounting: Added %s time unit(s), for a total of %s time unit(s).
TitleUpdate: Changed title from "%s" to "%s".
TypeUpdate: Changed type from "%s" (%s) to "%s" (%s).
Unlock: Unlocked ticket.
Unsubscribe: Removed subscription for user "%s".
WebRequestCustomer: Added web request from customer.

```

171.3 AgentFrontend::Ticket::HistoryTypes###001-Framework

```

---
AddSMS: Added SMS for "%s".

```

Frontend → Agent → View → TicketList

172.1 AgentFrontend::TicketList::ArticlePreview###DefaultConfig

```
---
ActiveFilters: {}
ArticleDynamicFields: []
ArticleViewType: collapsed
BusinessObjectType: TicketArticle
HideAvailableFilters: []
ItemsPerPage: 5
Limit: 1000
SortBy:
- Column: CreateTime
  Direction: Down
Type: BusinessObject
```

172.2 AgentFrontend::TicketList::Closed###DefaultConfig

```
---
ActiveFilters:
```

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```
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:
    IsVisible: 1
  Priority:
```

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```
    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
- CustomerCompanyName
```

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```

- 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

```

---
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    isVisible: 1
  Changed:
    isVisible: 1
  Created:
    isVisible: 2

```

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```
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:
  IsVisible: 1
Title:
```

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```
    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: []
ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
```

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```

Limit: 1000
ScreenTitle: Recently Created Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.4 AgentFrontend::TicketList::Custom1###DefaultConfig

```

---
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

```

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```
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
- EscalationTime
```

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```

- 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

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket
Changeable: 1
Columns:
  Age:
    IsVisible: 1
  Changed:

```

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```
    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
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: {}
HideAvailableFilters: []
ItemsPerPage: 25
Limit: 1000
ScreenTitle: Custom Ticket List
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

172.6 AgentFrontend::TicketList::Custom3###DefaultConfig

```

:
---
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
  Priority:
    IsInlineEditable: 0
    IsVisible: 2
  Queue:
```

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```

    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
- CustomerUserID
- Type

```

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```

- 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

```

---
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

```

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```
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
- TicketNumber
- Title
- Priority
```

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```

- 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

:

```

---
ActiveFilters: {}
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []

```

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```
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
  Sender:
    IsVisible: 2
  Service:
    IsInlineEditable: 0
```

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```
    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
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject
```

172.9 AgentFrontend::TicketList::Escalations###DefaultConfig

```

---
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:
    IsVisible: 2
  EscalationUpdateTime:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2

```

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```
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
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
```

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```

- 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

```

---
ActiveFilters:
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []

```

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```
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
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsInlineEditable: 0
```

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```

    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:
  Escalated:
    TicketEscalation_DateTimeRelative:
      Value:
        Format: minute
        Point: 1
        Start: Before
  Escalates within the next day:
    TicketEscalation_DateTimeRelative:

```

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```

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.

:

```

---
ActiveFilters:
  AgentOwner:
    Value: 1
  LockIDs:
    Value:
      - 2
      - 3
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected
AvailableDynamicFieldFilters: []
BusinessObjectType: Ticket

```

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```
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
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
  Service:
    IsInlineEditable: 0
    IsVisible: 1
```

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```
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:
    AgentTicketFlagSeen:
      Value: 1
  Reached:
    StateType:
      Value:
        - pending reminder
    TicketPending_DateTimeRelative:
      Value:
```

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```

    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.

:

```

---
ActiveFilters:
  AgentQueues:
    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:

```

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```
    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
Watch:
```

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```
    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:
- 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.

```

---
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:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2

```

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```
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
- EscalationTime
- EscalationUpdateTime
- EscalationResponseTime
- EscalationSolutionTime
- Sender
- Subject
- Lock
- Queue
- Owner
```

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```

- 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.

:

```

---
ActiveFilters:
  AgentServices:
    Value: 1
  StateType:
    Value: Open
AllowGETConfig:
- VisibleColumns
- SortBy

```

(continues on next page)

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```
- 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
    IsVisible: 2
  Queue:
    IsInlineEditable: 0
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
```

(continues on next page)

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```
    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:
  Locked:
    LockIDs:
      Value:
```

(continues on next page)

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```

    - 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.

:

```

---
ActiveFilters: {}
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:

```

(continues on next page)

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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:
```

(continues on next page)

(continued from previous page)

```
- 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:
        - 2
    StateType:
      Value: Open
  Open and Unlocked:
    LockIDs:
      Value:
        - 1
    StateType:
      Value: Open
```

(continues on next page)

(continued from previous page)

```

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.

:

```

---
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:
    IsVisible: 1
  CustomerID:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:

```

(continues on next page)

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```
    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
Type:
    IsInlineEditable: 0
    IsVisible: 1
Watch:
    IsVisible: 2
DefaultColumnOrder:
- LivePeople
- 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
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:
- 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.

:

```

---
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:
    IsVisible: 1
  LivePeople:
    IsVisible: 2
  Lock:
    IsInlineEditable: 0
    IsVisible: 2
  Owner:
    IsInlineEditable: 0
    IsVisible: 2

```

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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	
- EscalationTime	
- EscalationUpdateTime	
- EscalationResponseTime	
- EscalationSolutionTime	
- Sender	
- Subject	
- Lock	
- Queue	
- Owner	

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```
- 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*

```

:
---
ActiveFilters:
  TicketPending_DateTimeRelative:
    Value:
      Format: minute
      Point: 1
      Start: Before
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
```

(continues on next page)

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```
- 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
    IsVisible: 2
  Responsible:
    IsInlineEditable: 0
    IsVisible: 1
  SLA:
    IsInlineEditable: 0
    IsVisible: 1
  Sender:
    IsVisible: 2
```

(continues on next page)

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```
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:
  Locked:
    LockIDs:
      Value:
        - 2
  Unlocked:
    LockIDs:
```

(continues on next page)

(continued from previous page)

```

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

```

---
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:
    IsVisible: 2
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:

```

(continues on next page)

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```
    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
- TicketNumber
- Title
- Priority
- Created
```

(continues on next page)

(continued from previous page)

```

- 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

```

---
ActiveFilters:
  LockIDs:
    Value:
      - 1
AllowGETConfig:
- VisibleColumns
- SortBy
- ActiveFilters
- FilterPresets
- ItemsPerPage
- FilterPresetSelected

```

(continues on next page)

(continued from previous page)

```
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
  Sender:
    IsVisible: 2
  Service:
```

(continues on next page)

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```
    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:
  Closed:
    StateType:
      Value: Closed
  Unresolved:
    StateType:
      Value: Open
HideAvailableFilters: []
```

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```

ItemsPerPage: 25
LastUsedFilterPreset: Unresolved
Limit: 1000
ScreenTitle: Unlocked Tickets
SortBy:
- Column: Created
  Direction: Down
Type: BusinessObject

```

172.21 AgentFrontend::TicketList::Unresolved###DefaultConfig

```

---
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
  CustomerName:
    IsVisible: 1
  CustomerUserID:
    IsInlineEditable: 0
    IsVisible: 1
  EscalationResponseTime:
    IsVisible: 1
  EscalationSolutionTime:
    IsVisible: 1

```

(continues on next page)

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```
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
- TicketNumber
- Title
- Priority
- Created
- Age
```

(continues on next page)

(continued from previous page)

```
- 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.

:

```
--- {}
```

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.

:

```
0
```

173.3 *AgentFrontend::Ticket::BulkFeature::Attributes###Owner*

Defines whether the ticket owner can be selected in the bulk action of the ticket list.

:

```
1
```

173.4 *AgentFrontend::Ticket::BulkFeature::Attributes###Priority*

Defines whether the ticket priority can be selected in the bulk action of the ticket list.

:

1

173.5 *AgentFrontend::Ticket::BulkFeature::Attributes###PriorityDefault*

Defines the default ticket priority in the bulk action of the ticket list.

:

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.

:

1

173.7 *AgentFrontend::Ticket::BulkFeature::Attributes###State*

Defines whether the ticket state can be selected in the bulk action of the ticket list.

:

1

173.8 *AgentFrontend::Ticket::BulkFeature::Attributes###StateDefault*

Defines the default ticket state in the bulk action of the ticket list.

:

open

173.9 *AgentFrontend::Ticket::BulkFeature::Attributes###TicketType*

Defines whether the ticket type can be selected in the bulk action of the ticket list.

:

1

173.10 *AgentFrontend::TicketList::Bulk###StateType*

Defines the possible ticket state types in the bulk action of the ticket list.

:

```

---
- open
- closed
- pending reminder
- pending auto

```

173.11 *WebApp::API::Agent::Ticket::BulkFeature###Active*

:

1

173.12 *WebApp::API::Agent::Ticket::BulkFeature###Groups*

:

```

---
- admin
- users

```

173.13 *WebApp::API::Agent::Ticket::BulkFeature###RequiredLock*

:

1

Frontend → Agent → View → TicketMerge

174.1 *AgentFrontend::Ticket::MergeText*

```
        ,
        .
        :
        .
```

```
Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_
↳TICKET>".
```

174.2 *Ticket::Frontend::AutomaticMergeSubject*

```
        ,
        ).
        .
        :
```

```
Ticket Merged
```

174.3 *Ticket::Frontend::AutomaticMergeText*

```
        ,
        ).
        .
        :
```

:

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.

:

1

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.

:

1

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.

:

1

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.

:

1

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.

:

1

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.

:

1

Frontend → Agent → View → WebNotificationView

181.1 *AgentFrontend::WebNotificationList###DefaultConfig*

```
---
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*

```
----  
Appointment: Appointment  
Calendar: Calendar  
Ticket: Ticket
```

Frontend → Agent → WidgetTypes

182.1 AgentFrontend::WidgetType###CustomerInformation

```
---
Config:
  Collapsed: 0
  Hidden: 0
  Properties:
    - CustomerID
    - CustomerUserID
  ShowPropertyOnEmpty: 0
Module: Kernel::WebApp::Util::BusinessObject::Widget::CustomerInformation
```


183.1 *AgentFrontend::Ticket::BlockLoadingRemoteContent*

0

183.2 *AttachmentDownloadType*

attachment

183.3 *DefaultLanguage*

en

183.4 *DefaultTheme*

(HTML)
<https://doc.otrs.com/doc/>.

```
Standard
```

183.5 *DefaultTheme::HostBased*

„Key”, „Content” (regex), /

```
---
host1\.example\.com: SomeTheme1
host2\.example\.com: SomeTheme2
```

183.6 *DefaultUsedLanguages*

```
---
ar_SA: Arabic (Saudi Arabia)
bg: Bulgarian
ca: Catalan
cs: Czech
da: Danish
de: German
el: Greek
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Spanish
es_CO: Spanish (Colombia)
es_MX: Spanish (Mexico)
et: Estonian
fa: Persian
fi: Finnish
fr: French
fr_CA: French (Canada)
```

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```

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*

:

```

---
ar_SA:
bg:
ca: Català
cs: Český
da: Dansk
de: Deutsch
el: Ελληνικά
en: English (United States)
en_CA: English (Canada)

```

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```
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: Vi t Nam
zh_CN: 简体中文
zh_TW: 正體中文
```

183.8 *DefaultViewLines*

() .

:

6000

183.9 *DefaultViewNewLine*

:

90

183.10 *DisableContentSecurityPolicy*

HTTP „Content-Security-Policy” HTTP !
!

:

0

183.11 *DisableIFrameOriginRestricted*

HTTP „X-Frame-Options: SAMEORIGIN” OTRS IFRAME .
HTTP ! !

:

0

183.12 *DisableLoginAutocomplete*

:

0

183.13 *FirstnameLastnameOrder*

:

0

183.14 *Frontend::DebugMode*

:

0

183.15 *Frontend::MenuDragDropEnabled*

:

1

183.16 *Frontend::PrefixPath*

proxy . , (. ' /prefix/path').

:

`Frontend::RichText`

:

1

183.17 *Frontend::TemplateCache*

:

!

:

1

183.18 *Frontend::Themes*

```

    - . 1 ,0 .
    :

```

```

----
Lite: '0'
Standard: '1'

```

183.19 *HTTPSForceRedirect*

```

    http https . https
    .
    .
    :

```

```
0
```

183.20 *HttpType*

```

    , https plain http, .
    , OTRS_CONFIG_HttpType ,
    .
    .
    :

```

```
http
```

183.21 *OutOfOfficeMessageTemplate*

```

    . (%s) :
    :

```

```
*** out of office until %s (%s d left) ***
```

183.22 *WebUploadCacheModule*

```

    . „DB” „FS” .
    .
    :

```

Kernel::System::Web::UploadCache::DB

184.1 Loader::Agent::CommonCSS###000-Framework

CSS

:

```
---  
- 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

CSS

```
---  
- Core.Agent.Daemon.css
```

184.3 Loader::Agent::CommonJS###000-Framework

JS

```
---  
- thirdparty/jquery-3.4.1/jquery.js  
- thirdparty/jquery-browser-detection/jquery-browser-detection.js  
- thirdparty/jquery-ui-1.12.1/jquery-ui.js  
- thirdparty/jquery-ui-touch-punch-0.2.3/jquery.ui.touch-punch.js  
- thirdparty/jquery-validate-1.16.0/jquery.validate.js  
- thirdparty/jquery-pubsub/pubsub.js  
- thirdparty/jquery-jstree-3.3.7/jquery.jstree.js  
- thirdparty/nunjucks-3.0.1/nunjucks.js  
- Core.Init.js  
- Core.JavaScriptEnhancements.js  
- Core.Debug.js  
- Core.Exception.js  
- Core.Data.js  
- Core.Config.js  
- Core.Language.js  
- Core.Template.js  
- Core.JSON.js  
- Core.App.js  
- Core.App.Responsive.js  
- Core.AJAX.js  
- Core.UI.js  
- 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*

```

JS

```

```

----
- Core.Agent.Daemon.js

```

184.5 *Loader::Agent::CommonJS###001-JQueryMigrate*

```

JS

```

```

----
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js

```

184.6 *Loader::Agent::CommonJS###002-Ticket*

```

JS

```

```

---- []

```

184.7 *Loader::Agent::CommonJS###100-CKEditor*

```

JS

```

```

----
- thirdparty/ckeditor-4.7.0/ckeditor.js

```

184.8 *Loader::Agent::DefaultSelectedSkin*

Frontend::Agent::Skins.

:

```
default
```

184.9 *Loader::Agent::DefaultSelectedSkin::HostBased*

/ Key , Content (regex),

:

```
----
host1\example.com: SomeSkin1
host2\example.com: SomeSkin2
```

184.10 *Loader::Agent::ResponsiveCSS###000-Framework*

CSS

:

```
----
- Core.Responsive.css
```

184.11 *Loader::Agent::Skin###000-default*

:

```
----
Description: The Default skin of OTRS.
HomePage: www.otrs.org
InternalName: default
VisibleName: OTRS
```

184.12 *Loader::Agent::Skin###001-slim*

().

:

```

----
Description: A more compact version of the OTRS skin which tries to save
↳screen space
  for power users.
HomePage: www.otrs.org
InternalName: slim
VisibleName: Slim

```

184.13 *Loader::Agent::Skin###002-high-contrast*

:

```

----
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast

```

184.14 *Loader::Enabled::CSS*

, OTRS CSS .

:

1

184.15 *Loader::Enabled::JS*

, OTRS JavaScript .

:

1

Frontend → *Base* → *OutputFilter*

185.1 *Frontend::Output::FilterText###AAAURL*

, URL .
:

```
---  
Module: Kernel::Output::HTML::FilterText::URL  
Templates:  
  AgentTicketZoom: '1'
```

185.2 *Frontend::Output::FilterText###OutputFilterTextAutoLink*

, .
.
:

```
---  
Module: Kernel::Output::HTML::FilterText::AutoLink  
Templates:  
  AgentTicketZoom: '1'
```

185.3 *Frontend::Output::OutputFilterTextAutoLink###Bugtraq*

HTML OTRS . bugtraq . Image . (. faq.png).

```

---
RegExp:
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?ID[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- Bugtraq[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?:[\s\w\t]*?(\\d{2,8})
- BID[\s\w\t]*?(\\d{2,8})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Security Focus
  Image: https://www.securityfocus.com/favicon.ico
  Target: _blank
  URL: https://www.securityfocus.com/bid/<MATCH1>/info
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH>

```

185.4 Frontend::Output::OutputFilterTextAutoLink###CVE

html OTRS CVE Image (.faq.png).

```

---
RegExp:
- (CVE|CAN)\\-(\\d{3,4})\\-(\\d{2,})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Mitre
  Image: https://cve.mitre.org/favicon.ico
  Target: _blank
  URL: https://cve.mitre.org/cgi-bin/cvename.cgi?name=<MATCH1>-<MATCH2>-<MATCH3>
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
URL3:
  Description: US-CERT NVD
  Image: https://nvd.nist.gov/NVD/Media/images/favicons/favicon-16x16.png

```

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```
Target: _blank
URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-<MATCH3>
```

185.5 Frontend::Output::OutputFilterTextAutoLink###FAQ

```
„HTML” . . . . . ( faq.png).
„OTRS” . . . . .
:
:
```

```
---
RegExp:
- (FAQ) [#\s]*?1(\d{4})
URL1:
  Description: FAQ
  Image: /otrs-web/skins/Agent/default/img/help-small.png
  Target: _blank
  URL: /otrs/index.pl?Action=AgentFAQZoom;ItemID=<MATCH2>
```

185.6 Frontend::Output::OutputFilterTextAutoLink###MSBulletins

```
html . . . . . Image . . . . . ( .
faq.png). OTRS . . . . .
:
:
```

```
---
RegExp:
- MS[^\A-Za-z]{0,5}(\d\d)?.?(\d{2,4})
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Microsoft Technet
  Image: https://www.microsoft.com/favicon.ico
  Target: _blank
  URL: https://www.microsoft.com/technet/security/bulletin/MS<MATCH1>-<MATCH2>
  →.mspx
URL2:
  Description: Google
  Image: https://www.google.de/favicon.ico
  Target: _blank
  URL: https://google.com/search?q=MS<MATCH1>-<MATCH2>
```

185.7 Frontend::Output::OutputFilterTextAutoLink###Setting1

```

html
OTRS
Image
(faq.png).
:

```

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL

```

185.8 Frontend::Output::OutputFilterTextAutoLink###Setting2

```

html
OTRS
Image
(faq.png).
:

```

```

---
RegExp:
- RegExp
Templates:
  AgentTicketZoom: '1'
URL1:
  Description: Description
  Image: right-small.png
  Target: _blank
  URL: URL
URL2:
  Description: Description
  Image: Image
  Target: _blank
  URL: URL
URL3:
  Description: Description
  Image: Image

```

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Target: _blank URL: URL

CHAPTER 186

Frontend → External

186.1 *ChatEngine::ExternalFrontend::NoAvailableAgentsButtonLink*

:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsButtonText`
```

:

```
`ChatEngine::ExternalFrontend::NoAvailableAgentsDescription`
```

:

```
`ChatFrontend::ExternalScripts`
```

bApp::Server::AdditionalOrigins
-deploy-assets).

We-
(bin/otrs.WebServer.pl

:

```
--- []
```

186.2 *ChatFrontend::InlineScripts*

bApp::Server::AdditionalOrigins (bin/otrs.WebServer.pl
–deploy-assets). We-

:

```
--- []
```

186.3 *ExternalFrontend::CustomizationColors*

RGB

:

```
---  
- '#000000'  
- '#1E1E1E'  
- '#3A3A3A'  
- '#545453'  
- '#6E6E6E'  
- '#878687'  
- '#888787'  
- '#A09FA0'  
- '#B8B8B8'  
- '#D0D0D0'  
- '#E8E8E8'  
- '#FFFFFF'  
- '#891100'  
- '#894800'  
- '#888501'  
- '#458401'  
- '#028401'  
- '#018448'  
- '#008688'  
- '#004A88'  
- '#001888'  
- '#491A88'  
- '#891E88'  
- '#891648'  
- '#FF2101'  
- '#FF8802'  
- '#FFFA03'  
- '#83F902'
```

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```

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

```

186.4 *ExternalFrontend::DefaultLanguage*

DefaultLanguage.

Browser

186.5 *ExternalFrontend::ExternalScripts*

bApp::Server::AdditionalOrigins (bin/otrs.WebServer.pl We-
 --deploy-assets).

186.6 *ExternalFrontend::InlineScripts*

bApp::Server::AdditionalOrigins (bin/otrs.WebServer.pl We-

–deploy-assets).

:

```
---- []
```

186.7 *ExternalFrontend::LanguageFallback*

:

```
en
```

186.8 *ExternalFrontend::Languages*

ExternalFrontend::LanguageFallback.

:

```
----  
- en  
- en_CA  
- en_GB  
- de  
- es  
- es_MX  
- hu  
- zh_CN  
- pt_BR  
- fr
```

186.9 *ExternalFrontend::QueueMap*

:

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

186.10 *ExternalFrontend::StateMap*

:

```
--- {}
```

186.11 *ExternalFrontend::UserIdleTime*

() " " .
.
.
:

```
5
```

Frontend → *External* → *Auth*

187.1 *ExternalFrontend::Auth::LoginURL*

URL

:

```
http://host.example.com/cgi-bin/login.pl
```

187.2 *ExternalFrontend::Auth::LogoutURL*

URL

:

```
http://host.example.com/cgi-bin/logout.pl
```

Frontend → External → DocumentSearch

188.1 *DocumentSearch::External::DynamicField*

:

```
--- {}
```


189.1 ExternalFrontend::Menu###Bottom

```

GroupRo'
      ' Description'
      ' 1' , ' Group' ' GroupRo'
      ' Prio'
      :
      RW, RO
      ' Link'
      ' Name'
      ' IsPublic'
      ' Target'
      ' _blank'

```

```

---
- Description: Knowledge base.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /knowledge-base
  Name: Knowledge Base
  Prio: '100'
  Target: ''
- Description: Service catalog.
  Group: []
  GroupRo: []
  IsPublic: '0'
  Link: /service-catalogue
  Name: Service Catalog
  Prio: '200'
  Target: ''
- Description: Privacy policy example.
  Group: []
  GroupRo: []

```

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```

IsPublic: '1'
Link: /c/privacy-policy-example
Name: Privacy Policy Example
Prio: '300'
Target: ''
- Description: Imprint example.
Group: []
GroupRo: []
IsPublic: ''
Link: /c/imprint-example
Name: Imprint Example
Prio: '400'
Target: ''
- Description: Copyright notice.
Group: []
GroupRo: []
IsPublic: '1'
Link: https://otrs.com
Name: Copyright (C) 2001-2020 OTRS AG
Prio: '500'
Target: ''

```

189.2 ExternalFrontend::Menu###Main

```

GroupRo'
      ' Description'
      ' 1' , ' Group' ' GroupRo'
      ' Prio'
      :
      ' IsPublic'
      ' Link'
      ' Name'
      ' Group'
      ' Target'
      ' _blank'
      ' RW, RO

```

```

---
- 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: ''

```

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```

- Description: Custom link 2.
  Group: []
  GroupRo: []
  IsPublic: '1'
  Link: /error
  Name: Custom Link 2
  Prio: '300'
  Target: ''
- Description: Custom link 3.
  Group: []
  GroupRo: []
  IsPublic: ''
  Link: /ticket/overview
  Name: Custom Link 3
  Prio: '400'
  Target: ''

```

189.3 ExternalFrontend::Menu###Top

```

GroupRo'
      ' Description'
      ' 1' , ' Group' ' GroupRo'
      ' Prio'
      :
      RW, RO
      ' Link'
      ' Name'
      ' Target'
      ' _blank'
      ' IsPublic'
      ' Group'

```

```

---
- 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

```

        . „Phases”      „AppLoad” , „Polling” . „Name”      . „Active” ,
        „Toast”      „Alert” . „Dismissible”      0 (      ) 1 (      ). „NotifyType”
„Priority” „Info” , „Warning” , „Error” „Success” . „Public”      0,
        ,      1 .      „Text”      „File” . „Title”
        „_blank” „_self” .      „Link”      „LinkTarget”
    :

```

```

----
- 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

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::External::UserTimeZoneCheck  
Name: UserTimeZoneCheck
```

190.3 *ExternalFrontend::NotifyModule###9000-Generic*

:

```
----  
Module: Kernel::WebApp::Util::NotifyModule::External::Generic
```

190.4 *ExternalFrontend::NotifyModule::PollingInterval*

:

```
180
```

191.1 *ExternalFrontend::PrivacyNotice*

```
---
de:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: Datenschutz-Vereinbarung
  Text: Diese Website verwendet Cookies. Mit der Nutzung dieser Website
  ↳akzeptieren
  Sie unsere %s.
en:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_CA:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: data protection
  Text: This site uses cookies. By using this site you accept our %s
  ↳agreement.
en_GB:
```

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```
ButtonText: Ok
Link: https://www.example.com/your-cookie-consent
LinkTarget: _blank
LinkText: data protection
Text: This site uses cookies. By using this site you accept our %s
↪agreement.
es:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
↪nuestro acuerdo
  de %s.
es_MX:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: protección de datos
  Text: Este sitio utiliza cookies. Al continuar navegando, usted acepta
↪nuestro acuerdo
  de %s.
fr:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: de protection des données
  Text: Ce site utilise des cookies. En utilisant ce site, vous acceptez
↪notre accord
  %s.
hu:
  ButtonText: Rendben
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: adatvédelmi
  Text: Ez az oldal sütiket használ. Az oldal használatával elfogadja az %s
↪irányelveinket.
pt_BR:
  ButtonText: Ok
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: proteção de dados
  Text: Este site utiliza cookies. Ao usar este site, aceita o nosso acordo
↪de %s.
zh_CN:
  ButtonText: 好的
  Link: https://www.example.com/your-cookie-consent
  LinkTarget: _blank
  LinkText: 数据保护
  Text: 该网站使用 cookies。使用本网站表示您接受我们的%s 条款。
```

Frontend → External → Route

192.1 ExternalFrontend::Route###001-Framework

```

Alias'
    Components/Route
    ' 1' , ' Group' ' GroupRo'
    RW, RO ' Path' ' Group' ' GroupRo'
    ' Component'
    ' IsPublic'
    Vue
    ' Props'
    ( ' 1' ).
:

```

```

---
- Alias: /home
  Component: HomePage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /
  Props: ''
- Alias: /c/:slug
  Component: CustomPage
  Group: []
  GroupRo: []
  IsPublic: '1'
  Path: /content/:slug
  Props: '1'
- Alias: '*'
  Component: ErrorPage
  Group: []
  GroupRo: []
  IsPublic: '1'

```

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```

Path: /error
Props: '1'
- Alias: ''
Component: TicketOverview
Group: []
GroupRo: []
IsPublic: '0'
Path: /ticket/overview/:filter?
Props: '1'
- Alias: ''
Component: Search
Group: []
GroupRo: []
IsPublic: '1'
Path: /search/:searchQuery?
Props: '1'
- Alias: ''
Component: PersonalPreferences
Group: []
GroupRo: []
IsPublic: '0'
Path: /account/personal-preferences/:category?
Props: '1'
- Alias: ''
Component: TicketCreate
Group: []
GroupRo: []
IsPublic: '0'
Path: /ticket/create/:mode?
Props: '1'
- Alias: ''
Component: TicketDetailView
Group: []
GroupRo: []
IsPublic: '0'
Path: /ticket/number/:ticketNumber
Props: '1'
- Alias: ''
Component: ServiceCatalogue
Group: []
GroupRo: []
IsPublic: '0'
Path: /service-catalogue/:categoryId?
Props: '1'
- Alias: /knowledge-base/
Component: KnowledgeBaseOverview
Group: []
GroupRo: []
IsPublic: '1'
Path: /knowledge-base/category/:categoryId?
Props: '1'
- Alias: ''

```

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```
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.

:

```
--- {}
```

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.

:

```

---
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.

:

```

---
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.

:

```

---
Active: '0'
DataSelected: '0'
Desc: The login is forbidden if the customer user reached the max failedu
↳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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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.

:

```

---
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*

```
.
.
:
```

```
----
- 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.

```
:
```

```
----
LoginForbidden: Kernel::Output::HTML::Preferences::Generic
PGP: Kernel::Output::HTML::Preferences::PGP
SMIME: Kernel::Output::HTML::Preferences::SMIME
TwoFactor: Kernel::Output::HTML::Preferences::TwoFactor
```


195.3 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Defa*

:

```
----  
- en
```

195.4 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Ena*

:

```
1
```

195.5 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Que*

:

```
----  
- Raw
```

195.6 *ExternalFrontend::TicketCreate###KnowledgeBase::RelatedArticles::Sho*

:

```
5
```

195.7 *ExternalFrontend::TicketCreate###NextScreenAfterNewTicket*

:

```
TicketOverview
```

195.8 *ExternalFrontend::TicketCreate###Priority*

:

0

195.9 *ExternalFrontend::TicketCreate###PriorityDefault*

:

3 normal

195.10 *ExternalFrontend::TicketCreate###Queue*

QueueDefault.

:

0

195.11 *ExternalFrontend::TicketCreate###QueueDefault*

:

Postmaster

195.12 *ExternalFrontend::TicketCreate###SLA*

SLA

:

0

195.13 *ExternalFrontend::TicketCreate###SLAMandatory*

SLA

:

0

195.14 *ExternalFrontend::TicketCreate###SenderType*

:

customer

195.15 *ExternalFrontend::TicketCreate###Service*

:

0

195.16 *ExternalFrontend::TicketCreate###ServiceMandatory*

:

0

195.17 *ExternalFrontend::TicketCreate###StateDefault*

:

new

195.18 *ExternalFrontend::TicketCreate###TicketType*

TicketTypeDefault.

:

0

195.19 *ExternalFrontend::TicketCreate###TicketTypeDefault*

:

Unclassified

Frontend → External → View → TicketDetail

196.1 ExternalFrontend::TicketDetailView###AccountedTimeDisplay

0

196.2 ExternalFrontend::TicketDetailView###AttributesView

(0 = , 1 =).

```
---  
Owner: '0'  
Priority: '1'  
Queue: '1'  
Responsible: '0'  
SLA: '0'  
Service: '0'  
State: '1'  
Type: '0'
```

196.3 *ExternalFrontend::TicketDetailView###DynamicField*

:

```
--- {}
```

196.4 *ExternalFrontend::TicketDetailView###FollowUpDynamicField*

:

```
--- {}
```

196.5 *ExternalFrontend::TicketDetailView###HistoryComment*

:

```
`ExternalFrontend::TicketDetailView###HistoryType`
```

:

```
FollowUp
```

196.6 *ExternalFrontend::TicketDetailView###NextScreenAfterFollowUp*

:

```
TicketOverview
```

196.7 *ExternalFrontend::TicketDetailView###Priority*

:

0

196.8 *ExternalFrontend::TicketDetailView###PriorityDefault*

:

3 normal

196.9 *ExternalFrontend::TicketDetailView###SenderType*

:

customer

196.10 *ExternalFrontend::TicketDetailView###State*

:

0

196.11 *ExternalFrontend::TicketDetailView###StateDefault*

:

open

196.12 *ExternalFrontend::TicketDetailView###StateType*

:

```
---  
- open  
- closed
```

Frontend → External → View → TicketOverview

197.1 ExternalFrontend::TicketOverview###ColumnHeader

:

```
TicketTitle
```

197.2 ExternalFrontend::TicketOverview###DynamicField

:

```
--- {}
```

197.3 ExternalFrontend::TicketOverview###Owner

:

```
0
```

197.4 *ExternalFrontend::TicketOverview###Queue*

.

.

:

0

197.5 *ExternalFrontend::TicketOverview###State*

.

.

:

1

CHAPTER 198

GenericInterface

198.1 *GenericInterface::WebserviceConfig::CacheTTL*

86400

GenericInterface → *ErrorHandling* → *ModuleRegistration*

199.1 *GenericInterface::ErrorHandling::Module###RequestRetry*

:

```
---  
CommunicationTypeFilter: Requester  
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry  
Name: RequestRetry
```

GenericInterface → *Invoker* → *ModuleRegistration*

200.1 *GenericInterface::Invoker::Module###Test::Test*

:

```
----  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: Test
```

200.2 *GenericInterface::Invoker::Module###Test::TestSimple*

:

```
----  
ConfigDialog: AdminGenericInterfaceInvokerDefault  
Controller: Test  
Name: TestSimple
```

GenericInterface → *Mapping* → *ModuleRegistration*

201.1 *GenericInterface::Mapping::Module###Simple*

:

```
----  
ConfigDialog: AdminGenericInterfaceMappingSimple
```

201.2 *GenericInterface::Mapping::Module###Test*

:

```
----  
ConfigDialog: ''
```

201.3 *GenericInterface::Mapping::Module###XSLT*

:

```
----  
ConfigDialog: AdminGenericInterfaceMappingXSLT
```

GenericInterface → *Operation*

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.

.

:

200

GenericInterface → *Operation* → *Generic* → *RPC*

203.1 *GenericInterface::Operation::Generic::RPC*

Generic::RPC .
.
:

0

203.2 *GenericInterface::Operation::Generic::RPC::Modules###001-Default*

Generic::RPC . Kernel::System, Custom::Kernel::System Kernel::Config.
:

--- []

GenericInterface → *Operation* → *ModuleRegistration*

204.1 *GenericInterface::Operation::Module###AccessToken::Create*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Create
```

204.2 *GenericInterface::Operation::Module###AccessToken::Get*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: AccessToken  
Name: Get
```

204.3 *GenericInterface::Operation::Module###FAQ::LanguageList*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: LanguageList
```

204.4 *GenericInterface::Operation::Module###FAQ::PublicCategoryList*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicCategoryList
```

204.5 *GenericInterface::Operation::Module###FAQ::PublicFAQGet*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQGet
```

204.6 *GenericInterface::Operation::Module###FAQ::PublicFAQSearch*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: FAQ  
Name: PublicFAQSearch
```

204.7 *GenericInterface::Operation::Module###Generic::RPC*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationRPC  
Controller: Generic  
Name: RPC
```

204.8 *GenericInterface::Operation::Module###Test::Test*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Test  
Name: Test
```

204.9 *GenericInterface::Operation::Module###Ticket::TicketCreate*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketCreate
```

204.10 *GenericInterface::Operation::Module###Ticket::TicketGet*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

204.11 *GenericInterface::Operation::Module###Ticket::TicketHistoryGet*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketHistoryGet
```

204.12 *GenericInterface::Operation::Module###Ticket::TicketSearch*

:

```
---  
ConfigDialog: AdminGenericInterfaceOperationDefault  
Controller: Ticket  
Name: TicketGet
```

204.13 *GenericInterface::Operation::Module###Ticket::TicketUpdate*

:

```
---  
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.

.

:

```
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.

.

:

```
%%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.

.

:

NewTicket

205.4 *GenericInterface::Operation::TicketCreate###IsVisibleForCustomer*

Defines the default visibility of the article to customer user for the ticket create operation.

.

:

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.

.

:

Down

206.2 *GenericInterface::Operation::TicketSearch###SearchLimit*

Maximum number of tickets to be displayed in the result of the ticket search operation.

.

:

500

206.3 *GenericInterface::Operation::TicketSearch###SortBy::Default*

Defines the default ticket attribute for sorting of the search result of the ticket search operation.

.

:

Age

GenericInterface → *Operation* → *TicketUpdate*

207.1 *GenericInterface::Operation::TicketUpdate###AutoResponseType*

Defines the default auto response type of the article for the ticket update operation.

.

:

```
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.

.

:

```
%%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.

.

:

AddNote

207.4 GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer

Defines the default visibility of the article to customer user for the ticket update operation.

.

:

1

GenericInterface → *Transport* → *ModuleRegistration*

208.1 *GenericInterface::Transport::Module###HTTP::REST*

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPREST  
Name: REST  
Protocol: HTTP
```

208.2 *GenericInterface::Transport::Module###HTTP::SOAP*

:

```
---  
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP  
Name: SOAP  
Protocol: HTTP
```

208.3 *GenericInterface::Transport::Module###HTTP::Test*

:

```
---  
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.

```
    :  
    /external
```

209.2 *WebApp::SSO::RemoteUserSecret*

```
    SSO. proxy REMOTE_USER REMOTE_USER_SECRET  
    , REMOTE_USER HTTPBasicAuth.
```

```
    :  
    `WebApp::Server::AdditionalOrigins`
```

(CSP)

```
---
connect-src:
- ''
font-src:
- ''
frame-src:
- ''
img-src:
- ''
script-src:
- ''
style-src:
- ''
```

209.3 *WebApp::Server::AutomaticReloadFile*

```
( . - ; ).
:
```

```
<OTRS_CONFIG_Home>/var/run/otrs.WebServer.pid.needs-reload
```

209.4 *WebApp::Server::TriggerAutomaticReloads*

```
, .
:
```

```
1
```

WebApp → API → Agent → Account

210.1 *WebApp::API::Agent::Account::Recover*

1

210.2 *WebApp::API::Agent::Account::RecoverBody*

Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS password.

If you want to do this, click on 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*

:

0

210.4 *WebApp::API::Agent::Account::RecoverSubject*

:

New OTRS password request

CHAPTER 211

WebApp → API → Agent → CustomerCompany

211.1 *WebApp::API::Agent::CustomerCompany::Management::PermissionGroup*

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


CHAPTER 212

WebApp → API → Agent → CustomerUser

212.1 *WebApp::API::Agent::CustomerUser::Management::PermissionGroups*

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

WebApp → *API* → *Agent* → *Statistic*

213.1 *WebApp::API::Agent::AllowStatisticCacheComputation*

:

```
1
```

213.2 *WebApp::API::Agent::Statistic::FullPermissionGroups*

:

```
----  
- stats
```

WebApp → API → Agent → StatisticReport

214.1 *WebApp::API::Agent::StatisticReport::FullPermissionGroups*

```
----  
- stats
```

214.2 *WebApp::API::Agent::StatisticReport::ReadOnlyPermissionGroups*

```
e ( . ).  
:  
----  
- stats
```

WebApp → API → Agent → Ticket → Create

215.1 *WebApp::API::Agent::Ticket::Create::AutoAssignCustomerIDForUnknown*

ID
ter::NewTicket::AutoAssignCustomerIDForUnknownCustomers.

PostMas-

:

1

WebApp → *API* → *Agent* → *TicketList*

216.1 *WebApp::API::Agent::TicketList::ExtendedSearchCondition*

„(key1*||*key2)” . „(key1*&&*key2)”
:

1

WebApp → API → Agent → TwoFactor

217.1 *WebApp::API::Agent::TwoFactor::EmailBody*

```
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*

:

New OTRS login request

217.3 *WebApp::API::Agent::TwoFactor::SMSBody*

SMS

:

Your OTRS login code **is:** <OTRS_OTPTOKEN>

217.4 *WebApp::API::Agent::TwoFactorSetup::EmailBody*

:

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*

:

New OTRS two-factor setup request

217.6 *WebApp::API::Agent::TwoFactorSetup::SMSBody*

SMS

:

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.

.

:

Support Agent

218.2 *WebApp::API::Customer::DisplayAgentCustomAvatar*

(,).

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:

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.

.

:

FromField

WebApp → API → Customer → Account

219.1 *WebApp::API::Customer::Account::EmailBlacklist*

, se .
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:

```
----  
- \@your\.domain\.example$
```

219.2 *WebApp::API::Customer::Account::EmailWhitelist*

, se .
.
:

```
----  
- \@your\.domain\.example$
```

219.3 *WebApp::API::Customer::Account::Recover*

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.
:

1

219.4 *WebApp::API::Customer::Account::RecoverBody*

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has requested to change your OTRS password.

If you want to do this, click on 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*

0

219.6 *WebApp::API::Customer::Account::RecoverSubject*

```
New OTRS password request
```

219.7 *WebApp::API::Customer::Account::Register*

1

219.8 *WebApp::API::Customer::Account::RegisterBody*

```
Hi <OTRS_USERFIRSTNAME>,

You or someone impersonating you has created a new OTRS account for you.

Full name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>
User name: <OTRS_USERLOGIN>
Password: <OTRS_USERPASSWORD>

You can log in via the following URL. We encourage you to change your
↳password in the user preferences after logging in.

<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN><OTRS_CONFIG_Frontend::PrefixPath>/
↳external
```

219.9 *WebApp::API::Customer::Account::RegisterSubject*

```
New OTRS Account!
```

WebApp → API → Customer → TwoFactor

220.1 *WebApp::API::Customer::TwoFactor::EmailBody*

```
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_HttpType>://<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*

:

New OTRS login request

220.3 *WebApp::API::Customer::TwoFactor::SMSBody*

SMS

:

Your OTRS login code **is:** <OTRS_OTPTOKEN>

220.4 *WebApp::API::Customer::TwoFactorSetup::EmailBody*

:

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*

:

New OTRS two-factor setup request

220.6 *WebApp::API::Customer::TwoFactorSetup::SMSBody*

SMS

:

Your OTRS two-factor setup code **is:** <OTRS_OTPTOKEN>

WebApp → *APIClient*

221.1 *WebApp::APIClient###CloseTimeout*

WebSocket . ' 0' .

:

0

221.2 *WebApp::APIClient###MaxReconnectionAttempts*

WebSocket .

:

10

221.3 *WebApp::APIClient###MaxReconnectionDelay*

WebSocket .

:

10000

221.4 *WebApp::APIClient###OpenTimeout*

WebSocket . ' 0' .

:

0

221.5 *WebApp::APIClient###ReconnectionDelayIncrement*

WebSocket .

:

1000

221.6 *WebApp::APIClient###ResponseTimeout*

' inactivity_timeout' WebSocket . ' 0' .
WebApp.conf.

:

30000

221.7 *WebApp::APIClient###WebSocketUpgrade*

API WebSocket, .

:

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