



OTOB Installation Guide

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Rother OSS GmbH

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CHAPTER 1

Description

Mark whole tickets or single articles as unseen or seen.

2.1 Framework

OTOBO 10.1.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::OTOBO::MarkTicketSeenUnseen

MarkTicketSeenRedirectDefaultURL

Defines the redirect URL for setting a ticket article to 'seen'.

MarkTicketUnseenRedirectDefaultURL

Defines the redirect URL for setting a ticket article to 'unseen'.

3.2.2 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentTicketMarkSeenUnseen

Frontend module registration for the agent interface.

3.2.3 Frontend::Agent::TicketOverview::MenuModule

Ticket::Frontend::PreMenuModule###442-MarkTicketUnseen

Registers a link in the ticket menu of ticket overviews to mark all articles of the ticket as unseen.

Ticket::Frontend::PreMenuModule###442-MarkTicketSeen

Registers a link in the ticket menu of ticket overviews to mark all articles of the ticket as seen.

3.2.4 Frontend::Agent::View::Preferences

PreferencesGroups###MarkTicketUnseenRedirectURL

Defines the config parameters available in the preferences view. The default redirect URL from SysConfig 'MarkTicketUnseenRedirectDefaultURL' is used if no selection is made by the agent.

PreferencesGroups###MarkTicketSeenRedirectURL

Defines the config parameters available in the preferences view. The default redirect URL from SysConfig 'MarkTicketSeenRedirectDefaultURL' is used if no selection is made by the agent.

3.2.5 Frontend::Agent::View::TicketBulk

Ticket::Frontend::BulkModule###001-MarkTicketSeenUnseen

This configuration registers a bulk module to mark tickets as seen or unseen via bulk action.

3.2.6 Frontend::Agent::View::TicketZoom::MenuModule

Ticket::Frontend::MenuModule###001-MarkTicketUnseen

Registers a link in the ticket menu to mark a ticket as unseen.

Ticket::Frontend::MenuModule###001-MarkTicketSeen

Registers a link in the ticket menu to mark a ticket as seen.

4.1 Contact

Rother OSS GmbH
Email: hello@otobo.de
Web: <https://otobo.de>

4.2 Version

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