



# OTOB Installation Guide

Release rel-10.0

Rother OSS GmbH

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# CHAPTER 1

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Description

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The FAQ/knowledge base.





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System requirements

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## 2.1 Framework

OTOBO 10.0.x

## 2.2 Packages

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## 2.3 Third-party software

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## 3.1 Setup

## 3.2 Configuration Reference

### 3.2.1 Core::DynamicFields::ObjectTypeRegistration

#### DynamicFields::ObjectType###FAQ

DynamicField object registration.

### 3.2.2 Core::FAQ

#### FAQ::Default::RootCategoryComment

Default category name.

#### FAQ::Default::RootCategoryName

Default category name.

#### FAQ::FAQHook

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

#### FAQ::TitleSize

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

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

Default state for FAQ entry.

#### **FAQ::MultiLanguage**

Enable multiple languages on FAQ module.

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

Default language for FAQ articles on single language mode.

#### **FAQ::Voting**

Enable voting mechanism on FAQ module.

#### **FAQ::CacheTTL**

Cache Time To Leave for FAQ items.

### **3.2.3 Core::FAQ::Approval**

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

New FAQ articles need approval before they get published.

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

Group for the approval of FAQ articles.

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

Queue for the approval of FAQ articles.

#### **FAQ::ApprovalTicketSubject**

Ticket subject for approval of FAQ article.

#### **FAQ::ApprovalTicketBody**

Ticket body for approval of FAQ article.

#### **FAQ::ApprovalTicketPriority**

Default priority of tickets for the approval of FAQ articles.

**FAQ::ApprovalTicketDefaultState**

Default state of tickets for the approval of FAQ articles.

**FAQ::ApprovalTicketType**

Default type of tickets for the approval of FAQ articles.

**3.2.4 Core::FAQ::Explorer****FAQ::Explorer::Path::Show**

Show FAQ path yes/no.

**FAQ::Explorer::ItemList::VotingResultDecimalPlaces**

Decimal places of the voting result.

**FAQ::Explorer::ItemList::VotingResultColors**

CSS color for the voting result.

**FAQ::Explorer::QuickSearch::Show**

Interfaces where the quick search should be shown.

**FAQ::Explorer::LastChange::Show**

Show last change items in defined interfaces.

**FAQ::Explorer::LastChange::ShowSubCategoryItems**

Show items of subcategories.

**FAQ::Explorer::LastChange::Limit**

Number of shown items in last changes.

**FAQ::Explorer::LastCreate::Show**

Show last created items in defined interfaces.

**FAQ::Explorer::LastCreate::ShowSubCategoryItems**

Show items of subcategories.

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

Number of shown items in last created.

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

Show top 10 items in defined interfaces.

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

Number of shown items in the top 10 feature.

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

Show items of subcategories.

### **3.2.5 Core::FAQ::Item**

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

Definition of FAQ item free text field.

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

Definition of FAQ item free text field.

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

Definition of FAQ item free text field.

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

Definition of FAQ item free text field.

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

Definition of FAQ item free text field.

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

Definition of FAQ item free text field.

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

Show FAQ Article with HTML.

### 3.2.6 Core::FAQ::Item::Voting

#### FAQ::Item::Voting::Show

Show voting in defined interfaces.

#### FAQ::Item::Voting::Rates

Rates for voting. Key must be in percent.

### 3.2.7 Core::FAQ::RelatedArticles

#### FAQ::Customer::RelatedArticles::Enabled

Enable the related article feature for the customer frontend.

#### FAQ::Service

Enable service assignment for FAQs.

#### FAQ::Customer::RelatedArticlesOnServiceOnly

Show related articles on service change even with empty subject and body.

#### FAQ::KeywordArticleList::SearchLimit

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

### 3.2.8 Core::FAQ::TicketCompose

#### FAQ::TicketCompose###InsertMethod

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

#### FAQ::TicketCompose###IncludeInternal

Include internal fields on a FAQ based Ticket.

#### FAQ::TicketCompose###ShowFieldNames

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

#### FAQ::TicketCompose###ShowInsertTextButton

Show "Insert FAQ Text" / "Insert Full FAQ" Button in AgentFAQZoomSmall.

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

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

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

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

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

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

### **3.2.9 Core::LinkObject**

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

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

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

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

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

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

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

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

### **3.2.10 Frontend::Agent**

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

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

#### **Frontend::HeaderMetaModule###3-FAQSearch**

Module to generate html OpenSearch profile for short FAQ search.



### 3.2.11 Frontend::Agent::FAQJournalOverview

#### FAQ::Frontend::JournalOverview###Small

Defines an overview module to show the small view of a FAQ journal.

### 3.2.12 Frontend::Agent::FAQOverview

#### FAQ::Frontend::Overview###Small

Defines an overview module to show the small view of a FAQ list.

#### FAQ::Frontend::OverviewSmall###DynamicField

Dynamic fields shown in the FAQ small format overview screen of the agent interface.

### 3.2.13 Frontend::Agent::LinkObject

#### LinkObject::ComplexTable::SettingsVisibility###FAQ

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

#### LinkObject::ComplexTable###FAQ

Define which columns are shown in the linked FAQs widget (LinkObject::ViewMode = "complex"). Note: Only FAQ attributes and dynamic fields (DynamicField\_NameX) are allowed for DefaultColumns.

### 3.2.14 Frontend::Agent::ModuleRegistration

#### Frontend::Module###AgentFAQExplorer

Frontend module registration for the agent interface.

#### Frontend::Module###AgentFAQAdd

Frontend module registration for the agent interface.

#### Frontend::Module###AgentFAQEdit

Frontend module registration for the agent interface.

#### Frontend::Module###AgentFAQLanguage

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQCategory**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQSearch**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQSearchSmall**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQZoom**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQRichText**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQPrint**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQJournal**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQHistory**

Frontend module registration for the agent interface.

**Frontend::Module###AgentFAQDelete**

Frontend module registration for the agent interface.

### **3.2.15 Frontend::Agent::ModuleRegistration::Loader**

**Loader::Module::AgentFAQExplorer###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQAdd###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQEdit###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQLanguage###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQCategory###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQSearch###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQZoom###002-FAQ**

Loader module registration for the agent interface.

**Loader::Module::AgentFAQJournal###002-FAQ**

Loader module registration for the agent interface.

**3.2.16 Frontend::Agent::ModuleRegistration::MainMenu**

**Frontend::Navigation###AgentFAQExplorer###002-FAQ**

Main menu item registration.

**Frontend::Navigation###AgentFAQAdd###002-FAQ**

Main menu item registration.

**Frontend::Navigation###AgentFAQLanguage###002-FAQ**

Main menu item registration.

**Frontend::Navigation###AgentFAQCategory###002-FAQ**

Main menu item registration.

**Frontend::Navigation###AgentFAQSearch###002-FAQ**

Main menu item registration.

### Frontend::Navigation###AgentFAQSearchSmall###002-FAQ

Main menu item registration.

### Frontend::Navigation###AgentFAQJournal###002-FAQ

Main menu item registration.

## 3.2.17 Frontend::Agent::ModuleRegistration::MainMenu::Search

### Frontend::Search###FAQ

FAQ search backend router of the agent interface.

## 3.2.18 Frontend::Agent::ToolBar

### Frontend::ToolBarModule###90-FAQ::AgentFAQAdd

Toolbar Item for a shortcut.

## 3.2.19 Frontend::Agent::View::Dashboard

### DashboardBackend###0398-FAQ-LastChange

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually.

### DashboardBackend###0399-FAQ-LastCreate

Defines the parameters for the dashboard backend. “Limit” defines the number of entries displayed by default. “Group” is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). “Default” indicates if the plugin is enabled by default or if the user needs to enable it manually.

## 3.2.20 Frontend::Agent::View::FAQAdd

### FAQ::Frontend::AgentFAQAdd###RichTextWidth

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

### FAQ::Frontend::AgentFAQAdd###RichTextHeight

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

**FAQ::Frontend::AgentFAQAdd###DynamicField**

Dynamic fields shown in the FAQ add screen of the agent interface.

**3.2.21 Frontend::Agent::View::FAQEdit**

**FAQ::Frontend::AgentFAQEdit###RichTextWidth**

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

**FAQ::Frontend::AgentFAQEdit###RichTextHeight**

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

**FAQ::Frontend::AgentFAQEdit###DynamicField**

Dynamic fields shown in the FAQ edit screen of the agent interface.

**3.2.22 Frontend::Agent::View::FAQExplorer**

**FAQ::Frontend::AgentFAQExplorer###ShowColumns**

Defines the shown columns in the FAQ Explorer. This option has no effect on the position of the column.

**FAQ::Frontend::AgentFAQExplorer###SortBy::Default**

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the agent interface.

**FAQ::Frontend::AgentFAQExplorer###Order::Default**

Defines the default FAQ order in the FAQ Explorer result of the agent interface. Up: oldest on top. Down: latest on top.

**FAQ::Frontend::AgentFAQExplorer###SearchLimit**

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the agent interface.

**FAQ::Frontend::AgentFAQExplorer###TitleSize**

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the agent interface.

**FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems**

Show invalid items in the FAQ Explorer result of the agent interface.

### 3.2.23 Frontend::Agent::View::FAQJournal

#### FAQ::Frontend::AgentFAQJournal###ShowColumns

Defines the shown columns in the FAQ journal. This option has no effect on the position of the column.

#### FAQ::Frontend::AgentFAQJournal###JournalLimit

Maximum number of FAQ articles to be displayed in the FAQ journal in the agent interface.

#### FAQ::Frontend::AgentFAQJournal###TitleSize

Maximum size of the titles in a FAQ article to be shown in the FAQ journal in the agent interface.

### 3.2.24 Frontend::Agent::View::FAQPrint

#### FAQ::Frontend::AgentFAQPrint###DynamicField

Dynamic fields shown in the FAQ print screen of the agent interface.

### 3.2.25 Frontend::Agent::View::FAQSearch

#### FAQ::Frontend::AgentFAQSearch###ShowColumns

Defines the shown columns in the FAQ search. This option has no effect on the position of the column.

#### FAQ::Frontend::AgentFAQSearch###SortBy::Default

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the agent interface.

#### FAQ::Frontend::AgentFAQSearch###Order::Default

Defines the default FAQ order of a search result in the agent interface. Up: oldest on top. Down: latest on top.

#### FAQ::Frontend::AgentFAQSearch###SearchLimit

Maximum number of FAQ articles to be displayed in the result of a search in the agent interface.

#### FAQ::Frontend::AgentFAQSearch###DynamicField

Dynamic fields shown in the FAQ search screen of the agent interface.

#### FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField

Dynamic Fields used to export the search result in CSV format.

**FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###Number**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###Title**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###Keyword**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot**

Defines the default shown FAQ search attribute for FAQ search screen.

**FAQ::Frontend::AgentFAQSearch###TitleSize**

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the agent interface.

### 3.2.26 Frontend::Agent::View::FAQZoom

**FAQ::Frontend::AgentHTMLFieldHeightDefault**

Set the default height (in pixels) of inline HTML fields in AgentFAQZoom.

**FAQ::Frontend::AgentHTMLFieldHeightMax**

Set the maximum height (in pixels) of inline HTML fields in AgentFAQZoom.

**FAQ::Frontend::AgentFAQZoom###DynamicField**

Dynamic fields shown in the FAQ zoom screen of the agent interface.

### 3.2.27 Frontend::Agent::View::FAQZoom::MenuModule

**FAQ::Frontend::MenuModule###000-Back**

Shows a link in the menu to go back in the FAQ zoom view of the agent interface.



#### **FAQ::Frontend::MenuModule###010-Edit**

Shows a link in the menu to edit a FAQ in the its zoom view of the agent interface.

#### **FAQ::Frontend::MenuModule###020-History**

Shows a link in the menu to access the history of a FAQ in its zoom view of the agent interface.

#### **FAQ::Frontend::MenuModule###030-Print**

Shows a link in the menu to print a FAQ in the its zoom view of the agent interface.

#### **FAQ::Frontend::MenuModule###040-Link**

Shows a link in the menu that allows linking a FAQ with another object in the zoom view of such FAQ of the agent interface.

#### **FAQ::Frontend::MenuModule###050-Delete**

Shows a link in the menu that allows to delete a FAQ in its zoom view in the agent interface.

### **3.2.28 Frontend::Agent::View::Preferences**

#### **PreferencesGroups###FAQOverviewSmallPageShown**

Parameters for the pages (in which the FAQ items are shown) of the small FAQ overview.

#### **PreferencesGroups###FAQJournalOverviewSmallPageShown**

Parameters for the pages (in which the FAQ items are shown) of the small FAQ journal overview.

### **3.2.29 Frontend::Base::Loader**

#### **Loader::Agent::CommonCSS###200-FAQ**

List of CSS files to always be loaded for the agent interface.

#### **Loader::Agent::CommonJS###200-FAQ**

List of JS files to always be loaded for the agent interface.

### **3.2.30 Frontend::Base::OutputFilter**

#### **Frontend::Output::FilterElementPost###FAQ**

Defines where the 'Insert FAQ' link will be displayed.

### **Frontend::Output::OutputFilterTextAutoLink###FAQ**

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTOBO image path will be used. The second possibility is to insert the link to the image.

### **Frontend::Output::FilterElementPost###OutputFilterPostFAQCustomerRelatedArticles**

Output filter to add Java-script to CustomerTicketMessage screen.

## **3.2.31 Frontend::Customer**

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

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

### **CustomerFrontend::HeaderMetaModule###3-FAQSearch**

Module to generate HTML OpenSearch profile for short FAQ search in the customer interface.

## **3.2.32 Frontend::Customer::FAQOverview**

### **FAQ::Frontend::CustomerFAQOverview###DynamicField**

Dynamic fields shown in the FAQ overview screen of the customer interface.

## **3.2.33 Frontend::Customer::FAQRelatedArticles**

### **FAQ::Frontend::CustomerFAQRelatedArticles###QueuesEnabled**

List of queue names for which the related article feature is enabled.

### **FAQ::Frontend::CustomerFAQRelatedArticles###DefaultLanguages**

The default languages for the related FAQ articles.

### **FAQ::Frontend::CustomerFAQRelatedArticles###ShowLimit**

Output limit for the related FAQ articles.

### **FAQ::Frontend::CustomerFAQRelatedArticles###VoteStarsVisible**

Show the stars for the articles with a rating equal or greater like the defined value (set value '0' to deactivate the output).

### 3.2.34 Frontend::Customer::ModuleRegistration

#### CustomerFrontend::Module###CustomerFAQExplorer

Frontend module registration for the customer interface.

#### CustomerFrontend::Module###CustomerFAQZoom

Frontend module registration for the customer interface.

#### CustomerFrontend::Module###CustomerFAQSearch

Frontend module registration for the customer interface.

#### CustomerFrontend::Module###CustomerFAQPrint

Frontend module registration for the customer interface.

#### CustomerFrontend::Module###CustomerFAQRelatedArticles

Frontend module registration for the customer interface.

### 3.2.35 Frontend::Customer::ModuleRegistration::Loader

#### Loader::Module::CustomerFAQExplorer###002-FAQ

Loader module registration for the agent interface.

#### Loader::Module::CustomerFAQZoom###002-FAQ

Loader module registration for the agent interface.

#### Loader::Module::CustomerFAQSearch###002-FAQ

Loader module registration for the agent interface.

#### Loader::Module::CustomerTicketMessage###003-FAQ

Loader module registration for the agent interface.

### 3.2.36 Frontend::Customer::ModuleRegistration::MainMenu

#### CustomerFrontend::Navigation###CustomerFAQExplorer###002-FAQ

Main menu item registration.

### **CustomerFrontend::Navigation###CustomerFAQSearch###002-FAQ**

Main menu item registration.

### **3.2.37 Frontend::Customer::View::FAQExplorer**

#### **FAQ::Frontend::CustomerFAQExplorer###SearchLimit**

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the customer interface.

#### **FAQ::Frontend::CustomerFAQExplorer###SearchPageShown**

Number of FAQ articles to be displayed in the FAQ Explorer of the customer interface.

#### **FAQ::Frontend::CustomerFAQExplorer###SortBy::Default**

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the customer interface.

#### **FAQ::Frontend::CustomerFAQExplorer###Order::Default**

Defines the default FAQ order in the FAQ Explorer result of the customer interface. Up: oldest on top. Down: latest on top.

#### **FAQ::Frontend::CustomerFAQExplorer###TitleSize**

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the customer interface.

### **3.2.38 Frontend::Customer::View::FAQPrint**

#### **FAQ::Frontend::CustomerFAQPrint###DynamicField**

Dynamic fields shown in the FAQ print screen of the customer interface.

### **3.2.39 Frontend::Customer::View::FAQSearch**

#### **FAQ::Frontend::CustomerFAQSearch###SearchLimit**

Maximum number of FAQ articles to be displayed in the result of a search in the customer interface.

#### **FAQ::Frontend::CustomerFAQSearch###SearchPageShown**

Number of FAQ articles to be displayed on each page of a search result in the customer interface.

#### **FAQ::Frontend::CustomerFAQSearch###SortBy::Default**

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the customer interface.

#### **FAQ::Frontend::CustomerFAQSearch###Order::Default**

Defines the default FAQ order of a search result in the customer interface. Up: oldest on top. Down: latest on top.

#### **FAQ::Frontend::CustomerFAQSearch###DynamicField**

Dynamic fields shown in the FAQ search screen of the customer interface.

#### **FAQ::Frontend::CustomerFAQSearch###SearchCSVDynamicField**

Dynamic Fields used to export the search result in CSV format.

#### **FAQ::Frontend::CustomerFAQSearch###TitleSize**

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the customer interface.

### **3.2.40 Frontend::Customer::View::FAQZoom**

#### **FAQ::Frontend::CustomerHTMLFieldHeightDefault**

Set the default height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

#### **FAQ::Frontend::CustomerHTMLFieldHeightMax**

Set the maximum height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

#### **FAQ::Frontend::CustomerFAQZoom###DynamicField**

Dynamic fields shown in the FAQ zoom screen of the customer interface.

### **3.2.41 Frontend::Public**

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

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

#### **PublicFrontend::CommonParam###Action**

Default value for the Action parameter for the public frontend. The Action parameter is used in the scripts of the system.

#### **PublicFrontend::HeaderMetaModule###3-FAQSearch**

Module to generate HTML OpenSearch profile for short FAQ search in the public interface.

### 3.2.42 Frontend::Public::FAQOverview

#### FAQ::Frontend::PublicFAQOverview###DynamicField

Dynamic fields shown in the FAQ overview screen of the public interface.

### 3.2.43 Frontend::Public::ModuleRegistration

#### PublicFrontend::Module###PublicFAQExplorer

Frontend module registration for the public interface.

#### Loader::Module::PublicFAQExplorer###002-FAQ

Loader module registration for the public interface.

#### PublicFrontend::Navigation###PublicFAQExplorer###002-FAQ

Main menu item registration.

#### PublicFrontend::Module###PublicFAQRSS

Frontend module registration for the public interface.

#### Loader::Module::PublicFAQRSS###002-FAQ

Loader module registration for the public interface.

#### PublicFrontend::Module###PublicFAQSearch

Frontend module registration for the public interface.

#### Loader::Module::PublicFAQSearch###002-FAQ

Loader module registration for the public interface.

#### PublicFrontend::Navigation###PublicFAQSearch###002-FAQ

Main menu item registration.

#### PublicFrontend::Module###PublicFAQZoom

Frontend module registration for the public interface.

#### Loader::Module::PublicFAQZoom###002-FAQ

Loader module registration for the public interface.

#### **PublicFrontend::Module###PublicFAQ**

Frontend module registration for the public interface.

#### **PublicFrontend::Module###PublicFAQPrint**

Frontend module registration for the public interface.

### **3.2.44 Frontend::Public::View::FAQExplorer**

#### **FAQ::Frontend::PublicFAQExplorer###SearchLimit**

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the public interface.

#### **FAQ::Frontend::PublicFAQExplorer###SearchPageShown**

Number of FAQ articles to be displayed in the FAQ Explorer of the public interface.

#### **FAQ::Frontend::PublicFAQExplorer###SortBy::Default**

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the public interface.

#### **FAQ::Frontend::PublicFAQExplorer###Order::Default**

Defines the default FAQ order in the FAQ Explorer result of the public interface. Up: oldest on top. Down: latest on top.

#### **FAQ::Frontend::PublicFAQExplorer###TitleSize**

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the public interface.

### **3.2.45 Frontend::Public::View::FAQPrint**

#### **FAQ::Frontend::PublicFAQPrint###DynamicField**

Dynamic fields shown in the FAQ print screen of the public interface.

### **3.2.46 Frontend::Public::View::FAQSearch**

#### **FAQ::Frontend::PublicFAQSearch###SearchLimit**

Maximum number of FAQ articles to be displayed in the result of a search in the public interface.

#### **FAQ::Frontend::PublicFAQSearch###SearchPageShown**

Number of FAQ articles to be displayed on each page of a search result in the public interface.

#### **FAQ::Frontend::PublicFAQSearch###SortBy::Default**

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the public interface.

#### **FAQ::Frontend::PublicFAQSearch###Order::Default**

Defines the default FAQ order of a search result in the public interface. Up: oldest on top. Down: latest on top.

#### **FAQ::Frontend::PublicFAQSearch###DynamicField**

Dynamic fields shown in the FAQ search screen of the public interface.

#### **FAQ::Frontend::PublicFAQSearch###SearchCSVDynamicField**

Dynamic Fields used to export the search result in CSV format.

#### **FAQ::Frontend::PublicFAQSearch###TitleSize**

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the public interface.

### **3.2.47 Frontend::Public::View::FAQZoom**

#### **FAQ::Frontend::PublicFAQZoom###DynamicField**

Dynamic fields shown in the FAQ zoom screen of the public interface.

### **3.2.48 GenericInterface::Operation::ModuleRegistration**

#### **GenericInterface::Operation::Module###FAQ::LanguageList**

GenericInterface module registration for the operation layer.

#### **GenericInterface::Operation::Module###FAQ::PublicCategoryList**

GenericInterface module registration for the operation layer.

#### **GenericInterface::Operation::Module###FAQ::PublicFAQGet**

GenericInterface module registration for the operation layer.

#### **GenericInterface::Operation::Module###FAQ::PublicFAQSearch**

GenericInterface module registration for the operation layer.



## 4.1 Contact

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## 4.2 Version

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