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ITSMIncidentProblemManagement

Release rel-10.0

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Dec 14, 2024

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CHAPTER 1

Description

The OTOBO::ITSM Incident and Problem Management package.

2.1 Framework

OTOBO 10.0.x

2.2 Packages

ITSMCore 10.0.3

2.3 Third-party software

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3.1 Setup

3.2 Configuration Reference

3.2.1 Core::Stats

Stats::DynamicObjectRegistration###ITSMTicketFirstLevelSolutionRate

Enables the stats module to generate statistics about the average of ITSM ticket first level solution rate.

Stats::DynamicObjectRegistration###ITSMTicketSolutionTimeAverage

Enables the stats module to generate statistics about the average of ITSM ticket solution.

3.2.2 Core::Ticket

Ticket::Type

Allows defining new types for ticket (if ticket type feature is enabled).

3.2.3 Core::Ticket::ACL

ACLKeysLevel3::Actions###100-Default-ITSM

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

3.2.4 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentTicketAddtlITSMField

Frontend module registration for the agent interface.

Frontend::Module###AgentTicketDecision

Frontend module registration for the agent interface.

Frontend::Module###AgentITSMIncidentProblemManagement

Frontend module registration for the agent interface.

3.2.5 Frontend::Agent::ModuleRegistration::Loader

Loader::Module::AgentTicketAddtlITSMField###003-ITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketDecision###003-ITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketClose###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketFreeText###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketNote###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketOwner###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketPending###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketPriority###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketResponsible###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketPhone###002-TicketITSMTicket

Loader module registration for the agent interface.

Loader::Module::AgentTicketEmail###002-TicketITSMTicket

Loader module registration for the agent interface.

3.2.6 Frontend::Agent::View::TicketAddtlITSMField**Ticket::Frontend::AgentTicketAddtlITSMField###Permission**

Required permissions to use the additional ITSM field screen in the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###RequiredLock

Defines if a ticket lock is required in the additional ITSM field screen of 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::AgentTicketAddtlITSMField###TicketType

Sets the ticket type in the additional ITSM field screen of the agent interface (Ticket::Type needs to be activated).

Ticket::Frontend::AgentTicketAddtlITSMField###Service

Sets the service in the additional ITSM field screen of the agent interface (Ticket::Service needs to be activated).

Ticket::Frontend::AgentTicketAddtlITSMField###ServiceMandatory

Sets if service must be selected by the agent.

Ticket::Frontend::AgentTicketAddtlITSMField###SLAMandatory

Sets if SLA must be selected by the agent.

Ticket::Frontend::AgentTicketAddtlITSMField###Queue

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

Ticket::Frontend::AgentTicketAddtlITSMField###QueueMandatory

Sets if queue must be selected by the agent.

Ticket::Frontend::AgentTicketAddtlITSMField###Owner

Sets the ticket owner in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###OwnerMandatory

Sets if ticket owner must be selected by the agent.

Ticket::Frontend::AgentTicketAddtlITSMField###Responsible

Sets the ticket responsible in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Ticket::Frontend::AgentTicketAddtlITSMField###State

If a note is added by an agent, sets the state of a ticket in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###StateMandatory

Sets if state must be selected by the agent.

Ticket::Frontend::AgentTicketAddtlITSMField###StateType

Defines the next state of a ticket after adding a note, in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###StateDefault

Defines the default next state of a ticket after adding a note, in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###Note

Allows adding notes in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###NoteMandatory

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

Ticket::Frontend::AgentTicketAddtlITSMField###Subject

Defines the default subject of a note in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###Body

Defines the default body of a note in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###InvolvedAgent

Shows a list of all the involved agents on this ticket, in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###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 additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###IsVisibleForCustomerDefault

Defines if the note in the ticket note screen of the agent interface is visible for the customer by default.

Ticket::Frontend::AgentTicketAddtlITSMField###Priority

Shows the ticket priority options in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###PriorityDefault

Defines the default ticket priority in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###Title

Shows the title fields in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###FormDraft

Allows to save current work as draft in the ticket note screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###HistoryType

Defines the history type for the additional ITSM field screen action, which gets used for ticket history.

Ticket::Frontend::AgentTicketAddtlITSMField###HistoryComment

Defines the history comment for the additional ITSM field screen action, which gets used for ticket history.

Ticket::Frontend::AgentTicketAddtlITSMField###DynamicField

Dynamic fields shown in the additional ITSM field screen of the agent interface.

Ticket::Frontend::AgentTicketAddtlITSMField###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.7 Frontend::Agent::View::TicketClose

Ticket::Frontend::AgentTicketClose###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

Ticket::Frontend::AgentTicketClose###DynamicField

Dynamic fields shown in the ticket close screen of the agent interface.

3.2.8 Frontend::Agent::View::TicketCompose

Ticket::Frontend::AgentTicketCompose###DynamicField

Dynamic fields shown in the ticket compose screen of the agent interface.

3.2.9 Frontend::Agent::View::TicketDecision

Ticket::Frontend::AgentTicketDecision###Permission

Required permissions to use the decision screen in the agent interface.

Ticket::Frontend::AgentTicketDecision###RequiredLock

Defines if a ticket lock is required in the decision screen of 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::AgentTicketDecision###TicketType

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

Ticket::Frontend::AgentTicketDecision###Service

Sets the service in the decision screen of the agent interface (Ticket::Service needs to be activated).

Ticket::Frontend::AgentTicketDecision###ServiceMandatory

Sets if service must be selected by the agent.

Ticket::Frontend::AgentTicketDecision###SLAMandatory

Sets if SLA must be selected by the agent.

Ticket::Frontend::AgentTicketDecision###Queue

Sets the queue in the ticket note screen of a zoomed ticket in the agent interface.

Ticket::Frontend::AgentTicketDecision###QueueMandatory

Sets if queue must be selected by the agent.

Ticket::Frontend::AgentTicketDecision###Owner

Sets the ticket owner in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###OwnerMandatory

Sets if ticket owner must be selected by the agent.

Ticket::Frontend::AgentTicketDecision###Responsible

Sets the ticket responsible in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Ticket::Frontend::AgentTicketDecision###State

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

Ticket::Frontend::AgentTicketDecision###StateMandatory

Sets if state must be selected by the agent.

Ticket::Frontend::AgentTicketDecision###StateType

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

Ticket::Frontend::AgentTicketDecision###StateDefault

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

Ticket::Frontend::AgentTicketDecision###Note

Allows adding notes in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###NoteMandatory

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

Ticket::Frontend::AgentTicketDecision###Subject

Defines the default subject of a note in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###Body

Defines the default body of a note in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###InvolvedAgent

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

Ticket::Frontend::AgentTicketDecision###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 decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###IsVisibleForCustomerDefault

Defines if the note in the ticket note screen of the agent interface is visible for the customer by default.

Ticket::Frontend::AgentTicketDecision###Priority

Shows the ticket priority options in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###PriorityDefault

Defines the default ticket priority in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###Title

Shows the title fields in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###FormDraft

Allows to save current work as draft in the ticket note screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###HistoryType

Defines the history type for the decision screen action, which gets used for ticket history.

Ticket::Frontend::AgentTicketDecision###HistoryComment

Defines the history comment for the decision screen action, which gets used for ticket history.

Ticket::Frontend::AgentTicketDecision###DynamicField

Dynamic fields shown in the decision screen of the agent interface.

Ticket::Frontend::AgentTicketDecision###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.10 Frontend::Agent::View::TicketEmailNew**Ticket::Frontend::AgentTicketEmail###ShowIncidentState**

Defines if the service incident state should be shown during service selection in the agent interface.

Ticket::Frontend::AgentTicketEmail###DynamicField

Dynamic fields shown in the ticket email screen of the agent interface.

3.2.11 Frontend::Agent::View::TicketFreeText**Ticket::Frontend::AgentTicketFreeText###ShowIncidentState**

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.12 Frontend::Agent::View::TicketNote**Ticket::Frontend::AgentTicketNote###ShowIncidentState**

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.13 Frontend::Agent::View::TicketOwner**Ticket::Frontend::AgentTicketOwner###ShowIncidentState**

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.14 Frontend::Agent::View::TicketPending

Ticket::Frontend::AgentTicketPending###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.15 Frontend::Agent::View::TicketPhoneNew

Ticket::Frontend::AgentTicketPhone###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

Ticket::Frontend::AgentTicketPhone###DynamicField

Dynamic fields shown in the ticket phone screen of the agent interface.

3.2.16 Frontend::Agent::View::TicketPrint

Ticket::Frontend::AgentTicketPrint###DynamicField

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

3.2.17 Frontend::Agent::View::TicketPriority

Ticket::Frontend::AgentTicketPriority###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

Ticket::Frontend::AgentTicketPriority###DynamicField

Dynamic fields shown in the ticket priority screen of the agent interface.

Ticket::Frontend::AgentTicketPriority###TicketType

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

Ticket::Frontend::AgentTicketPriority###Service

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

3.2.18 Frontend::Agent::View::TicketResponsible

Ticket::Frontend::AgentTicketResponsible###ShowIncidentState

Defines if the service incident state should be shown during service selection in the agent interface.

3.2.19 Frontend::Agent::View::TicketSearch

Ticket::Frontend::AgentTicketSearch###DynamicField

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

3.2.20 Frontend::Agent::View::TicketZoom

Ticket::Frontend::AgentTicketZoom###DynamicField

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

3.2.21 Frontend::Agent::View::TicketZoom::MenuModule

Ticket::Frontend::MenuModule###420-Decision

Shows a link in the menu to change the decision of a ticket in its zoom view of the agent interface.

Ticket::Frontend::MenuModule###315-AddtIITSMField

Shows a link in the menu to modify additional ITSM fields in the ticket zoom view of the agent interface.

3.2.22 Frontend::Base::OutputFilter

Frontend::Output::FilterElementPost###ITSMIncidentProblemManagement

Modifies the display order of the dynamic field ITSMImpact and other things.

3.2.23 Frontend::Customer::View::TicketPrint

Ticket::Frontend::CustomerTicketPrint###DynamicField

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

3.2.24 Frontend::Customer::View::TicketZoom

Ticket::Frontend::CustomerTicketZoom###DynamicField

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

4.1 Contact

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4.2 Version

Author: Rother OSS GmbH / Version: rel-10.0 / Date of release: 2024-12-14