OTOBO Installation Guide

Release rel-11.0

Rother OSS GmbH

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Includes "Ticket Master/Slave" feature.

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OTOBO 11.0.x

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3.2.3 Core::MasterSlave

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This module activates Master/Slave field in new email and phone ticket screens.

MasterSlave::AdvancedEnabled

Enables the advanced MasterSlave part of the feature.

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Enables the feature to keep parent-child link after unset of the MasterSlave state in the advanced MasterSlave mode.

MasterSlave::DynamicField

Defines dynamic field name for master ticket feature.

MasterSlave::ForwardSlaves

Enables the feature to forward articles from type 'forward' of a master ticket to the customers of the slave tickets. By default (disabled) it will not forward articles from type 'forward' to the slave tickets.

MasterSlave::FollowUpdatedMaster

Enables the feature that slave tickets follow the master ticket to a new master in the advanced MasterSlave mode.

MasterSlave::UpdateMasterSlave

Enables the feature to change the MasterSlave state of a ticket in the advanced MasterSlave mode.

MasterSlave::UnsetMasterSlave

Enables the feature to unset the MasterSlave state of a ticket in the advanced MasterSlave mode.

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3.2.4 Core::Ticket::ACL

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

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3.2.11 Frontend::Agent::View::Dashboard

DashboardBackend###0900-TicketMaster

Parameters for the dashboard backend of the master tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

DashboardBackend###0910-TicketSlave

Parameters for the dashboard backend of the slave tickets overview of the agent interface. "Limit" is the number of entries shown by default. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "Default" determines if the plugin is enabled by default or if the user needs to enable it manually. "CacheTTLLocal" is the cache time in minutes for the plugin.

3.2.12 Frontend::Agent::View::TicketBulk::Module

Ticket::Frontend::BulkModule###010-MasterSlave

MasterSlave module for Ticket Bulk feature.

3.2.13 Frontend::Agent::View::TicketMasterSlave

Ticket::Frontend::AgentTicketMasterSlave###Permission

Required permissions to use the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###RequiredLock

Defines if a ticket lock is required in the ticket MasterSlave screen of a zoomed ticket in the agent interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

Ticket::Frontend::AgentTicketMasterSlave###TicketType

Sets the ticket type in the ticket MasterSlave screen of a zoomed ticket in the agent interface (Ticket::Type needs to be activated).

Ticket::Frontend::AgentTicketMasterSlave###Service

Sets the service in the ticket MasterSlave screen of a zoomed ticket in the agent interface (Ticket::Service needs to be activated).

Ticket::Frontend::AgentTicketMasterSlave###Owner

Sets the ticket owner in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###OwnerMandatory

Sets if ticket owner must be selected by the agent.

Ticket::Frontend::AgentTicketMasterSlave###Responsible

Sets the responsible agent of the ticket in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Ticket::Frontend::AgentTicketMasterSlave###State

If a note is added by an agent, sets the state of the ticket in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###StateType

Defines the next state of a ticket after adding a note, in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###StateDefault

Defines the default next state of a ticket after adding a note, in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###Note

Allows adding notes in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###NoteMandatory

Sets if note must be filled in by the agent. Can be overwritten by Ticket::Frontend::NeedAccountedTime.

Ticket::Frontend::AgentTicketMasterSlave###Subject

Sets the default subject for notes added in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###Body

Sets the default body text for notes added in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###RichTextWidth

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

Ticket::Frontend::AgentTicketMasterSlave###RichTextHeight

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

Ticket::Frontend::AgentTicketMasterSlave###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###InformAgent

Shows a list of all the possible agents (all agents with note permissions on the queue/ticket) to determine who should be informed about this note, in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###IsVisibleForCustomerDefault

Defines if the MasterSlave note is visible for the customer by default.

Ticket::Frontend::AgentTicketMasterSlave###Priority

Shows the ticket priority options in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###PriorityDefault

Defines the default ticket priority in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###Title

Shows the title field in the ticket MasterSlave screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###HistoryType

Defines the history type for the ticket MasterSlave screen action, which gets used for ticket history in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###HistoryComment

Defines the history comment for the ticket MasterSlave screen action, which gets used for ticket history in the agent interface.

Ticket::Frontend::AgentTicketMasterSlave###MasterSlaveMandatory

Sets if Master / Slave field must be selected by the agent.

ReplaceCustomerRealNameOnSlaveArticleTypes

This setting is deprecated and will be removed in further versions of MasterSlave.

ReplaceCustomerRealNameOnSlaveArticleCommunicationChannels

Specifies the different article communication channels where the real name from Master ticket will be replaced with the one in the Slave ticket.

3.2.14 Frontend::Agent::View::TicketZoom::MenuModule

Ticket::Frontend::MenuModule###480-MasterSlave

Shows a link in the menu to change the MasterSlave status of a ticket in the ticket zoom view of the agent interface.

About

4.1 Contact

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

4.2 Version

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