OTRS
Open Technology
Real Services

Documentation

OTRS 6 - Admin Manual

Build Date:

2017-03-06

OTRS 6 - Admin Manual

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Kazi hii ina hakimiliki ya OTRS AG

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Utangulizi

Hiki kitabu kimelenga kutumiwa na Wasimamizi wa OTRS. Pia ni ki rejeo kizuri kwa watumiaji wapya wa OTRS.

Sura zinazofwata zinaelezea usakinishaji, usanidi, na usimamizi wa progwamu ya OTRS. Theluthi moja ya kwanza ya nakala hii inaelezea kazi za muhimu za programu, wakati zinazobakia inafanya kazi kama marejeo ya seti nzima ya parameta zinazoweza kusanidiwa.

Hiki kitabu kinaendelea kuwa kazi iliyo kwenye mwendelezo, ikiwa lengo ni matoleo mapya. Tunahitaji maoni yenu ili kufanya hii nyaraka ya marejeo kuwa ya hali ya juu: ambayo inaweza kutumika, iko sahihi, na kamili. Tafadhali tuandikie kama unakuta kuna kitu hakipo kwenye hiki kitabu, kama vitu havijaelezewa kikamilifu, au kuna makosa ya kiuandishi na kisintaksia. Aina yoyote ya maoni yanathaminiwa na yanatakiwa kuwekwa kwenye mfumo wetu wa kufwatilia makosa katika http://bugs.otrs.org. Tunatanguliza shukrani kwa michango yenu.

Chapter 1. Utangulizi

1. Trouble Ticket Systems - Vya msingi

Hii sura inatoa utangulizi wa trouble ticketing systems kwa ufupi, pamoja na maelezo ya maana ya msingi ya trouble ticket. Mfano wa haraka unaeleza faida za kutumia mfumo kama huu.

1.1. Trouble ticket system ni nini, na kwanini unaihitaji?

Mfano ufwatao unaeleza trouble ticket system ni nini, na jinsi gani utafaidika na mfumo huu katika kampuni yako.

Let's imagine that Max is a manufacturer of video recorders. Max receives many messages from customers needing help with the devices. Some days, he is unable to respond promptly or even acknowledge the messages. Some customers get impatient and write a second message with the same question. All messages containing support requests are stored in a single inbox folder. The requests are not sorted, and Max responds to the messages using a regular email program.

Since Max cannot reply fast enough to all the messages, he is assisted by the developers Joe and John in this. Joe and John use the same mail system, accessing the same inbox. They don't realize that Max often gets two identical requests from one frustrated customer. Sometimes they both end up responding separately to the same request, with the customer receiving two different answers. Furthermore, Max is unaware of the details of their responses. He is also unaware of the details of the customer problems and their resolutions, such as which problems occur with high frequency, or how much time and money he has to spend on customer support.

At a meeting, a colleague tells Max about trouble ticket systems and how they can solve Max's problems with customer support. After looking for information on the Internet, Max decides to install OTRS on a computer that is accessible from the web by both his customers and his employees. Now, the customer requests are no longer sent to Max's private inbox but to the mail account that is used for OTRS. The ticket system is connected to this mailbox and saves all requests in its database. For every new request, the system automatically generates an answer and sends it to the customer so that the customer knows that his request has arrived and will be answered soon. OTRS generates an explicit reference, the ticket number, for every single request. Customers are now happy because their requests are acknowledged and it is not necessary to send a second message with the same question. Max, John, and Joe can now log into OTRS with a simple web browser and answer the requests. Since the system locks a ticket that is answered, no message is edited twice.

Tufikirie kwamba Mr. Smith ametuma ombi kwa kampuni ya Max, na meseji yake inafanyiwa mchakato na OTRS. John anatoa jibu fupi kwa swali lake. Lakini Mr. Smith ana swali linalofuata, ambalo analituma kama jibu kwa barua pepe ya John. Kwa kuwa John ametingwa, Max sasa anajibu meseji ya Mr. Smith. Kipengele cha historia kinamruhusu Max aone mtiririko mzima wa mawasiliano kwenye ombi hili, na anajibu kwa undani zaidi. Mr. Smith hajui kama watoa huduma zaidi ya mmoja wahehusika katika kutatua tatizo lake, na amefurahia maelezo ya majibu ya mwisho ya Max.

Bila shaka, haya ni mapitio mafupi ya viwezekanavyo na vipengele vya mifumo ya trouble ticket. Lakini kama kampuni yako inabidi ihudumie maombi mengi kutoka kwa wateja

kupitia barua pepe na simu, na kama watoa huduma tofauti inabidi wajibu kwa muda tofauti, tiketi itakuwa na usaidizi mkubwa. Inaweza kusaidia kurahisisha mtiririko wa kazi, kuongeza ufanisi, na kuboresha utendaji kwa ujumla. Mfumo wa tiketi unasaidia kutengeneza muundo rahisi wa mazingira ya usaidizi au meza ya usaidizi. Mawasiliano kati ya wateja na watoa huduma yanakuwa wazi zaidi. Matokeo ya mwisho ni ufanisi wa huduma. Na bila shaka, wateja walioridhika watabadilika kuwa matokeo mazuri ya biashara ya kampuni yako.

1.2. Trouble ticket ni nini?

Trouble ticket ni sawa na ripoti ya matibabu iliyotengenezwa kwa ajili ya mgonjwa. Mgonjwa akienda hospitali kwa mara ya kwanza, ripoti ya matibabu itatengenezwa kushikilia taarifa zote binafsi na za matibabu zinazomhusu. Baada ya kuhudhuria mara nyingi, na kuhudumiwa na daktari yule yule au wengine, daktari husika anasasisha ripoti kwa kuongeza taarifa mpya za mgonjwa na matibabu yanayoendelea. Hii inawezesha madaktari wengine na manesi kuweza kupata picha nzima ya kesi ya mgonjwa waliokuwa nayo. Mgonjwa akipona na kuruhusiwa kutoka hospitalini, taarifa zote za mgonjwa zinahifadhiwa kwenye nyaraka na ripoti inafungwa.

Mifumo ya trouble ticket kama OTRS inashughulikia trouble tickets kama barua pepe za kawaida. Ujumbe unahifadhiwa kwenye mfumo. Mteja akituma ombi, tiketi mpya inatengenezwa na mfumo ambayo ni sawa na ripoti ya matibabu inayotengenezwa. Majibu kwa hii tiketi mpya ni sawa na ingizo la daktari kwenye ripoti ya matibabu. Tiketi inafungwa kama majibu yametumwa kwa mteja, au kama tiketi imefungwa na mfumo. Kama mteja akijibu tena tiketi iliyofungwa, tiketi itafunguliwa tena na taarifa mpya zitaongezwa. Kila tiketi inahifadhiwa na taarifa kamili. Kwa kuwa tiketi zinashughulikiwa kama barua pepe za kawaida, viambatanisho na maoni ya muktadha pia yatahifadhiwa na kila barua pepe. Na pia taarifa za tarehe husika, wafanyakazi husika, muda wa kazi unaohitajika kushughulikia tiketi, na kadhalika vinahifadhiwa. Katika ngazi yoyote ya baadaye tiketi zinaweza kupangwa na inawezekana kutafuta na kuchambua taarifa zote kwa kutumia taratibu mbali mbali za uchujaji.

2. OTRS Help Desk

Hii sura inaelezea vipengele vya OTRS Help Desk (OTRS) Utapata taarifa kuhusu mahitaji ya programu na vifaa kwa ajili ya OTRS. Kwa zaidi katika sura hii utajifunza jinsi ya kupata usaidizi wa ki biashara kwa OTRS, ukihitaji, na jinsi ya kuwasiliana na jamii.

2.1. Misingi

OTRS Help Desk (OTRS) ni programu tumizi ya wavuti ambayo inasakinishwa katika seva ya wavuti na inaweza kutumika na kivinjari wavuti.

OTRS imegawanywa katika vijenzi tofauti. Kijenzi kikuu ni kiunzi cha OTRS ambacho kina kazi kuu zote za mfumo wa tiketi na programu-tumizi. Inawezekana kusakinisha programu-tumizi za ziada kama moduli za OTRS::ITSM, ushirikiano na ufumbuzi wa Ufuatiliaji wa Mtandao, msingi wa maarifa (Maswali yanayoulizwa mara kwa mara), na kadhalika.

2.2. Vipengele

OTRS ina vipengele vingi. Orodha ifwatayo inatoa mapitio ya vipengele muhim vilivyopo katika kiunzi cha OTRS.

2.2.1. User Interface

- OTRS inakuja na wavuti za kiolesura mpya na tofauti kwa ajjili ya wakala na wateja.

- Inaweza kutumika katika kivinjari wavuti kipya, ikijumuisha utayari wa retina na jukwaa jongevu.
- Kiolesura cha wavuti kinaweza kugeuzwa kukufaa kwa dhima na dhamira zako
- Dashibodi ya wakala ina nguvu na uwezo wa kugeuzwa kukufaa pia ina mapitio ya tiketi zako na usaidizi wa takwimu za michoro.
- Injini panufu ya ripoti inatoa takwimu tofauti tofauti na chaguo la kuratibu ripori.
- Kwa kutumia MchakatoUsimamizi inawezekana kufafanua skrini za tiketi zako na michakato (tiketi za mtiririko wa kazi)
- OTRS ina usimamizi wa haki za ndani ambayo inaweza kupanuliwa na orodha dhibiti ufikivu (ACLs) zilizo hakikiwa.
- Ina msaada kwa zaidi ya lugha 30 na majira tofauti ya saa.

2.2.2. Email Interface

- Ina usaidizi wa barua pepe za MIME pamoja na viambatanishi.
- Ina geuza ki otomatiki HTML kwa ujumbe wa matini ghafi (ulinzi ulioongezeka kwa maudhui nyeti na inawezesha utafutaji wa haraka)
- Barua pepe zinazoingia zinachujwa na kufanyiwa mchakato na sheria ngumu, mfano kwa barua taka au ugawanyaji wa foleni.
- Msaada kwa viwango vya PGP na S/MIME kwa ajili ya usimamizi wa ufunguo/hati na uchakatishaji wa barua pepe.
- Majibu otomatiki, yana sanidika kwa kila foleni.
- Taarifa za barua pepe kwa wakala kuhusu tiketi mpya, vinavyofwatia au tiketi zilizo-fungiwa.
- Inawezekana kufafanua kitambulishi cha tiketi yako ili kutambua vinavyofuata, mfano. Piga#, Tiketi# au Ombi#. Kuna vizalisha tiketi namba vingi (vyenye msingi wa tarehe, nasibu na kadh.) Unaweza kuongeza yakwapo pia. Vinavyofwatia vinaweza kujulikana kwa kurejea kwenye vichwa au tiketi namba za nje.

2.2.3. Tiketi

- OTRS inatumia tiketi kukusanya mawasiliano yote ya nje na ndani yanayokaa pamoja. Hizi tiketi zinapangwa kwa foleni.
- Kuna njia nyingi za kuangalia tiketi kwenye mfumo (kwa kutegemea Foleni, Hali, Kupan-da ma kadh.) katika ngazi tofauti za undani (ndogo/kati/kuhakiki).
- Historia ya tiketi inarekodi mabadiliko yote kwa tiketi.
- Tiketi zinaweza kubadilishwa kwa njia tofauti, kama kujibu, kutuma mbele, kudunda, kuhamia kwenye foleni nyingine, sasisha sifa (hali, umuhimu na kadh.), kufunga na uhasibu wa muda wa kazi. Inawezekana kubadilisha tiketi nyingi kwa mkupuo (vitendo vya mkupuo).
- Muda wa kusubiri na muda wa kupanda / usimamizi wa SLA unaruhusu ratiba na vizuizi vinavyotegemea muda.
- Tiketi zinaweza ku unganishwa na tiketi nyingine au vitu vingine mfano maswali yanay-oulizwa mara kwa mara.

- Vitendo otomatiki na vya muda kwa tiketi vinawezekana na "WakalaWaKawaida"
- OTRS inakuja na injini tafuti yenye nguvu ambayo inaruhusu utafutaji tata na wa nakala kamili kwa tiketi.

2.2.4. Mfumo

- OTRS runs on many operating systems (Linux, Solaris, AIX, FreeBSD, OpenBSD, Mac OS 10.x) and supports several database systems for the central OTRS back-end (MySQL, PostgreSQL, Oracle, MSSQL).
- Kiini cha mfumo kinaweza kupanuliwa kwa ku sakinisha vifurushi vya OTRS. Kuna vifurushi vingi vya bure (mfano FAQ, OTRS::ITSM na vingine) na pia vifurushi vya FeatureAddon kwa wateja wenye mkataba wa huduma kutoka kundi la OTRS.
- Uunganishaji wa mazingira ya nyuma ya nje kwa ajili ya data za mteja, mf. kupitia AD, eDirectory au OpenLDAP. Wateja wanaweza kujithibitisha kupitia hifadhidata, LDAP, HTTPAuth au Radius.
- Kwa kiolesura cha ujumla ni rahisi kuunganisha OTRS na huduma nyingine za tovuti. Huduma rahisi za tpvuti zinaweza kuunganishwa bila kuunda programu, mazingira changamano na viendelezi vya kawaida. Kiunganishi cha tiketi cha OTRS kinaruhusu utengenezaji, usasishaji na utafutaji wa tiketi, kupitia huduma za tovuti kutoka kwenye programu tumizi nyingine kuacha mbili zinazohusika.

Sasa tuangalie mabadiliko katika matoleo ya hivi karibuni ya OTRS.

2.2.5. New Features of OTRS 6

2.2.5.1. Uzalishaji

- Implemented proper time zone support. Time zones can be configured system wide and also on a per-user basis.
- Improvements to ticket handling
  - Added possibility to store unfinished ticket forms as drafts for later reuse.
  - Completely revamped ticket zoom screen, with a fresh new design with accent on content. User avatars have been introduced as a visual aid for easier identification of the article sender. Article display settings are now displayed in a settings dialog.
  - Dropped dubious and somewhat confusing article types, and introduced the concept of communication channels as source for ticket articles (e.g. Email, Phone, Chat, etc). Customer visibility of articles can now be determined by a simple check-box.
  - Improved AgentTicketHistory screen usability.
  - Merged the add-on module OTRSAdvancedTicketSplit. Now it's possible to select to which kind of ticket an article should be split: phone (default), email or process ticket. For process tickets, additional selection of specific process will be provided. However, only those fields which are configured in the first activity dialog will be adopted from original ticket.
  - Added support for ticket number and title search in ticket merge and bulk screens. Auto-complete list can be used to populate the ticket number field with a single click, therefore speeding up the process and limiting room for error. In the ticket merge screen, there is also a CustomeriD search filter option, which will limit the results to tickets belonging to the same customer company as the source ticket.

- Split last sender and ticket title columns in ticket overviews.
- It's now possible to access all supported article actions directly from large ticket overview screen.
- It is now possible to delete linked objects directly from the zoom view.
- Ticket search and statistic can now filter for pending until time.
- Added possibility to restrict zoom and print screens in the customer interface by using ACLs.
- The used search template is now shown on the ticket search result screen.
- Added possibility to automatically lock new tickets to the agent who creates them.
- Added possibility to send notifications to the agent who created a ticket, thanks to Dian Tong Software.
- Added new recipient notification groups 'AllRecipientsFirstArticle' and 'AllRecipientsLastArticle'.
- Make it possible to configure which ticket state types to show striked through in the linked objects table, thanks to Renée Bäcker.
- Made possible to define ServiceIDs and SLAIDs as default shown ticket search attributes, thanks to Paweł Bogusławski.
- Merged the add-on module OTRSTicketCloseRedirect. It is now possible by a new SysConfig setting to stay in Ticket Zoom after an action that closes the ticket instead of been redirected to the last overview screen or dashboard. This is now controlled by the new SysConfig setting "Ticket::Frontend::RedirectAfterCloseDisabled".
- Merged the add-on module OTRSUserDefaultQueue, With a new SysConfig setting now it is possible to pre-select a queue to create a ticket in the New Phone, Email and Process ticket screens.

- Merged the add-on module OTRSAppointmentCalendar. Now OTRS provides a calendar implementation that allows agents to manage and display multiple calendars and their appointments.
- Improvements for working with customers
  - Added dynamic field support for customer users and customers. This makes it possible to attach additional data fields to customer users and customers (companies) without making manual changes to the database.
  - Modernized the OTRS address book. It is now possible to search for all configured custom user and customer fields.
  - Added the Customer User Information Center frontend. This works like the existing Customer Information Center, but focuses on all data of one particular customer user, rather than a complete customer (company).
  - Improved the selection of customers in various screens by adding autocomplete fields.
- Added support for proper Chinese name formatting, thanks to Dian Tong Software.
- Removed custom spell-checker in favor of using the built-in spell checker features of the different browsers.

- Email articles now support display of their transmission status in the agent zoom screen. Messages with errors will be flagged as such, and automatic notifications will be triggered for relevant agents. Useful email resend screen can be used to resend failed messages.
- Added option for dashboard widgets to mark them as mandatory. With this feature administrators have the ability to configure dashboard widgets that can't be disabled by the agents individually.
- Added the possibility to filter content of the CCI Dashboard Widget.

2.2.5.2. Usability & Accessibility

- Added beautiful drag & drop multi file upload for agent and customer interface.
- Added a high contrast skin for visually impaired agents.

2.2.5.3. Scalability & Performance

- Improved session storage to no longer include permission information. This should result in significant performance gains for large systems with many agents and groups.
- Moved ticket number counter from the TicketCounter.log file to the database. This allows OTRS to process incoming e-mails much faster and in parallel.
- Improved web upload cache performance, thanks to Paweł Bogusławski.
- Improved Generic Agent performance at deleting old execution times. Thanks to Moritz Lenz @ noris networks!

2.2.5.4. Security

- Made bcrypt cost configurable for agent and customer password hashing, thanks to Paweł Bogusławski.

2.2.5.5. Kufanya kazi na mifumo ya nje

- Web service improvements
  - Added support for additional response headers in REST and SOAP provider configuration.
  - Added possibility to filter for events before calling Invokers.
  - Added the possibility to include the ticket data in web service response data.
  - Added automatic cleanup of old web service debug log information.
  - Added new operations TicketHistoryGet and SessionGet.
  - Updated default web service configurations.
  - Improved Authentication, Proxy and SSL handling in SOAP and REST transport.
  - Improved usability of debugger.
  - Added SOAPAction naming flexibility.
  - Improved SOAP output generation.
  - Prevent usage of invalid web services in provider.
  - Globally changed wording from 'webservice' to 'web service'.

  - Added error handling to the Generic Interface.
  - Improved XSLT mapping functionality.
- Email improvements
  - Added possibility to configure default headers for outgoing emails (Sendmail::Default-Headers), thanks to Renée Bäcker.
  - Added possibility to use multiple named captures in Postmaster filters, thanks to Renée Bäcker.
  - Added possibility to set the ticket title in Postmaster filters, thanks to Renée Bäcker.
  - Add support for setting owner and responsible via filter also for follow-ups, thanks to Renée Bäcker.
  - Make it possible to re-enable auto responses from Postmaster filters by setting X-OTRS-Loop to no/false, thanks to Paweł Bogusławski.
  - All email communication is now being queued for sending and handled by dedicated scheduled daemon task. In case of errors, multiple retries will be scheduled, in order to alleviate temporary problems.
  - Added possibility to add an external link to the action menu in AgentTicketZoom, thanks to Paweł Bogusławski.

2.2.5.6. Usanikishaji & Usimamizi

- Renewed system configuration mechanism including a totally new graphical user interface.
  - Added possibility to review changes before they are effective.
  - Exclusively edit settings, so other administrators can not change the same setting at the same time.
  - Added possibility to define favorite settings for quick access.
  - Added new console commands to display and update setting values (Maint::Config::Dump and Maint::Config::Rebuild).
  - Added possibility to distribute configuration states to all nodes in a cluster environment.
- Added new command Admin::Package::UpgradeAll, which allows updating all installed packages at once. This can also be triggered from the package manager screen.
- Renewed main administration screen.
- Renewed user preferences screen.
- Added SHA-512 as new password digest method to agent and customer authentication.
- Added support for multi-tiered customer and customer user relationships.
- Added the possibility to use the auto complete search for the customer ID selection in the user management frontend.
- Improved command Maint::Ticket::InvalidUserCleanup. It can now now both unlock tickets of invalid users and also (optionally) change their state to make sure they will not be overlooked. Thanks to Moritz Lenz @ noris networks!

- Added per-address email loop protection configuration (PostmasterMaxEmailsPerAddress), thanks to Moritz Lenz.
- Added console command to list configured queues, thanks to Martin Burggraf.
- Added completely new log mechanism for email communications. The dashboard-like display allows administrators to quickly see what might be wrong in their system regarding receiving and sending emails. Account overview can be used to determine which mail accounts might be having issues and why. Detailed logging should help figuring out how an email was processed by the system before ending up in a specific ticket.

2.2.6. New Features of OTRS 5

2.2.6.1. Uzalishaji

- OTRS is now optimized for use on different types and sizes of mobile devices.
- Single-select and multi-select input fields have been modernized and provide advanced searching and filtering capabilities (thanks to Dusan Vuckovic at Mühlbauer).
- Images can now be added/uploaded to the WYSIWYG editor using Copy&Paste and Drag&Drop from anywhere outside the application (in all browsers, without additional Add-On).
- Improved ticket notification system. It is now possible to configure own ticket notifications with own trigger conditions and recipients. With OTRS Business Solution™, notifications can also be delivered via SMS and/or Notification Web View. The latter is a special screen in OTRS that holds all notifications of the agent; with this OTRS can be used entirely without an email client.
- Statistics received a new graphical user interface which is much better accessible and helps to create great statistics quickly and easily.
- Additionally, statistics support the new time periods “quarter” and “half-year”.
- It is now possible to group action menu items in the ticket zoom screen. Less often used items can be grouped in a submenu, improving screen usage and clarity.
- Ticket overviews can now display customer company data, thanks to Renée Bäcker.
- The ticket process TransitionAction “TicketCreate” can now create tickets without articles.

2.2.6.2. Scalability & Performance

- The new OTRS Daemon handles all asynchronous and periodic tasks and replaces all previous OTRS cron jobs. In a clustered environment the load is automatically distributed over the nodes.
- It is now possible to specify multiple readonly mirror (slave) databases for expensive computations such as statistics or fulltext searches to distribute the load among these database servers.

2.2.6.3. Security

- A new two-factor authentication layer allows added login security.
  - If entering a fixed username and password doesn’t satisfy your requirements, you can now additionally use the open standard for time based one-time passwords (RfC 6238, also known as Google Authenticator).

- After having enabled the two-factor authentication, agents and customers can add a shared secret to their preferences and immediately start logging in using one-time passwords created by a compatible method of their choice (e.g. the Android Google Authenticator app).

2.2.6.4. Working with External Systems

- A new XSLT based GenericInterface mapping module allows for arbitrarily complex user-defined data mapping.

2.2.6.5. Usanikishaji & Usimamizi

- The new OTRS console makes working on the commandline easy and fun. All commands have a consistent interface, useful documentation and provide helpful colored output.
- Administrators can now specify a minimum log level to reduce logging volume, thanks to Renée Bäcker.
- Overview screens in the admin area now show invalid entities in gray, making it easy to focus on active elements.

2.2.7. New Features of OTRS 4

2.2.7.1. Uzalishaji

- A new cleaner flat design has been implemented.
- Agents can now reply directly to a ticket note. The original notes body is quoted in the new note.
- Agents can now make use of templates in all screens with internal notes.
- Ticket action screens (such as note, owner etc.) now allow to do actions without always creating an article (configurable).
- New ticket overview based on "my services" that an agent can subscribe to. Notification options for new tickets and follow-ups can now be based on "my queues", "my services" or combinations of both.
- OTRS can now display tickets with thousands of articles.
- Customer online list in Dashboard now links directly to CustomerInformationCenter page for the customer.
- Agents can now persistently reorder their main menu with drag&drop.
- Agents and customers can now search tickets by attachment name.
- New Dashboard Widget for running process tickets.
- New search options for the last change time of the ticket.
- Added new screen for outgoing emails on a ticket that are not replies.

2.2.7.2. Scalability & Performance

- OTRS 4 can handle more concurrent users/requests on the same hardware, and response times for single requests are shorter as well, especially for pages with lots of data.

2.2.7.3. Kufanya kazi na mifumo ya nje

- The GenericInterface now also supports HTTP REST as network transport protocol.

2.2.7.4. Usanikishaji & Usimamizi

- Postmaster filters are no longer limited to 4 match/set fields. They can now have a configurable amount of fields (default 12, up to 99).
- A new configuration option Ticket::MergeDynamicFields makes it possible to specify which dynamic fields should also be merged when a ticket is merged to another ticket.
- Added new options to check dynamic fields of type text on patterns relating to error messages (translated), if they do not match.
- Added new options to restrict dynamic fields of type date/datetime on future or past dates.
- OTRS can be configured to automatically unlock a ticket if articles are added and the owner is out of office.
- Linked tickets of a specific type (e.g. merged or removed) can now be hidden via SysConfig option.
- ACL handling has been improved, made more consistent and easier to debug.
  - Added new ACL option PossibleAdd to add items to a possible list without resetting (like Possible does).
  - Added new ACL value modifiers [Not], [NotRegExp], [Notregexp], for all ACLs parts.
- Process handling has been improved, made more consistent and easier to debug.
  - A new GUID-based entity naming scheme for the OTRS Process configuration makes it possible to safely transfer processes from one system to another without duplicating the entities.
  - Added new Transition Action to create a new ticket.
  - Added possibility to define variable Transition Action attributes based on current process ticket values.
- The possibility to schedule System Maintenance periods is available from the System Administration panel in the Admin interface.
  - A notification about an incoming System Maintenance period will be shown with some (configurable) time in advance.
  - If a System Maintenance is active, a notification about it will be shown on the Agent and Customer interface, and only admin users can log on to the system.
  - An overview screen informs admins about active sessions, which can be ended all on one click or one by one.
- Added possibility to disable sysconfig import via configuration.
- Added Apache MD5 as a new password hashing backend, thanks to Norihiro Tanaka.
- Added the possibility to restrict customer self registration by email address whitelist or blacklist, thanks to Renée Bäcker.
- Added new dashboard module that shows the output of an external command, thanks to ib.pl.

2.2.7.5. Development

- New powerful template engine based on Template::Toolkit.
- A central object manager makes creating and using global objects much easier (thanks to Moritz Lenz @ noris network).
- The OPM package format was extended to signal that a package has been merged into another package, allowing the package manager to correctly handle this situation on package installation or update.
- Caching was centralized in one global cache object which also performs in-memory caching for all data.
- Added cache benchmark script, thanks to ib.pl.

2.3. Hardware and Software Requirements

OTRS can be installed on many different operating systems. OTRS can run on linux and on other unix derivates (e.g. OpenBSD or FreeBSD). OTRS does not have excessive hardware requirements. We recommend using a machine with at least a 3 GHz Xeon or comparable CPU, 8 GB RAM, and a 256 GB hard drive.

Kuanzisha OTRS, utahitaji pia kutumia seva ya wavuti na seva ya hifadhidata. Kuachana na hilo, unatakiwa kusakinisha perl na/au kusakinisha baadhi ya moduli za ziada za perl kwenye mashine ya OTRS. Seva ya wavuti na Perl lazima zisakinishwe kwenye mashine sawa na OTRS. Mazingira ya nyuma ya hifadhidata yanaweza kusakinishwa kwa ndani au kwenye mwenyeji mwingine.

Kwa ajili ya seva ya tovuti, tunashauri utumiaji wa Seva ya Apache HTTP, kwasababu moduli yake ya mod_perl inaboresha kwa asilimia kubwa utendaji wa OTRS. Kuachana na hilo, OTRS inatakiwa kufanya kazi katika seva yoyote ya tovuti ambayo inaweza kutekeleza hati za Perl.

You can deploy OTRS on different databases. You can choose between MySQL, PostgreSQL or Oracle. If you use MySQL or PostgreSQL you have the advantage that the database and some system settings can be configured during the installation, through a web front-end.

For Perl, you will need some additional modules which can be installed either with the Perl shell and CPAN, or via the package manager of your operating system (rpm, yast, apt-get).

Mahitaji ya programu

2.3.1. Usaidizi wa perl

- Perl 5.16 or higher

2.3.2. Usaidizi wa seva ya wavuti

- Apache2 + mod_perl2 au zaidi (inapendekezwa)
- Seva ya wavuti yenye usaidizi wa CGI (CGI haipendekezwi)

2.3.3. Usaidizi wa hifadhidata

- MySQL 5.0 or higher (MySQL 8+ is not supported)
- MariaDB
- PostgreSQL 9.2 or higher

- Oracle 10g au zaidi

Note

OTRS 9 will not support Oracle as application database anymore.

Hiki kifungu katika mwongozo kuhusu usakinishaji wa moduli za Perl kinaelezea kwa undani jinsi unavyoweza kuanzisha vile vinavyohitajika na OTRS.

If you install a binary package of OTRS, which was built for your operating system (rpm), either the package contains all Perl modules needed or the package manager of your system should take care of the dependencies of the Perl modules needed.

2.3.4. Usaidizi wa kivinjari wavuti

To use OTRS, you'll be OK if you use a modern browser with JavaScript support enabled. Supported browsers are:

- Google Chrome
- Firefox version 31 and higher
- Safari version 6 and higher
- Internet Explorer version 11
- Microsoft Edge

Note

OTRS 9 will not support Internet Explorer anymore.

We recommend keeping your browser up-to-date. JavaScript and rendering performance in newer versions is always improved. Dramatic performance issues can be seen in larger systems when using older versions. We are happy to consult you on that matter.

2.4. Jamii

OTRS has a large user community. Users and developers discuss OTRS and exchange information on related issues through the mailing-lists. You can use the mailing lists to discuss installation, configuration, usage, localization and development of OTRS. You can report software bugs in our bug tracking system.

Kurasa ya nyumbani ya jamii ya OTRS ni: http://www.otrs.com/open-source/.

2.5. Huduma za kitaalamu za OTRS

We offer best professional support from the OTRS team, reliable OTRS security and regular free updates as well as an exclusive set of additional Business Features that you can flexibly activate or deactivate according to different deployment scenarios.

The OTRS Group offers specific training programs in different countries. You can either participate in one of our public OTRS Administrator trainings which take place regularly, or benefit from an inhouse training that covers all the specific needs of your company.

Chapter 2. Usanikishaji

This chapter describes the installation and basic configuration of the central OTRS framework. It covers information on installing OTRS from source, or with a binary package such as an RPM.

Mada zinazopitiwa hapa zinahusu usanidi wa seva za tovuti na za hifadhidata, kiolesura kati ya OTRS na hifadhidata, usakinishaji wa moduli za ziada za Perl, kuseti haki sawa za ufikivu za OTRS, kuanzisha kazi za mfumo zilizopangwa za OTRS, na baadhi ya mipangilio ya msingi katika mafaili ya usanidi ya OTRS.

Fuata hatua hizi za undani katika sura hii kusakinisha OTRS katika seva yako. Kisha utaweza kutumia kiolesura chake cha tovuti kuingia na kusimamia mfumo.

1. The Simple Way - Installation of Pre-Built Packages

If available for your platform you should use pre-built packages to install OTRS, since it is the simplest and most convenient method. You can find them in the download area at www.otrs.com. The following sections describe the installation of OTRS with a pre-built or binary package on SUSE and Red Hat systems. Only if you are unable to use the pre-built packages for some reason should you follow the manual process.

1.1. Kusakinisha RPM katika seva ya Linux ya SUSE

This section describes the installation of our RPM package on a SUSE Linux server.

1.1.1. Kuandaa hifadhidata kwa ajili ya OTRS

You can use OTRS using different database back-ends: MySQL, PostgreSQL or Oracle. The most popular database to deploy OTRS on is MySQL. This chapter shows the steps you need to take to configure MySQL on a SUSE-based server. Of course you can install the database on a dedicated database server if needed for scalability or other purposes.

Note

Kama ukifwatat sura hii katika openSUSE 12.3 na kuendelea hutaweza kusakinisha MySQL lakini MariaDB badala yake, uma wa MySQL tangamanifu wakanuni za MySQL. Hili sio tatizo, itafanya kazi vizuri tuu (na hata vizuri zaidi wakati mwingine).

Sakinisha MySQL kwa kutekeleza amri ifuatayo kama mzizi:

```
linux:~ # zypper install mysql perl-DBD-mysql
```

This will install MySQL with the default options on your system. You'll need to change the defaults in order to make it suitable for OTRS. With a text editor open the file `/etc/my.cnf` and add following lines under the [mysqld] section:

```
max_allowed_packet   = 64M
query_cache_size     = 32M
innodb_log_file_size = 256M
```

Note

Please note that OTRS requires utf8 as database storage encoding.

Now execute **systemctl restart mysql.service** to re-start the database server and activate these changes. Then run **/usr/bin/mysql_secure_installation** and follow the on-screen instructions to set a database root password, remove anonymous access and remove the test database. Lastly, run **systemctl enable mysql.service** in order to make sure MySQL is automatically started at server startup time.

1.1.2. Kusakinisha OTRS

Install OTRS with via the command line using **zypper**. This will also pull in some dependencies such as the Apache web server and some Perl modules. Make sure you copied the OTRS RPM file to the current directory.

```
otrs-sles:~ # zypper install otrs*.rpm
....
Retrieving package otrs-x.x.x-01.noarch (1/26), 17.5 MiB (74.3 MiB unpacked)
Installing: otrs-x.x.x-01 [done]
Additional rpm output:
Check OTRS user ... otrs added.

...

otrs-sles:~ #
```

Now restart Apache with the command **systemctl restart apache2.service** to load the configuration changes for OTRS.

1.1.3. Kusakinisha moduli za perl za ziada.

OTRS needs more modules than can be installed via the package manager per default. You can post-install them manually. Running the `otrs.CheckModules.pl` script located at `/opt/otrs/bin/` will let you know which modules are missing, and must or can be installed. Optional modules may include those needed for communication with MDAs via IMAP(S) or gernerating PDF output.

On SLES you shoud add an external repository in order to get missing modules. Choose the repository needed for your OS version from here: http://download.opensuse.org/repositories/devel:/languages:/perl/ . As an example, the repository for SLES 11 SP 3 would be added like this:

```
zypper ar -f -n perl http://download.opensuse.org/repositories/devel:/languages:/perl/
SLE_11_SP3 Perl
```

Kwenye openSUSE 12.3 hifadhi ya ziada inahitajika kwa ajili ya moduli Mail::IMAPClient tu, kama utahitaji kama unahitaji kukusanya barua kutoka kwenye seva ya IMAP inayolindwa na TLS. Mstari husika utaonekana kama hivi:

```
zypper ar -f -n perl http://download.opensuse.org/repositories/devel:/languages:/perl/
openSUSE_12.3/ Perl
```

Mara ya kwanza unatumia zypper baada ya kuongeza hii hifadhi, utaombwa kuweka ufunguo wake. Sasa unaweza kusakinisha moduli zinazokosekana kama hapa chini.

```
otrs-sles:/opt/otrs # zypper install -y "perl(YAML::LibYAML)"
```

```
Refreshing service 'susecloud'.
Retrieving repository 'perl' metadata [\]

New repository or package signing key received:
Key ID: DCCA98DDDCEF338C
Key Name: devel:languages:perl OBS Project &lt;devel:languages:perl@build.opensuse.org&gt;
Key Fingerprint: 36F0AC0BCA9D8AF2871703C5DCCA98DDDCEF338C
Key Created: Wed Oct 10 22:04:18 2012
Key Expires: Fri Dec 19 22:04:18 2014
Repository: perl

Do you want to reject the key, trust temporarily, or trust always? [r/t/a/?] (r): a
Retrieving repository 'perl' metadata [done]
Building repository 'perl' cache [done]
Loading repository data...
Reading installed packages...
'perl(YAML::LibYAML)' not found in package names. Trying capabilities.
Resolving package dependencies...

The following NEW package is going to be installed:
  perl-YAML-LibYAML

The following package is not supported by its vendor:
  perl-YAML-LibYAML

Retrieving package perl-YAML-LibYAML-0.38-12.4.x86_64 (1/1), 75.0 KiB (196.0 KiB unpacked)
Retrieving: perl-YAML-LibYAML-0.38-12.4.x86_64.rpm [done (55.7 KiB/s)]
Installing: perl-YAML-LibYAML-0.38-12.4 [done]
```

Hatua inayofuata ni kusanidi OTRS kwa kutumia kisakinishi cha wavuti, kama ilivyoelezewa katika kifungu hiki.

Now you can start the OTRS daemon and activate corresponding watchdog cron job (this must be done by the `otrs` user):

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
shell> /opt/otrs/bin/Cron.sh start
```

That's it, congratulations!

1.2. Kusakinisha OTRS katika mifumo endeshi ya Red Hat Enterprise Linux au CentOS system

This section describes the installation of our RPM package on a Red Hat Enterprise Linux (RHEL) or CentOS server.

1.2.1. Preparation: Disable SELinux

Note

If your system uses SELinux, you should disable it, otherwise OTRS will not work correctly.

Here's how to disable SELinux for RHEL/CentOS/Fedora:

- Configure SELINUX=disabled in the /etc/selinux/config file:

```
# This file controls the state of SELinux on the system.
# SELINUX= can take one of these three values:
#       enforcing - SELinux security policy is enforced.
```

```
#       permissive - SELinux prints warnings instead of enforcing.
#       disabled - No SELinux policy is loaded.
SELINUX=disabled
# SELINUXTYPE= can take one of these two values:
#       targeted - Targeted processes are protected,
#       mls - Multi Level Security protection.
SELINUXTYPE=targeted
```

- Reboot your system. After reboot, confirm that the getenforce command returns `Disabled`:

```
shell> getenforce
Disabled
```

1.2.2. Kuandaa hifadhidata kwa ajili ya OTRS

You can use OTRS using different database back-ends: MySQL, PostgreSQL or Oracle. The most popular database to deploy OTRS on is MySQL. This chapter shows the steps you need to take to configure MySQL on a RHEL-based server. Of course you can install the database on a dedicated database server if needed for scalability or other purposes.

Install MySQL (or MariaDB) by executing the following command as root:

```
shell> yum -y install mariadb-server
```

This will install MySQL with the default options on your system. You'll need to change the defaults in order to make it suitable for OTRS. With a text editor create a new file `/etc/my.cnf.d/zotrs.cnf` with the following content:

```
[mysqld]
max_allowed_packet   = 64M
query_cache_size     = 32M
innodb_log_file_size = 256M
```

Now execute **systemctl start mariadb** to re-start the database server and activate these changes. Then run **/usr/bin/mysql_secure_installation** and follow the on-screen instructions to set a database root password, remove anonymous access and remove the test database.

Note

Please note that OTRS requires utf8 as database storage encoding.

1.2.3. Kusakinisha OTRS

Install OTRS with via the command line using **yum**. This will also pull in some dependencies such as the Apache web server and some Perl modules. Make sure you copied the OTRS RPM file to the current directory.

```
shell> yum install --nogpgcheck otrs-x.x.*.rpm
...
Dependencies Resolved

================================================================================
 Package                    Arch   Version                Repository       Size
================================================================================
Installing:
 otrs                       noarch x.x.x-01               /otrs-x.x.x-01.noarch
```

```
                                                                          74 M
Installing for dependencies:
 apr                        x86_64 1.3.9-5.el6_2          updates         123 k
 ...
 procmail                   x86_64 3.22-25.1.el6          base            163 k

Transaction Summary
================================================================================
Install      26 Package(s)

Total size: 80 M
Total download size: 6.0 M
Installed size: 88 M
Downloading Packages:
(1/25): apr-1.3.9-5.el6_2.x86_64.rpm                     | 123 kB     00:00
...
(25/25): procmail-3.22-25.1.el6.x86_64.rpm               | 163 kB     00:00
--------------------------------------------------------------------------------
Total                                           887 kB/s | 6.0 MB     00:06
Running rpm_check_debug
Running Transaction Test
Transaction Test Succeeded
Running Transaction
  Installing : apr-1.3.9-5.el6_2.x86_64                                  1/26
  ...
  Installing : otrs-x.x.x-01.noarch                                     26/26
Check OTRS user ... otrs added.

...

shell>
```

Now restart Apache with the command **systemctl restart httpd.service** to load the configuration changes for OTRS.

1.2.4. Kusakinisha moduli za perl za ziada.

OTRS inahitaji baadhi ya moduli zaidi ya zilizosakinishwa na RPM. Unaweza kuzisakinisha baadaye kwa mikono. Unaweza kuona moduli gani unakosa kwa kuanzisha hati `bin/otrs.CheckModules.pl` iliyopo kwenye mpangilio orodha `/opt/otrs`. Baadhi ya moduli zinahitajika tu kwa ajili ya sifa za hiari, kama mawasiliano na seva ya (za) IMAP au uzalishaji wa PDF. Kwenye Redhat au CentOS tunashauri kusakinisha hizi moduli kutoka kwenye hifadhi ya EPEL, hifadhi inayodumishwa na mradi wa Fedora, ambayo inatoa vifurushi vya ubora wa juu kwa ajili ya RHEL na vipngele vyake. Kwa taarifa zaidi angalia tovuti ya EPEL .

If you're on RHEL 7 or CentOS 7, you can get the latest package for EPEL from this site. You can add this repository to yum it in one go by copying the RPM URL you find on this page and executing this command:

```
shell> yum -y install http://download.fedoraproject.org/pub/epel/7/x86_64/e/epel-
release-7-8.noarch.rpm

...

Installed:
  epel-release.noarch 0:7-8

Complete!
```

Mara ya kwanza kutumia yum baada ya kuongeza hifadhi hii, utaombwa kuweka ufunguo wake. Sasa unaweza kusakinisha moduli zinazokosekana kama hapa chini:

```
shell> yum -y install "perl(Text::CSV_XS)"
```

```
...

Installed:
  perl-Text-CSV_XS.x86_64 0:0.85-1.el6

Complete!
shell>
```

Hatua inayofuata ni kusanidi OTRS kwa kutumia kisakinishi cha wavuti, kama ilivyoelezewa katika kifungu hiki.

Now you can start the OTRS daemon and activate corresponding watchdog cron job (this must be done by the `otrs` user):

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
shell> /opt/otrs/bin/Cron.sh start
```

That's it, congratulations!

1.2.5. Usakinishaji wa kiendeshi cha hifadhidata ya Oracle kwenye Red Hat / CentOS

Kama unataka kutumia OTRS kwenye hifadhidata Oracle, utahitaji kukusanya-zalisha na kusakinisha kiendeshi cha hifadhidata DBD::Oracle. Hii ni ngumu kidogo kusakinisha zaidi ya vifurushi vingine; hii ni kwasababu Oracle ni hifadhidata inayomilikiwa kibinafsi na si mradi wa Red Hat wala Centos unaruhusiwa kusambaza viendeshi katika hifadhi zao za RPM.

Kwanza kabisa tutahitaji kusakinisha gcc, make na CPAN ili tuweze kukusanya-zalisha na kusakinisha kiendeshi. Chini unaona amri katika CentOS; katika matoleo mengine inaweza kuonekana tofauti kidogo.

```
shell> yum -y install gcc make "perl(CPAN)"
```

Hatua inayofuata ni kupata na kusakinisha programu ya hifadhidata. Kwa hili utahitaji kujiunga kwa ajili ya akaunti ya bure katika tovuti ya Oracle. Unaweza kupakua viendeshi katika ukurasa huu: http://www.oracle.com/technetwork/database/features/instant-client/index-097480.html Tafadhali chagua toleo la x86 au x86-64 la Linux kwa kutegemea na muundo wa mfumo wako. Unaweza kukagua hili kwa kutumia **uname -i**. Ni aidha 'x86_64' kwa ajili ya x86-64 au 'i386' kwa ajili ya x86. Unatakiwa kupakua vifurushi 'Instant Client Package - Basic', 'Instant Client Package - SQL*Plus', na 'Instant Client Package - SDK'. Zihifadhi mahali kwenye diski yako. Sasa kama mtumiaji mzizi unaweza kusakinisha vifurushi hivyo kwa kutumia amri ifuatayo:

```
shell> yum install oracle-instantclient*
```

Baada ya hii unatakiwa kuseti vishika nafasi vya mazingira viwili na kusanya-zalisha kiendeshi cha DBD::Oracle. Kwa mara nyingine, fanya kazi hizi kama mtumiaji mzizi. Hatua zimeorodheshwa chini. Tafadhali tambua kwa ajili ya ufupisho baadhi ya mistari iliyotolewa na amri imeondolewa.

```
shell> export ORACLE_HOME=/usr/lib/oracle/11.2/client64
shell> export LD_LIBRARY_PATH=$ORACLE_HOME/lib
shell> cpan
cpan[1]> look DBD::Oracle
...
Fetching with LWP:
```

```
  http://www.perl.org/CPAN/authors/id/P/PY/PYTHIAN/CHECKSUMS
Checksum for /root/.cpan/sources/authors/id/P/PY/PYTHIAN/DBD-Oracle-1.62.tar.gz ok
Scanning cache /root/.cpan/build for sizes
DONE
...
Working directory is /root/.cpan/build/DBD-Oracle-1.62-ZH6LNy
[root@localhost DBD-Oracle-1.62-ZH6LNy]# perl Makefile.PL
...
[root@localhost DBD-Oracle-1.62-ZH6LNy]# make
...
[root@localhost DBD-Oracle-1.62-ZH6LNy]# make install
...
cpan[2]> exit
Terminal does not support GetHistory.
Lockfile removed.
```

Now you should edit the file `Kernel/Config.pm` to provide ORACLE_HOME. The next step is to configure OTRS using the web installer, as described in this section.

Note

Please note that OTRS requires utf8 as database storage encoding.

1.3. Kusakinisha OTRS kwenye mfumo wa Debian au Ubuntu

Important

Tafadhali sakinisha OTRS kutoka kwenye chanzo, na usitumie vifurushi vya OTRS ambavyo vinatolewa na Debian/Ubuntu.

The installation of required Perl modules is easier if you use the available packages:

```
apt-get install libapache2-mod-perl2 libdbd-mysql-perl libtimedate-perl libnet-dns-perl
 libnet-ldap-perl \
    libio-socket-ssl-perl libpdf-api2-perl libdbd-mysql-perl libsoap-lite-perl libtext-csv-
xs-perl \
    libjson-xs-perl libapache-dbi-perl libxml-libxml-perl libxml-libxslt-perl libyaml-perl \
    libarchive-zip-perl libcrypt-eksblowfish-perl libencode-hanextra-perl libmail-
imapclient-perl \
    libtemplate-perl
```

2. Installation From Source (Linux, Unix)

2.1. Preparation: Disable SELinux

Note

If your system uses SELinux, you should disable it, otherwise OTRS will not work correctly.

Here's how to disable SELinux for RHEL/CentOS/Fedora:

- Configure SELINUX=disabled in the /etc/selinux/config file:

```
# This file controls the state of SELinux on the system.
# SELINUX= can take one of these three values:
```

```
#       enforcing - SELinux security policy is enforced.
#       permissive - SELinux prints warnings instead of enforcing.
#       disabled - No SELinux policy is loaded.
SELINUX=disabled
# SELINUXTYPE= can take one of these two values:
#       targeted - Targeted processes are protected,
#       mls - Multi Level Security protection.
SELINUXTYPE=targeted
```

- Reboot your system. After reboot, confirm that the getenforce command returns `Disabled`:

```
shell> getenforce
Disabled
```

2.2. Step 1: Install .tar.gz

If you want to install OTRS from source, first download the source archive as .tar.gz, .tar.bz2, or .zip file from https://www.otrs.com/download-open-source-help-desk-software-otrs-free/.

Pakua nyaraka (kwa mfano, kwa kutumia **tar**) kwenda kwenye mpangilio orodha `/opt`, na upa mpangilio orodha jina jipya kutoka otrs-x.x.x kuwa otrs (ona Hati chini).

```
shell> tar xzf /tmp/otrs-x.x.x.tar.gz
shell> mv otrs-x.x.x /opt/otrs
```

2.3. Step 2: Install Additional Perl Modules

Use the following script to get an overview of all installed and required CPAN modules.

```
shell> perl /opt/otrs/bin/otrs.CheckModules.pl
o CGI............................ok (v3.60)
o Crypt::PasswdMD5................ok (v1.3)
o Crypt::SSLeay...................Not installed! (Optional - Required for Generic Interface
 SOAP SSL connections.)
o CSS::Minifier...................ok (v0.01)
o Date::Format....................ok (v2.22)
o Date::Pcalc.....................ok (v1.2)
...
```

Note

Please note that OTRS requires a working Perl installation with all "core" modules such as the module `version`. These modules are not explicitly checked by the script. You may need to install a `perl-core` package on some systems like RHEL that do not install the Perl core packages by default.

To install missing Perl modules, you can:

2.3.1. a) Install the packages via the package manager of your Linux distribution

- For Red Hat, CentOS, Fedora or compatible systems:

```
shell> yum install "perl(Digest::MD5)"
```

- For SUSE Linux Enterprise Server, openSUSE or compatible systems: first determine the name of the package the module is shipped in. Usually the package for My::Module would be called "perl-My-Module".

  ```
  shell> zypper search Digest::MD5
  ```

  Then install:

  ```
  shell> zypper install perl-Digest-MD5
  ```

- For Debian, Ubuntu or compatible systems first determine the name of the package the module is shipped in. Usually the package for My::Module would be called "libmy-module-perl".

  ```
  shell> apt-cache search Digest::MD5
  ```

  Then install:

  ```
  shell> apt-get install libdigest-md5-perl
  ```

  Please note that it might be that you can't find all modules or their required versions in your distribution repository, in that case you might choose to install those modules via CPAN (see below).

2.3.2. b) Install the required modules via the CPAN shell

Note that when you're on Linux you should run CPAN as your superuser account because the modules should be accessible both by the OTRS account and the account under which the web server is running.

```
shell> perl -MCPAN -e shell;
...
install Digest::MD5
install Crypt::PasswdMD5
...
```

Any optional modules listed by the script should be installed depending on the special requirements of the target system.

2.4. Step 3: Create OTRS User

Create user:

```
shell> useradd -d /opt/otrs -c 'OTRS user' otrs
```

Add user to webserver group (if the webserver is not running as the OTRS user):

```
shell> usermod -G www otrs
(SUSE=www, Red Hat/CentOS/Fedora=apache, Debian/Ubuntu=www-data)
```

2.5. Step 4: Activate Default Config File

There is one OTRS config file bundled in `$OTRS_HOME/Kernel/Config.pm.dist`. You must activate it by copying it without the ".dist" filename extension.

```
shell> cp /opt/otrs/Kernel/Config.pm.dist /opt/otrs/Kernel/Config.pm
```

2.6. Step 5: Check if all needed modules are installed

```
shell> perl -cw /opt/otrs/bin/cgi-bin/index.pl
/opt/otrs/bin/cgi-bin/index.pl syntax OK

shell> perl -cw /opt/otrs/bin/cgi-bin/customer.pl
/opt/otrs/bin/cgi-bin/customer.pl syntax OK

shell> perl -cw /opt/otrs/bin/otrs.Console.pl
/opt/otrs/bin/otrs.Console.pl syntax OK
```

"syntax OK" tells you all mandatory Perl modules are installed.

2.7. Step 6: Configuring the Apache web server

Kwanza kabisa, unatakiwa kusanidi seva ya wavuti ya Apache2 na mod_perl; utafanya hivi kutoka kwenye meneja kifurushi. Hapa chini utakuta amri zinazohitajika kuseti Apache kwenye usambazaji wa Linux maarufu.

```
# RHEL / CentOS:
shell> yum install httpd mod_perl

# SuSE:
shell> zypper install apache2-mod_perl

# Debian/Ubuntu:
shell> apt-get install apache2 libapache2-mod-perl2
```

Most Apache installations have a `conf.d` directory included. On Linux systems you can usually find this directory under `/etc/apache` or `/etc/apache2`. Log in as root, change to the `conf.d` directory and link the appropriate template in `/opt/otrs/scripts/apache2-httpd.include.conf` to a file called `zzz_otrs.conf` in the Apache configuration directory (to make sure it is loaded after the other configurations).

```
# Debian/Ubuntu:
shell> ln -s /opt/otrs/scripts/apache2-httpd.include.conf /etc/apache2/sites-enabled/
zzz_otrs.conf
```

OTRS requires a few Apache modules to be active for optimal operation. On most platforms you can make sure they are active via the tool `a2enmod`.

```
shell> a2enmod perl
shell> a2enmod version
shell> a2enmod deflate
shell> a2enmod filter
shell> a2enmod headers
```

Now you can restart your web server to load the new configuration settings. On most systems you can do that with the command **systemctl restart apache2.service**.

2.8. Step 7: File Permissions

Please execute the following command as root user to set the file and directory permissions for OTRS. It will try to detect the correct user and group settings needed for your setup.

```
shell> cd /opt/otrs/
shell> bin/otrs.SetPermissions.pl
```

2.9. Step 8: Database Setup and Basic System Configuration

Please use the web installer at http://localhost/otrs/installer.pl (replace "localhost" with your OTRS hostname) to setup your database and basic system settings such as email accounts.

Note

The following configuration settings are recommended for MySQL setups. Please add the following lines to `/etc/my.cnf` under the [mysqld] section:

```
max_allowed_packet   = 64M
query_cache_size     = 32M
innodb_log_file_size = 256M
```

Note

Please note that OTRS requires utf8 as database storage encoding.

2.10. Step 9: First login

Now you are ready to login to your system at http://localhost/otrs/index.pl with the credentials you configured in the web installer (User: root@localhost).

With this step, the basic system setup is finished.

2.11. Step 10: Start the OTRS Daemon

The new OTRS daemon is responsible for handling any asynchronous and recurring tasks in OTRS. What has been in cron file definitions previously is now handled by the OTRS daemon, which is now required to operate OTRS. The daemon also handles all GenericAgent jobs and must be started from the `otrs` user.

```
shell> /opt/otrs/bin/otrs.Daemon.pl start
```

2.12. Step 11: Cron jobs for the OTRS user

There are two default OTRS cron files in `/opt/otrs/var/cron/*.dist`, and their purpose is to make sure that the OTRS Daemon is running. They need to be be activated by copying them without the ".dist" filename extension.

```
shell> cd /opt/otrs/var/cron
shell> for foo in *.dist; do cp $foo `basename $foo .dist`; done
```

To schedule these cron jobs on your system, you can use the script `Cron.sh` with the `otrs` user.

```
shell> /opt/otrs/bin/Cron.sh start
```

Stopping the cron jobs is also possible (useful for maintenance):

```
shell> /opt/otrs/bin/Cron.sh stop
```

2.13. Step 12: Setup bash autocompletion (optional)

All regular OTRS commandline operations happen via the otrs Console interface `bin/otrs.Console.pl`. This provides an auto completion for the bash shell which makes finding the right command and options much easier.

You can activate the bash autocompletion by installing the package `bash-completion`. It will automatically detect and load the file `/opt/otrs/.bash_completion` for the `otrs` user.

After restarting your shell, you can just type `bin/otrs.Console.pl` followed by TAB, and it will list all available commands. If you type a few characters of the command name, TAB will show all matching commands. After typing a complete command, all possible options and arguments will be shown by pressing TAB.

2.14. Step 13: Further Information

We advise you to read the OTRS performance tuning chapter.

If you encounter problems with the installation, you can send a message to our mailing list otrs@otrs.org (http://lists.otrs.org/).

You can also ask the OTRS Group to either help you in planning or deploying OTRS, or review your installed OTRS system. Our professional services are designed to help you deploy OTRS faster and to get the most benefit out of OTRS.

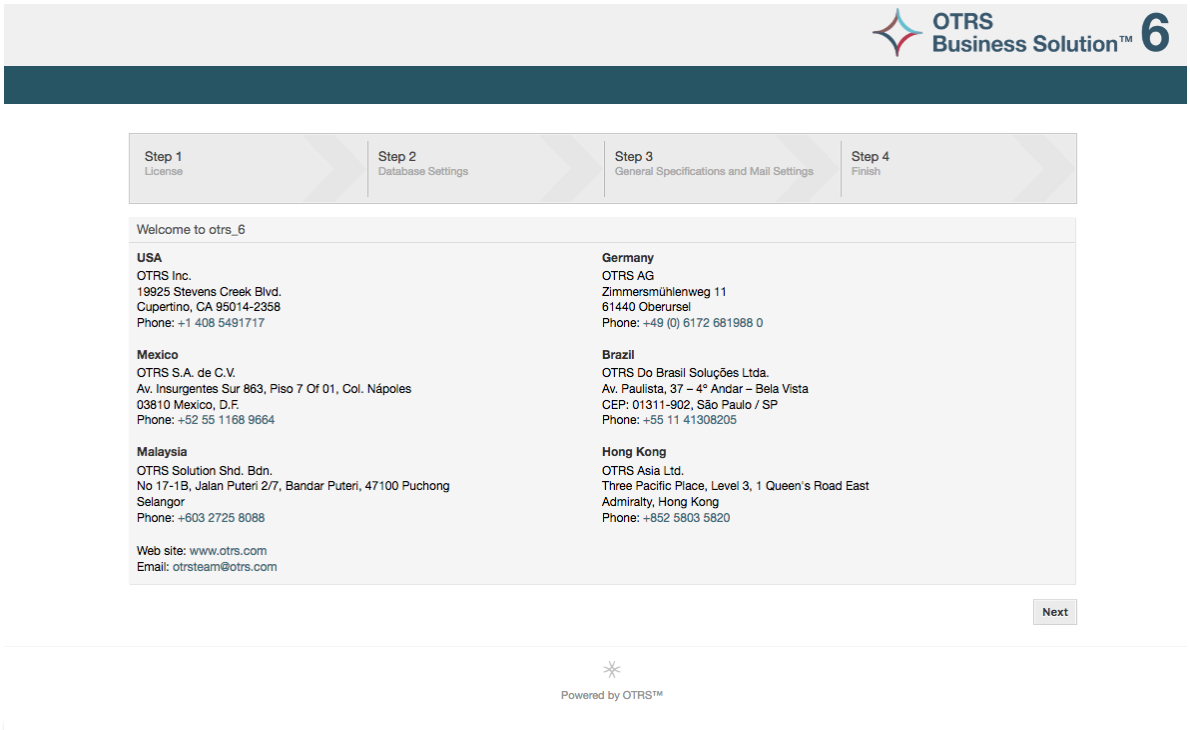
3. Using the Web Installer

Unaweza kutumia Kisakinishi cha Wavuti cha OTRS, baada ya kusakinisha programu ya OTRS, kuseti na kusanidi hifadhidata ya OTRS. Kisakinishi cha Wavuti ni ukurasa wa tovuti ambayo unaweza kuitembelea kwenye kivinjari chako. URL ya hicho kisakinishi cha wavuti ni http://localhost/otrs/installer.pl .

Pale kisakinishi cha wavuti kinapoanza, tafadhali fuata hatua zifuatazo kuseti mfumo wako:

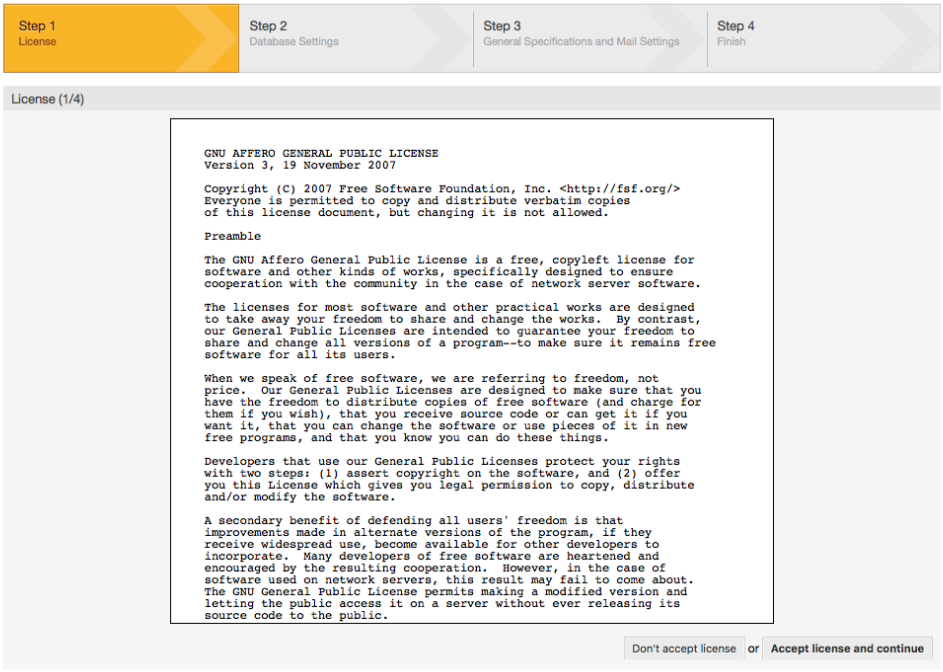
1. Check out the information about the OTRS offices and click on 'Next' to continue (see figure below).

Figure 2.1. Welcome screen



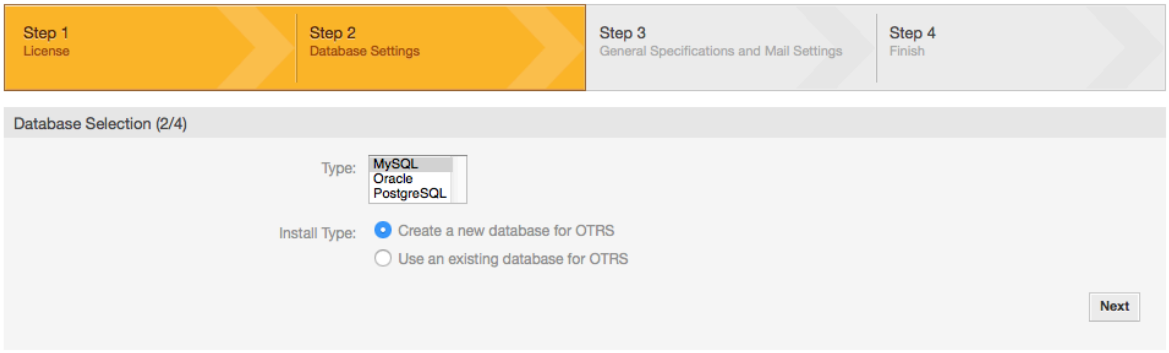
2. Read the GNU GENERAL PUBLIC LICENSE (see figure below) and accept it, by clicking the corresponding button at the bottom of the page.

Figure 2.2. GNU GENERAL PUBLIC LICENSE



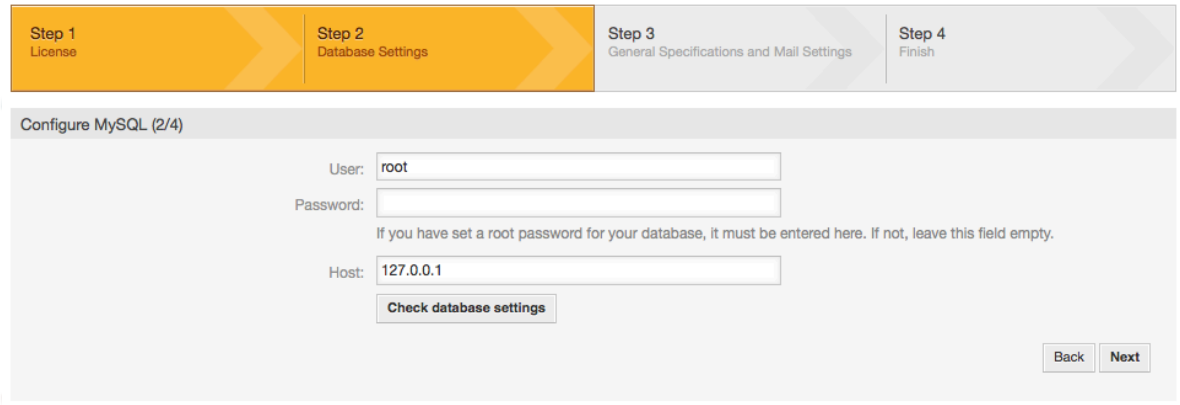
3. Choose the database that you want to use with OTRS. If you choose MySQL or PostgreSQL as a database, you can also select here if you want the web installer to create a database for you or if your database administrator has already created an empty database for you that you would like to use. After that, click the 'Next' button (see figure below).

Figure 2.3. Chaguo la hifadhi data



4. Hii skrini inaweza kuwa tofauti kidogo kutegemeana na hifadhidata uliyochagua na kama ulitaka kisakinishi cha mtandao kutengeneza hifadhidata au kutumia iliyopo katika hatua iliyopita. Ingiza hati tambulishi za hifadhidata kwenye hii skrini.

Figure 2.4. Database credentials

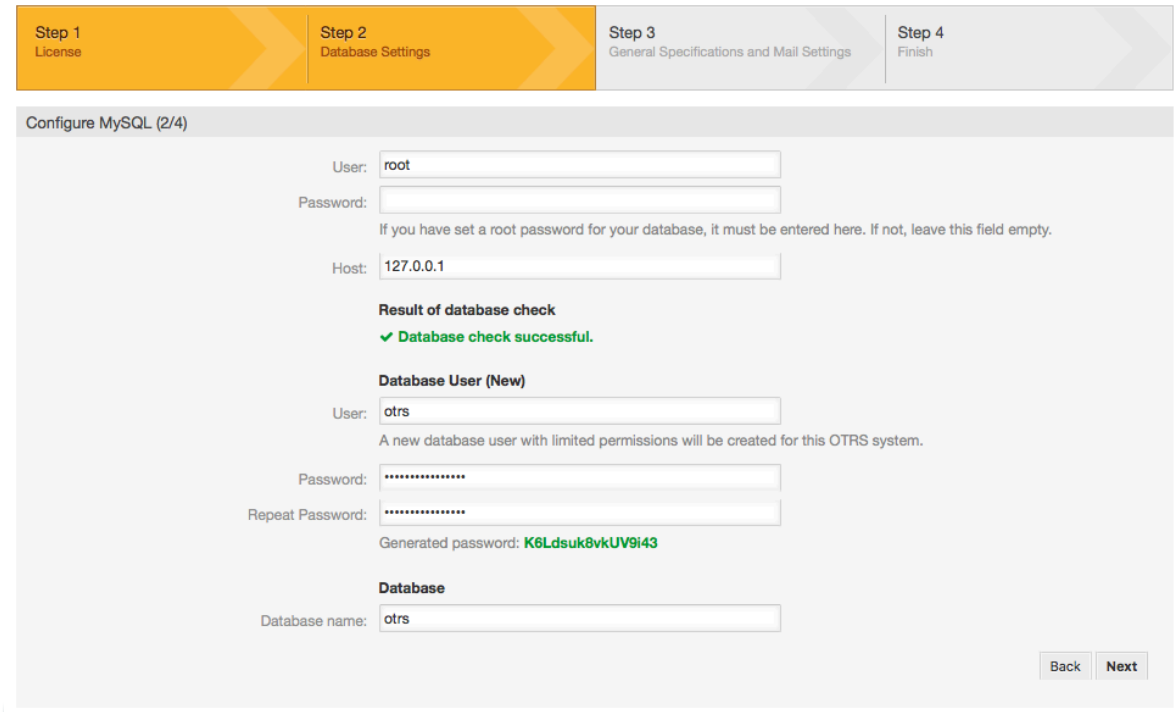


5. Create a new database user, choose a name for the database and click on 'Next' (see figure below).

Warning

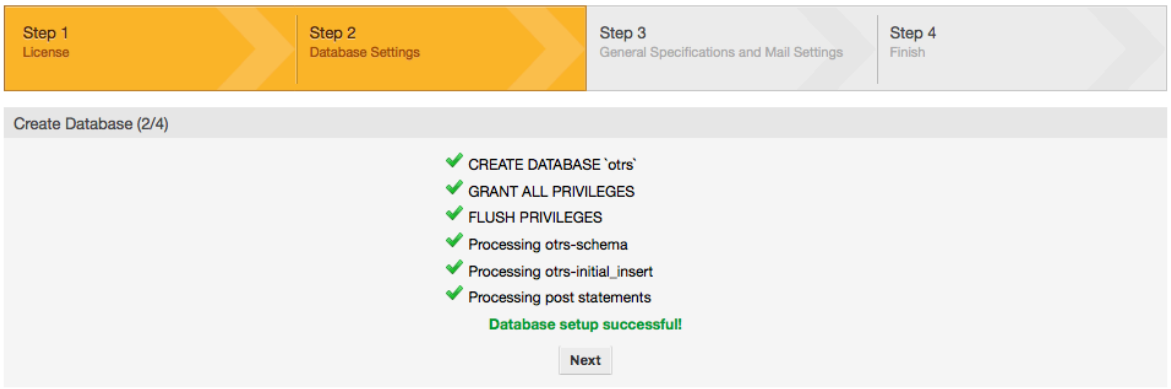
OTRS itatengeneza nywila imara kwa ajili yako. Inawezekana kuweka nywila yako mwenyewe kama ukitaka. Nywila itaandikwa kwenye faili la usanidi `Kernel/Config.pm` kwahiyo hakuna haja ya kukumbuka nywila hii.

Figure 2.5. Database settings



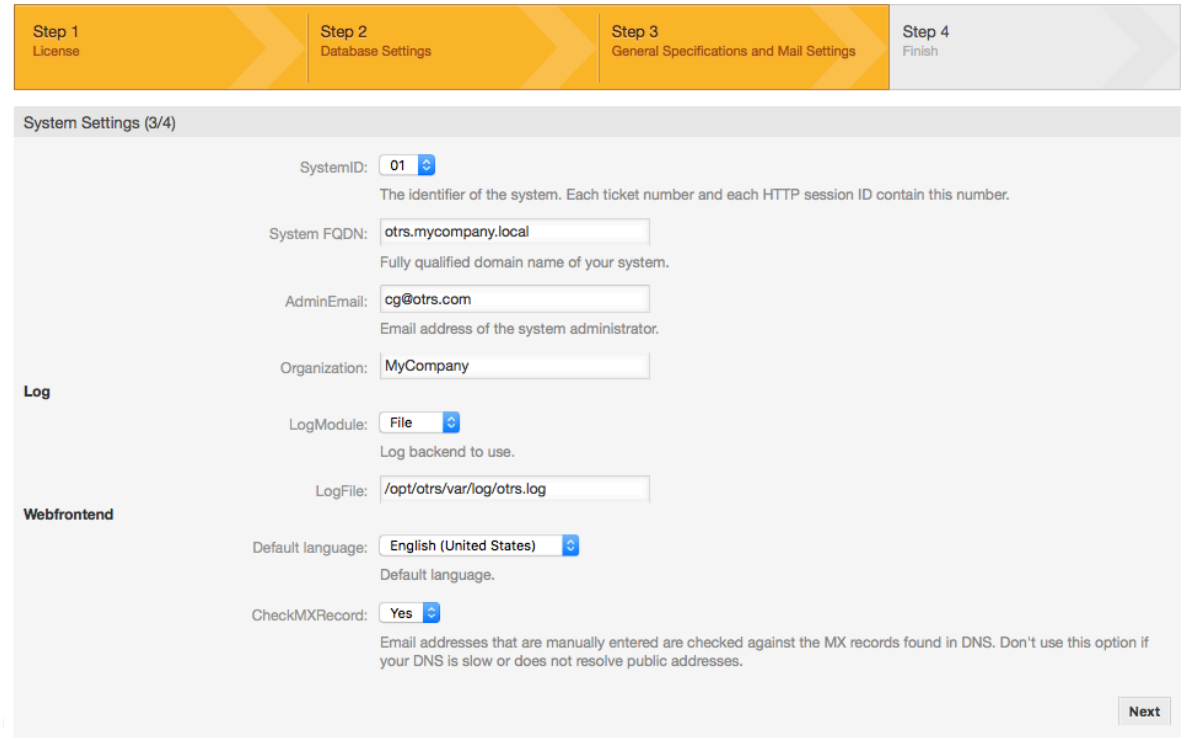
6. Hifadhidata itatengenezwa kama itahitajika, na kujazwa, kama ilivyoonyeshwa kwenye hii taswira. Bofya kitufe cha kuendelea kwenda kwenye skrini inayofuata.

Figure 2.6. Successful database setup



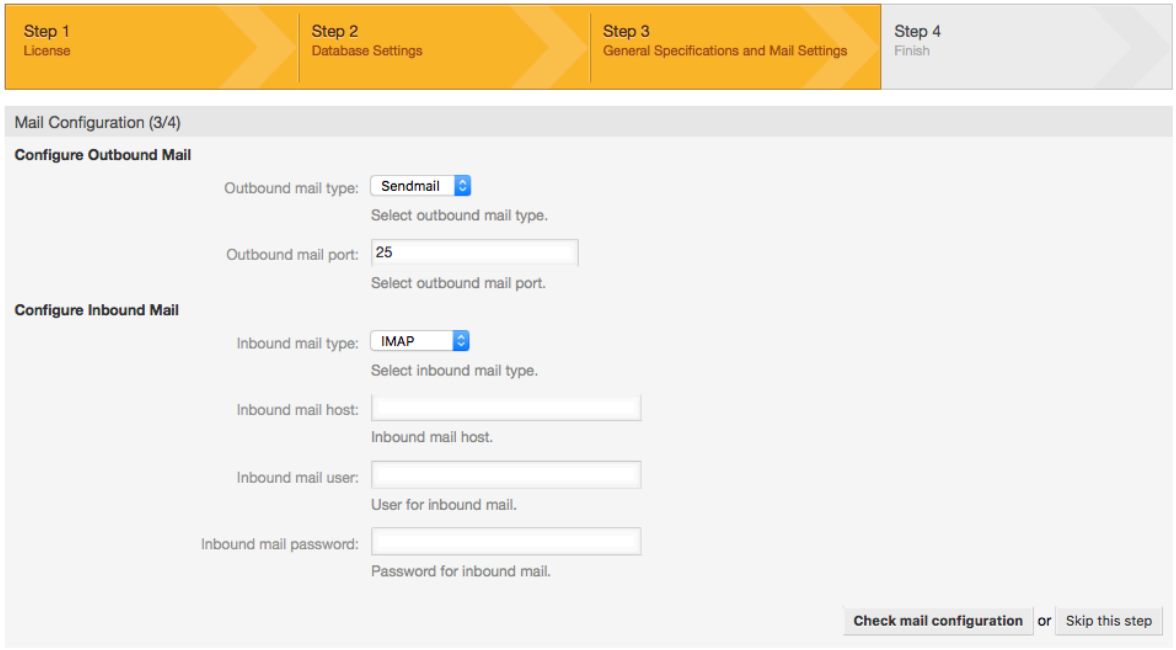
7. Provide all the required system settings and click on 'Next' (see figure below).

Figure 2.7. System settings



8. If desired, you can provide the needed data to configure your inbound and outbound mail, or skip this step by pressing the right button at the bottom of the screen (see figure below).

Figure 2.8. Mail configuration

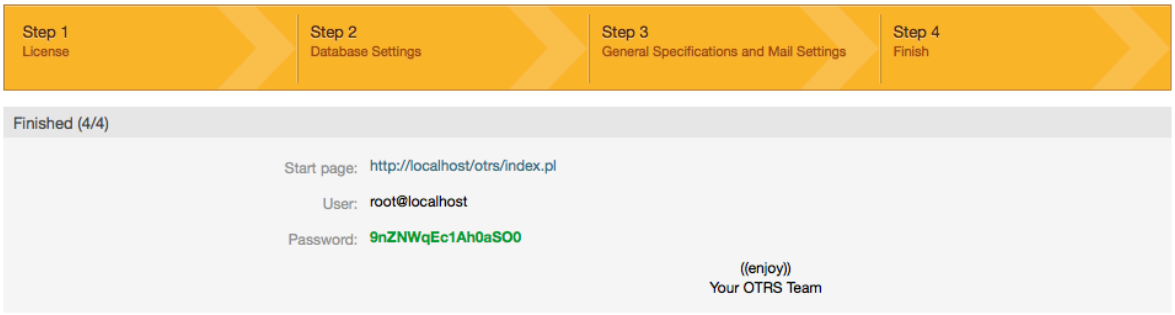


9. Congratulations! Now the installation of OTRS is finished and you should be able to work with the system (see figure below). To log into the web interface of OTRS, use the address http://localhost/otrs/index.pl from your web browser. Log in as OTRS administrator, using the username 'root@localhost' and the generated password. After that, you can configure the system to meet your needs.

Warning

Tafadhali andika nywila iliyozalishwa kwa ajili ya akaunti ya 'root@localhost'.

Figure 2.9. Web installer final screen



4. OTRS on Windows

OTRS can be run on a wide range of system platforms, including Enterprise Linux Platforms such as Red Hat Enterprise Linux, and SUSE Linux Enterprise Server, as well as a series of other Linux derivatives.

However, when running OTRS on Windows platforms we have encountered repeated performance losses, and despite an exhaustive analysis, it has not been possible to solve these issues to our satisfaction due to technical differences. It is thus with a heavy heart that we have ceased development on our Windows Installer and the OTRS Appliance due to the currently limited availability of necessary third-party components offered by other vendors.

Under these circumstances, we are not able to guarantee the continuing operation of OTRS on Windows platforms, and therefore recommend migrating to one of the Linux platforms mentioned above or recommend using our **OTRS Business Solution™** Managed.

To make it easier for you to migrate from Windows to Linux and to offer you the best OTRS performance, we have prepared detailed instructions for you here.

4.1. How to migrate existing Windows installations to Linux

4.1.1. Introduction and preparation

If you have a Windows based installation and you would like to change to a Linux based system you will need to setup a Linux server or virtual machine and install OTRS there (see the installation instructions). This will be the target system for the migration.

4.1.2. Get OTRSCloneDB script to clone databases

Please go to the admin menu of the Windows based system and install the newest version of OTRSCloneDB package into your OTRS:

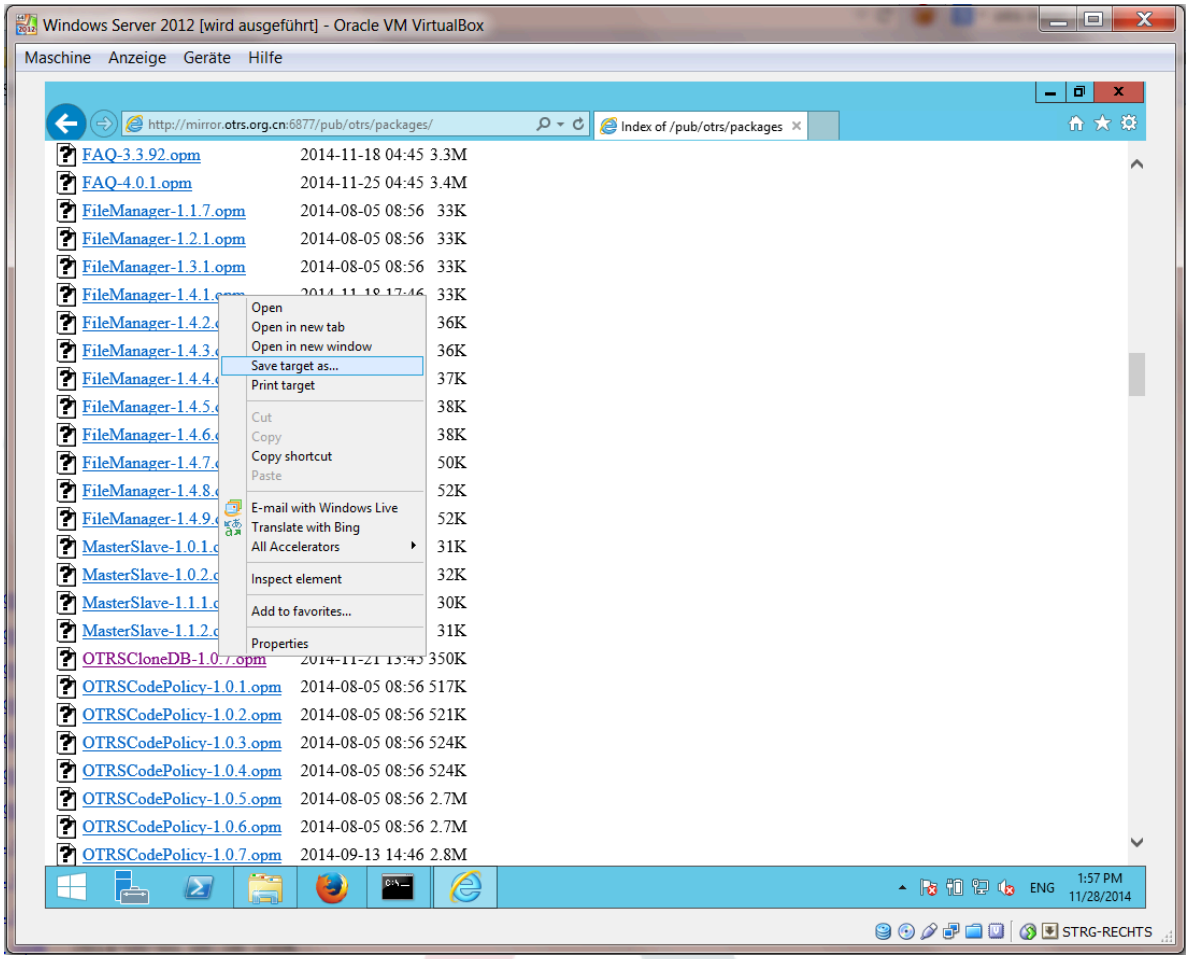
You can install the OTRSCloneDB package directly from the package manager. Select "OTRS Extensions" from the dropdown list on the left and click on the button "Update repository information" below. Then the OTRSCloneDB package will be shown in a list where you can click on "Install".

You could also download the package manually from the OTRS FTP server and install the package manually as described below. http://ftp.otrs.org/pub/otrs/packages/

Please download the package with the highest version number:

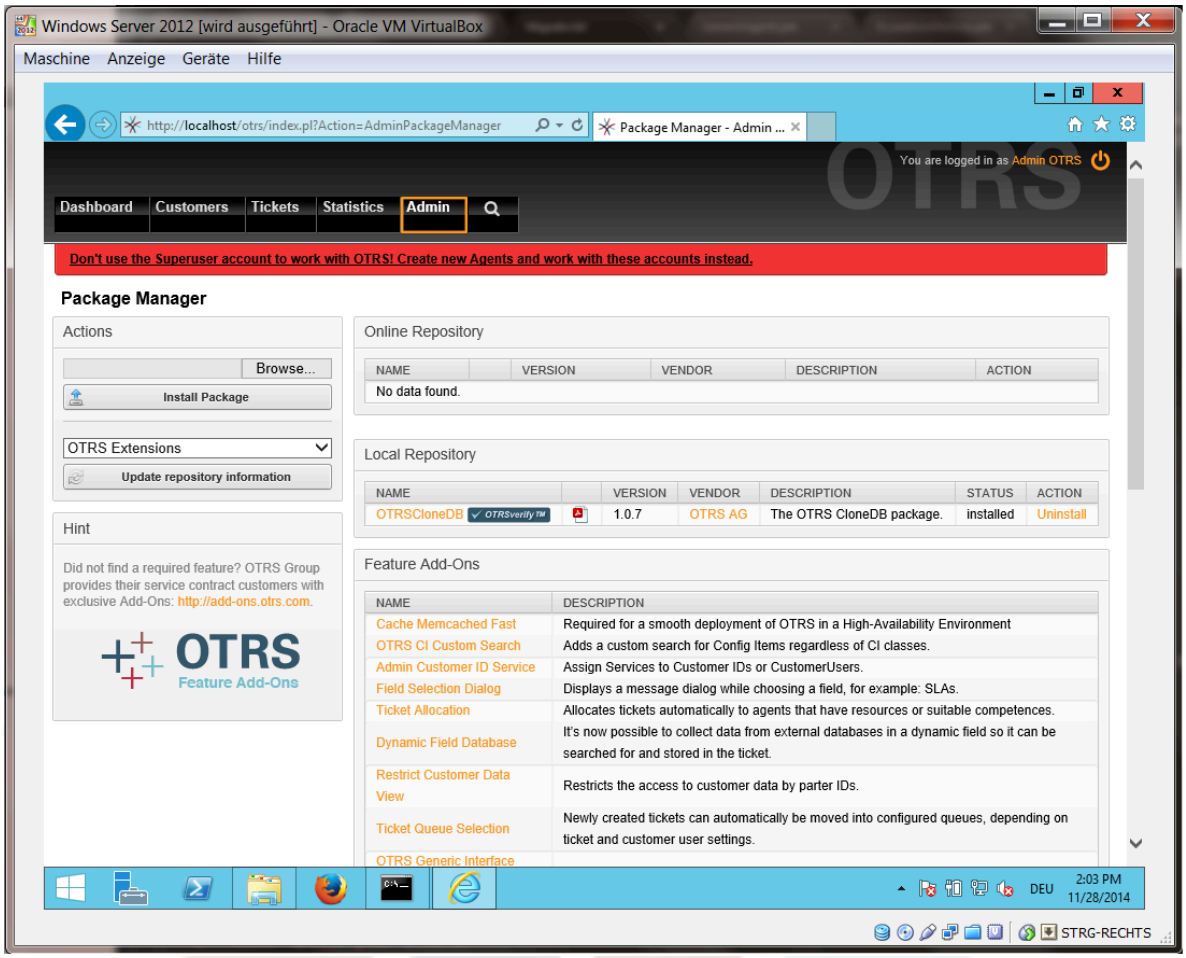
```
OTRSCloneDB-1.0.13.opm
```

Figure 2.10. Download OTRSCloneDB - screenshot



and install it to your Windows based installation:

Figure 2.11. Install OTRSCloneDB - screenshot



It is also no problem if you have installed some additional features or custom developments on your OTRS. You just need to take care that all of your installed packages are also compatible with Unix based systems. For packages provided by OTRS this is the case.

4.1.3. Enable remote access for the PostgreSQL database of target system

The OTSRCloneDB script will copy the database data over the network, so we need to enable remote access to the database. The setup is different for the different databases, we will describe opening remote access for a PostgreSQL database here.

After logging into your target system via SSH you need to change into the postgresql directory:

```
shell> cd /etc/postgresql/9.4/main
shell> vi postgresql.conf
```

Add the following line at the end of the file:

```
listen_addresses = '*'
```

Save the file.

```
shell> vi pg_hba.conf
```

Add the following line at the end of the file:

```
host all all  0.0.0.0/0 md5
```

Save the file.

Restart your PostgreSQL server:

```
shell> service postgresql restart
```

4.1.4. Stop OTRS services

Stop all running services of your target system:

```
shell> service cron stop
shell> service apache2 stop
shell> su - otrs
shell> cd /opt/otrs/
shell> bin/Cron.sh stop
shell> bin/otrs.Daemon.pl -a stop
shell> exit
```

4.1.5. Drop the existing database of your target system to have an empty database for the clone data

The OTRSCloneDB script will not remove the data in the existing otrs database of the target system, so we need to do this manually:

Change the user to the postgresql user:

```
shell> su - postgres
```

Drop the existing otrs database:

```
shell> dropdb otrs
```

Create a new otrs database for the otrs user:

```
shell> createdb --owner=otrs --encoding=utf8 otrs
```

Go back to root user:

```
shell> exit
```

4.1.6. Get the PostgreSQL password of your database

Change into the OTRS directory of your target system:

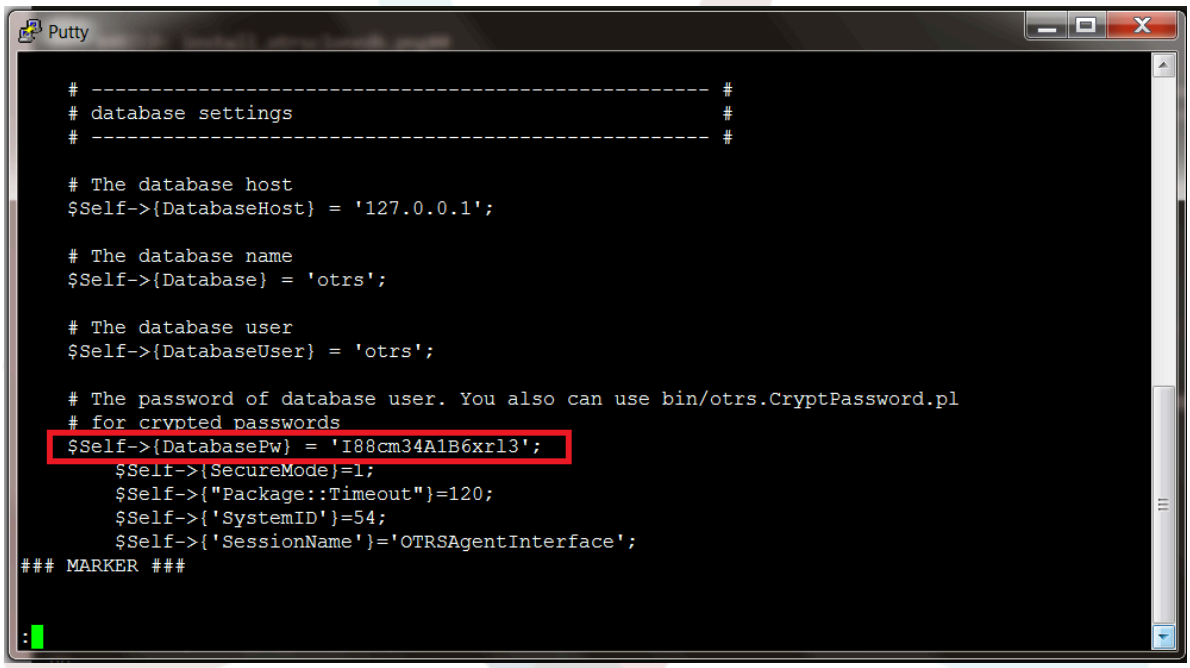
```
shell> cd /opt/otrs
```

and take a look at the configuration file of your target system:

```
shell> less Kernel/Config.pm
```

You will find your database password if you scroll down a bit:

Figure 2.12. Get target database password - screenshot



In our example:

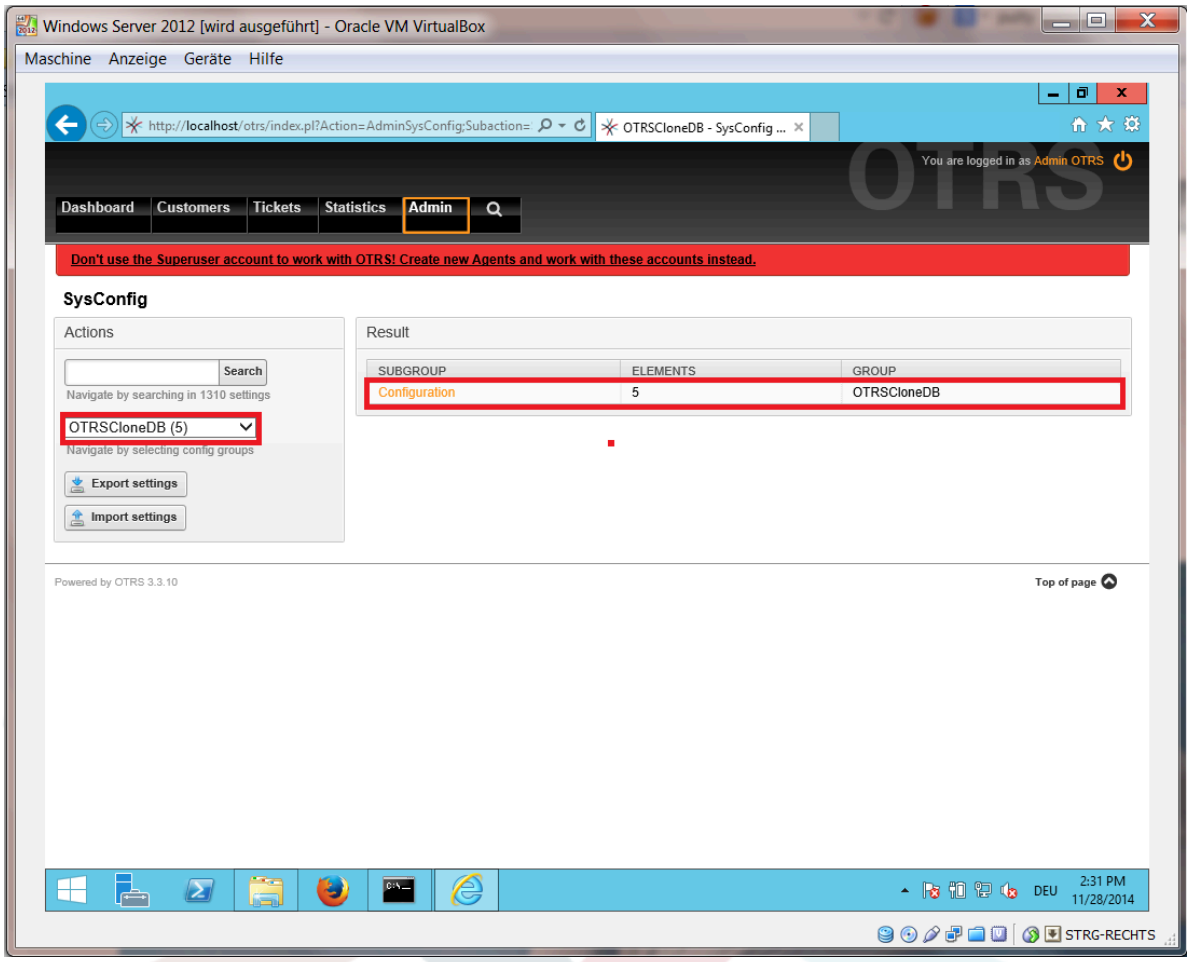
```
I88cm34A1B6xrl3
```

Write the password down on a piece of paper.

4.1.7. Clone your database into the target system

Switch back to your Windows based installation and open the SysConfig admin menu. Please select the group "OTRSCloneDB" and the subgroup "Configuration":

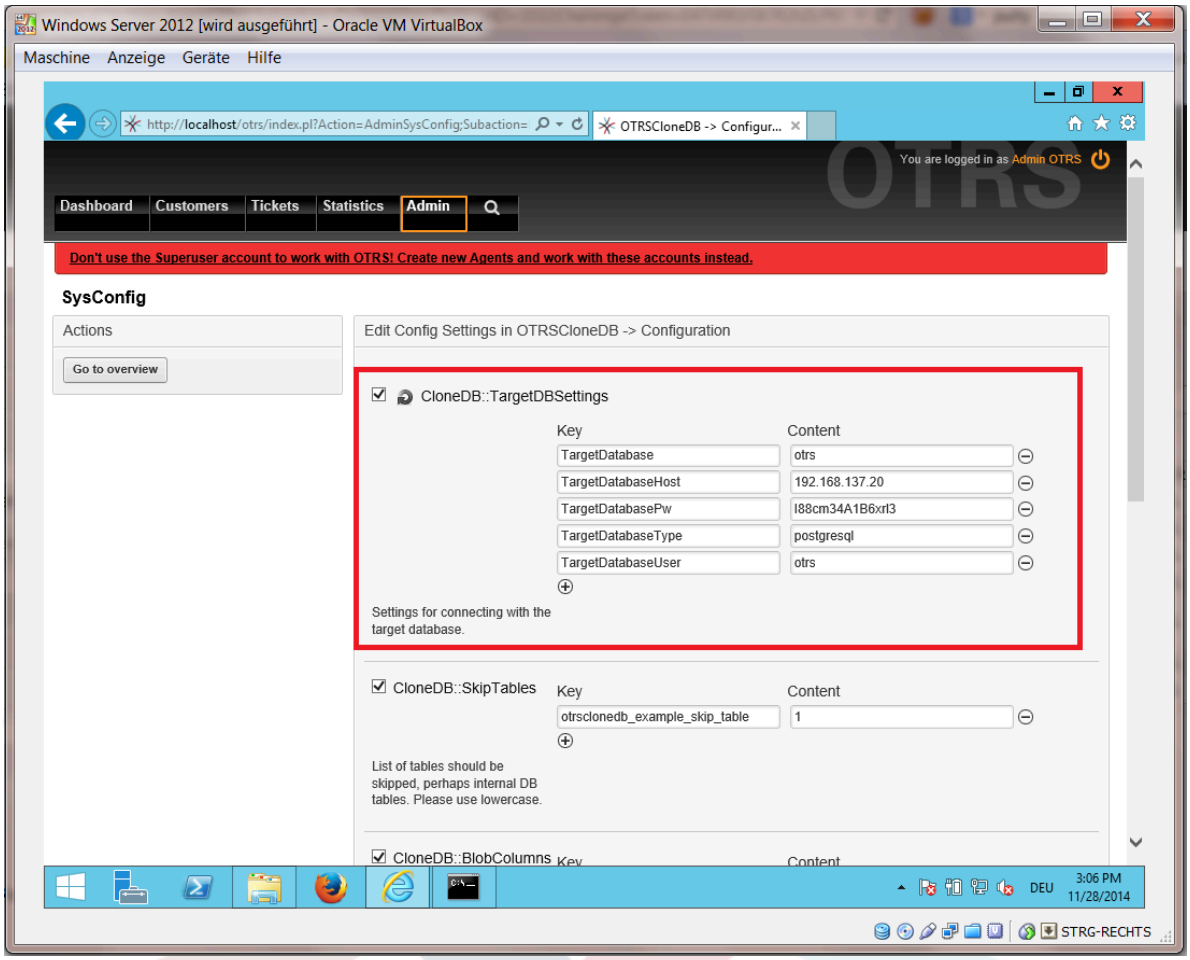
Figure 2.13. Configurate OTRSCloneDB SysConfig 1 - screenshot



We need to configure the SysConfig option OTRSCloneDB::TargetSettings with the following values:

```
TargetDatabaseHost => 192.168.137.20 (Here you need to enter the ip address of your target
 system)
TargetDatabase => otrs
TargetDatabaseUser => otrs
TargetDatabasePw => I88cm34A1B6xrl3 (Here you need to set the password of your target
 system)
TargetDatabaseType => postgresql
```

Figure 2.14. Configurate OTRSCloneDB SysConfig 2 - screenshot



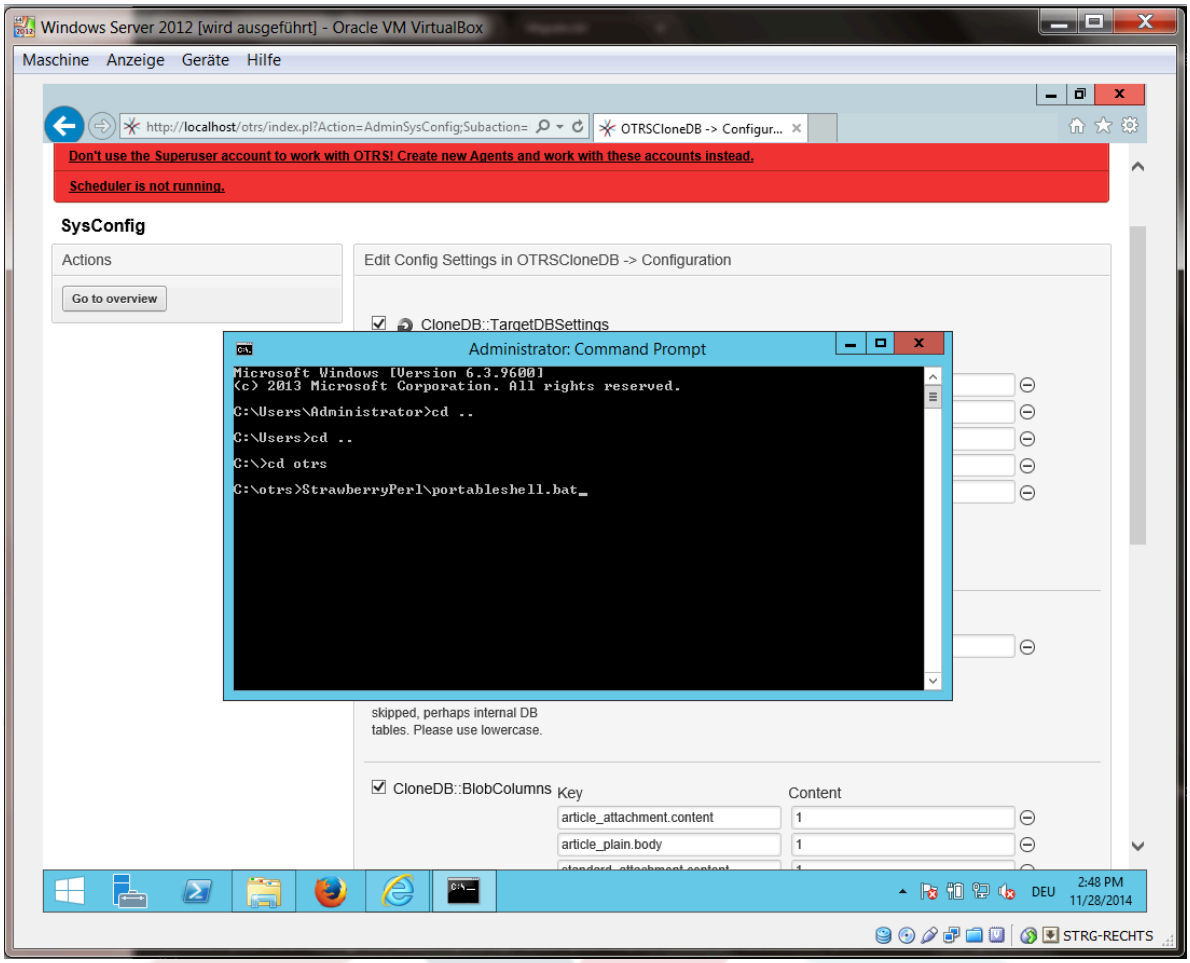
To run the OTRSCloneDB script we need to switch to the command prompt of our Windows based OTRS and to change into the base directory of our OTRS installation:

```
shell> cd "C:\otrs"
```

If you are using StrawberryPerl, then you maybe need to activate your shell for Perl:

```
shell> StrawberryPerl\portableshell.bat
```

Figure 2.15. Run OTRSCloneDB script 1 - screenshot



The OTRSCloneDB script is located in the bin directory of the OTRS directory.

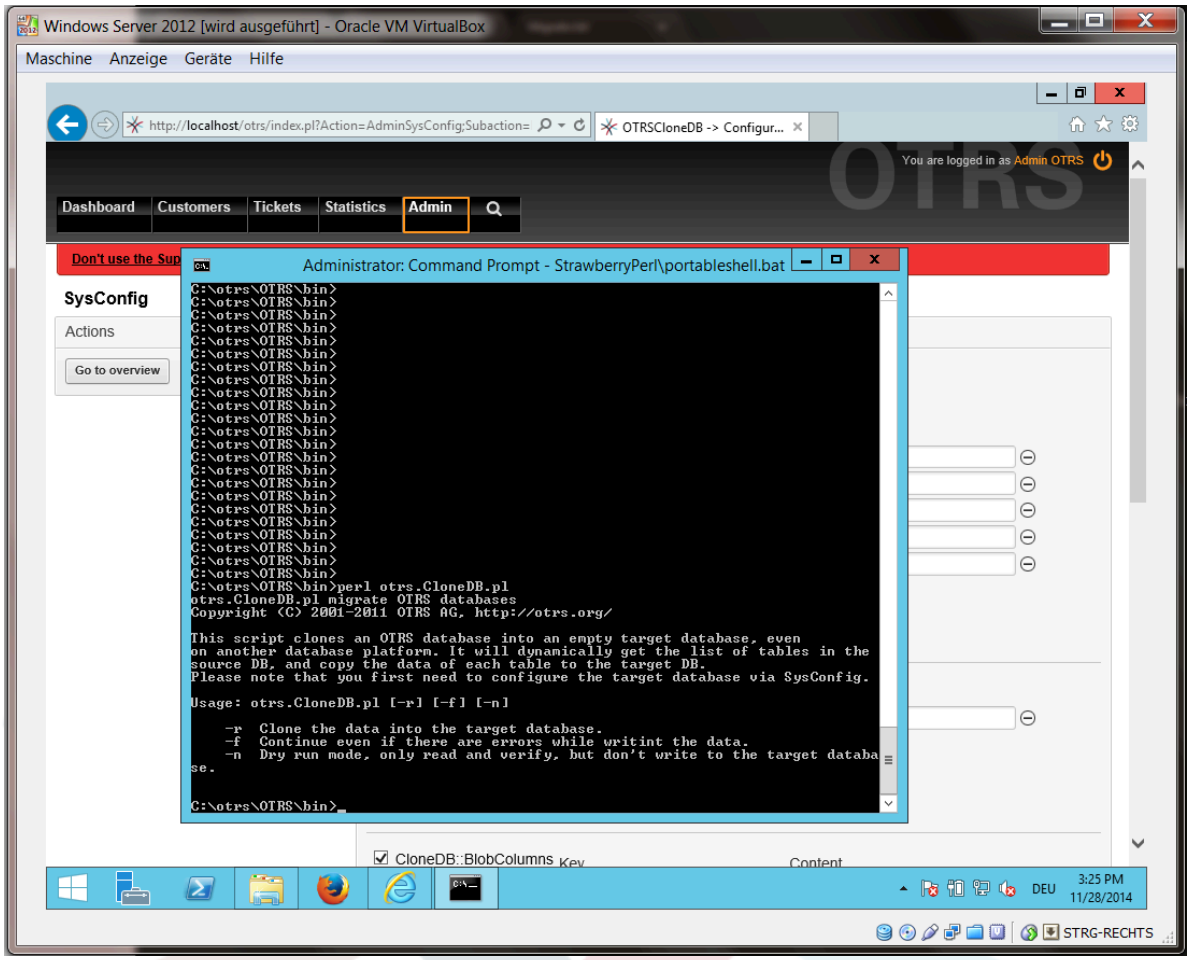
```
shell> cd "OTRS\bin"
```

Run the OTRSCloneDB script:

```
shell> perl otrs.CloneDB.pl
```

Now you should see some information about the script and its parameters.

Figure 2.16. Run OTRSCloneDB script 2 - screenshot

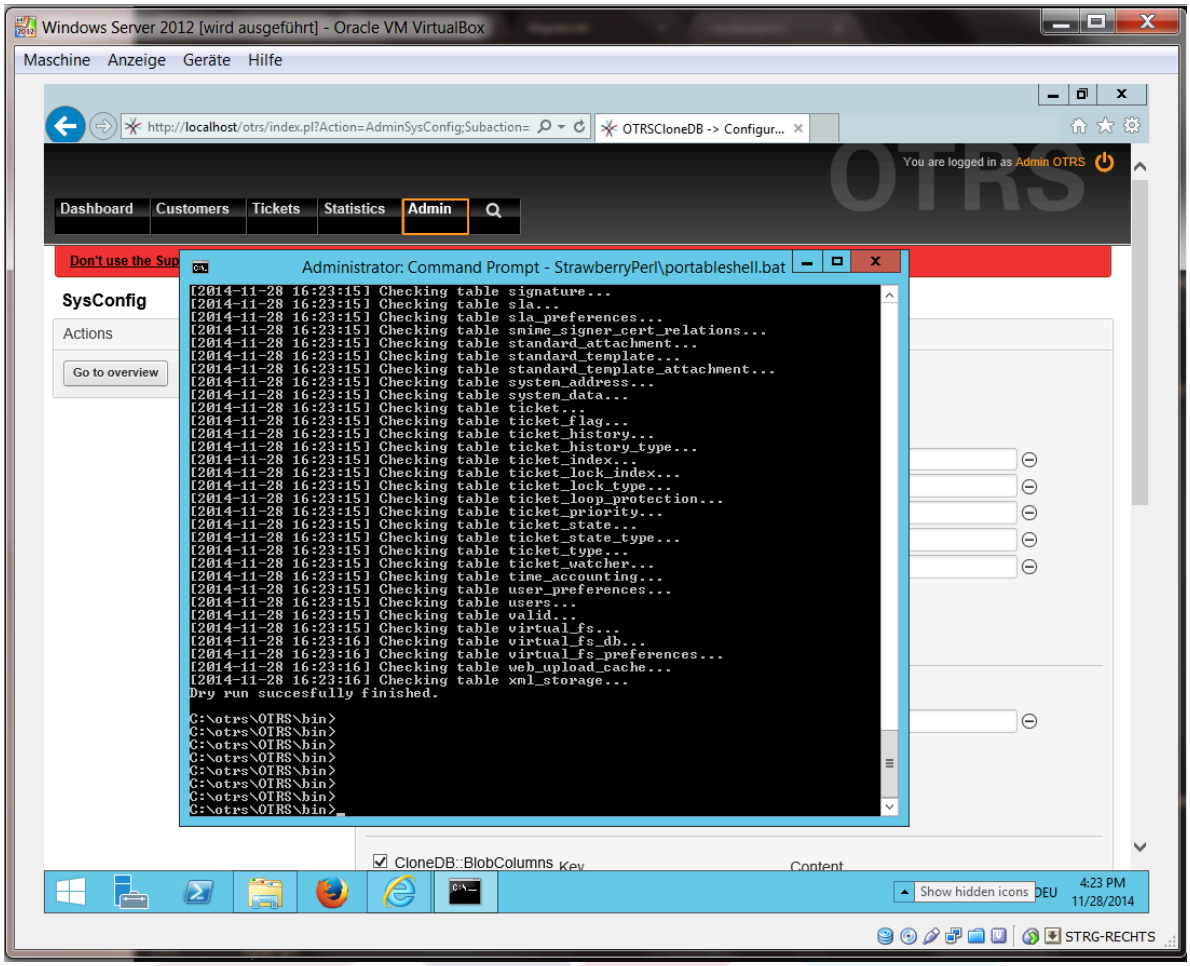


Note... Errors which occur at running without any parameters could relate to wrong login data for the database or problems with the database connection.

If no errors occurred, check if the dry run is successful:

```
shell> perl otrs.CloneDB.pl -n
```

Figure 2.17. Run OTRSCloneDB script 3 - screenshot



Start the cloning of your database and cross your fingers:

```
shell> perl otrs.CloneDB.pl -r
```

An example of a successfully run look like this:

```
Generating DDL for OTRS.
Generating DDL for package OTRSCloneDB.
Creating structures in target database (phase 1/2)
...
...
Creating structures in target database (phase 2/2)
...
done.
```

4.1.8. Copy the following files from your Windows based system to the target system

You need to copy some files from your Windows based system to the target system. You can do this for example with a free tool like "WinSCP" (just search the internet for "WinSCP"). Copy the following files from your Windows based system:

```
C:\otrs\OTRS\Kernel\Config\GenericAgent.pm
```

```
C:\otrs\OTRS\Kernel\Config\Files\ZZZAuto.pm
C:\otrs\OTRS\var\article\*
C:\otrs\OTRS\var\log\TicketCounter.log
```

to your target system:

```
/opt/otrs/Kernel/Config/GenericAgent.pm
/opt/otrs/Kernel/Config/Files/ZZZAuto.pm
/opt/otrs/var/article/*
/opt/otrs/var/log/TicketCounter.log
```

Open the file `/opt/otrs/Kernel/Config/Files/ZZZAuto.pm` on the target system and replace all paths like "C:/otrs/OTRS/" with "/opt/otrs/"!

If you have have manually changes in your `Kernel/Config.pm` then please copy these changes to the target system's `Kernel/Config.pm`. Don't copy it 1:1 because you will now have different database settings and the file paths on the target system are different from Windows!

4.1.9. Reinstall all packages

Reinstall all packages with the package manager to get all custom files back.

```
shell> bin/otrs.SetPermissions.pl --otrs-user=otrs --otrs-group=otrs --web-user=www-data --
web-group=www-data /opt/otrs
shell> su - otrs
shell> cd /opt/otrs
shell> perl bin/otrs.Console.pl Maint::Cache::Delete
shell> perl bin/otrs.Console.pl Maint::Loader::CacheCleanup
shell> perl bin/otrs.Console.pl Admin::Package::ReinstallAll
shell> exit
```

Fix all permissions in your OTRS system again:

```
shell> bin/otrs.SetPermissions.pl --otrs-user=otrs --otrs-group=otrs --web-user=www-data --
web-group=www-data /opt/otrs
```

4.1.10. Disable remote access for the PostgreSQL database of your target system

Undo all steps you did to enable the remote access for the PostgreSQL database to your target system.

Change into postgresql directory:

```
shell> cd /etc/postgresql/9.4/main
shell> vi postgresql.conf
```

Remove the following line at the end of the file:

```
listen_addresses = '*'
```

Save the file.

```
```

```
shell> vi pg_hba.conf
```

Remove the following line at the end of the file:

```
host all all  0.0.0.0/0 md5
```

Save the file.

Restart your PostgreSQL server:

```
shell> service postgresql restart
```

4.1.11. Start OTRS services

Start services of your target system:

```
shell> service cron start
shell> service apache2 start
shell> su - otrs
shell> cd /opt/otrs/
shell> bin/Cron.sh start
shell> bin/otrs.Daemon.pl -a start
```

Now you should be able to open the OTRS of your target system in the browser with the imported data of your Windows based system.

5. Updating OTRS

Note

It is highly recommended to perform a test update on a separate testing machine first.

The database migration from OTRS 5 to 6 performs significant changes to database tables and data. Please make sure that there is enough storage space available for these operations (it might be worth considering to temporarily turn off archive/binary logs for the migration).

Updating from an earlier version of OTRS 6

You can update directly from any previous to the latest available patch level release.

Updating from OTRS 5

You can update from any OTRS 5 patch level to the latest available OTRS 6 patch level release.

Updating from OTRS 4 or earlier

Warning

You cannot update from OTRS 4 or earlier directly to OTRS 6. Full updates to all available minor versions have to be made sequentially instead. For example, if you come from OTRS 3.0, you first have to perform a full update to OTRS 3.1, then to 3.2, 3.3, 4, 5 and finally to OTRS 6.

5.1. Step 1: Stop all relevant services and the OTRS Daemon

Please make sure there are no more running services or cron jobs that try to access OTRS. This will depend on your service configuration, here is an example:

```
root> /etc/init.d/cron stop
root> /etc/init.d/postfix stop
root> /etc/init.d/apache stop
```

Stop OTRS cron jobs and the daemon (in this order):

```
otrs> cd /opt/otrs/
otrs> bin/Cron.sh stop
otrs> bin/otrs.Daemon.pl stop
```

5.2. Step 2: Backup files and database

- `Kernel/Config.pm`
- `Kernel/Config/Files/ZZZAuto.pm`, if updating from OTRS 5
- `var/*`
- as well as the database

Warning

Don't proceed without a complete backup of your system.

5.3. Step 3: Install the new release (tar or RPM)

5.3.1. Step 3.1: With the tarball:

```
root> cd /opt
root> mv otrs otrs-old
root> tar -xzf otrs-x.x.x.tar.gz
root> mv otrs-x.x.x otrs
```

5.3.1.1. Rejesha usanidi wa ma faili ya zamani

- `Kernel/Config.pm`
- `Kernel/Config/Files/ZZZAuto.pm`, if updating from OTRS 5

5.3.1.2. Rejesha data za makala

If you configured OTRS to store article data in the file system you have to restore the `article` folder to `/opt/otrs/var/` or the folder specified in the System Configuration.

5.3.1.3. Restore already installed default statistics

If you have additional packages with default statistics you have to restore the stats xml files with the suffix `*.installed` to `/opt/otrs/var/stats`.

```
root> cd OTRS-BACKUP/var/stats
root> cp *.installed /opt/otrs/var/stats
```

5.3.1.4. Set file permissions

Please execute the following command as root user to set the file and directory permissions for OTRS. It will try to detect the correct user and group settings needed for your setup.

```
root> cd /opt/otrs/
root> bin/otrs.SetPermissions.pl
```

5.3.2. Step 3.2: With the RPM:

```
root> rpm -Uvh otrs-x.x.x.-01.rpm
```

In this case the RPM update automatically restores the old configuration files and sets file permissions.

5.4. Step 4: Run the migration script

Note

If you have any custom Perl or XML configuration files in `Kernel/Config/Files`, these need to be converted to the new formats supported by OTRS 6 before running the migration script.

The migration script will perform many checks on your system and give you advice on how to install missing Perl modules etc., if that is required. If all checks succeeded, the necessary migration steps will be performed. Please also run this script in case of patch level updates.

Note

The migration script will ask you to set a time zone for OTRS if needed. It is very important that you set the correct time zone (`OTRSTimeZone`) for data storage and keep it, otherwise date and time of data added after the update (tickets, articles, etc.) will be stored with a different time zone than your pre-existing data, leading to inconsistent output.

For new systems, using UTC is recommended, as users can have different personal time zones for working with the OTRS application. For existing, migrated systems, a different `OTRSTimeZone` should be used if the underlying operating system is not configured to UTC or if OTRS previously used a time offset.

Run the migration script (as user `otrs`, NOT as `root`):

```
otrs> cd /opt/otrs/
otrs> scripts/DBUpdate-to-6.pl
```

Warning

Do not continue the upgrading process if this script did not work properly for you. Otherwise malfunction or data loss may occur.

5.5. Step 5: Update installed packages

Note

Packages for OTRS 5 are not compatible with OTRS 6 and have to be updated.

You can use the command below to update all installed packages. This works for all packages that are available from online repositories. You can update other packages later via the package manager (this requires a running OTRS Daemon).

```
otrs> cd /opt/otrs/
otrs> bin/otrs.Console.pl Admin::Package::UpgradeAll
```

5.6. Step 6: Restart your services

This will depend on your service configuration, here is an example:

```
root> /etc/init.d/apache start
root> /etc/init.d/postfix start
root> /etc/init.d/cron start
```

Note

The OTRS Daemon is required for correct operation of OTRS such as sending emails. Please activate it as described in the next step.

5.7. Step 7: Start the OTRS Daemon and cron job

The OTRS Daemon is responsible for handling any asynchronous and recurring tasks in OTRS. The daemon and its keepalive cron job must be started as the `otrs` user.

```
otrs> cd /opt/otrs/
otrs> bin/otrs.Daemon.pl start
otrs> bin/Cron.sh start
```

Now you can log into your system.

6. Additional Applications

Unaweza kusakinisha vifurushi vya ziada vya programu tumizi kupanua sifa za kiunzi cha OTRS. Hii inaweza kufanyika kupitia meneja vifurushi kutoka kwenye kurasa ya Msimamizi, ambayo inapakua programu tumizi kutoka kwenye hifadhi ya mtandaoni na kusimamia utegemezi wa vifurushi. Pia inawezekana kusakinisha vifurushi kutoka kwenye mafaili ya ndani.

6.1. Maswali yanasoulizwa mara kwa mara

Maswali Yanayoulizwa Mara kwa Mara ni kijenzi cha msingi wa maarifa. Inaruhusu kuhariri na kuona makala za Maswali Yanayoulizwa Mara kwa Mara. Makala yanaweza kuonwa na kuzuiwa kwa wakala, wateja watumiaji, au watumiaji wasiojulikana. Hizi pia zinaweza kupangwa katika makundi, na kusomwa katika lugha tofauti.

Chapter 3. First Steps

The goal of this chapter is to provide a brief overview of OTRS and the structure of its web interface. The terms 'agents', 'customers', and 'administrators' are introduced. We also login as the OTRS administrator and take a closer look at the user preferences available on every account.

1. Agent Web Interface

Note

Before logging on for the first time, please consider activating the HTTPS on your web server in order for OTRS to be served as a secure app over SSL/TLS protocol. For detailed instructions on how to do this, please consult the documentation of your web server (e.g. Apache2).

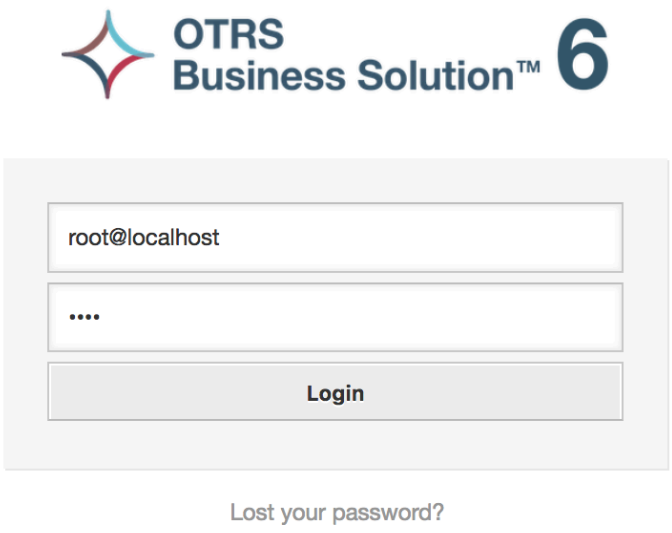
After you activate HTTPS, please set the configuration option `HttpType` to *https* in SysConfig. This will make sure that all internal links in OTRS are indeed using HTTPS.

Good practice is to also redirect all HTTP traffic to HTTPS, in case someone tries to access the OTRS via an insecure link. This should be done on web server configuration level for maximum effect. However, in case this is not possible, you can set `HTTPSForceRedirect` to *Yes* in SysConfig to do it on application level.

Kiolesura cha tovuti cha wakala kinamruhusu wakala kujibu maombi ya wateja, kutengeneza tiketi mpya za wateja au mawakala wengine, kuandika tiketi kuhusu simu zilipigwa na wateja, kuandika maingizo ya maswali yaliyoulizwa mara kwa mara, kuhariri data za wateja, na kadh.

Supposing your OTRS host is reachable via the URL *http://www.example.com* , then the OTRS login screen can be reached by using the address http://www.example.com/otrs/index.pl in a web browser (see figure below).

Figure 3.1. Login screen of the agent interface

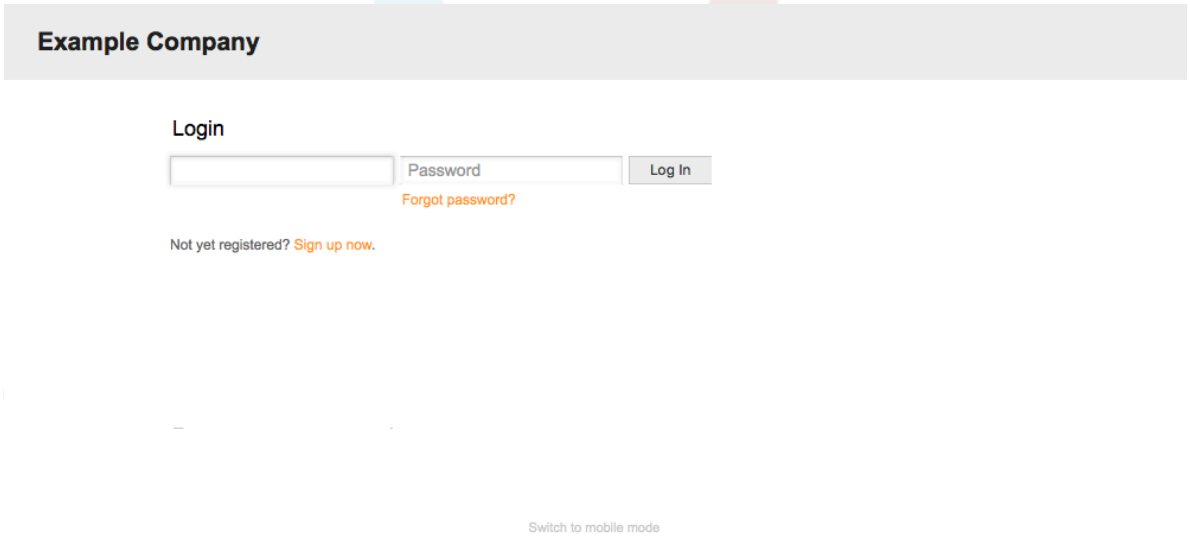


2. Customer Web Interface

Wateja wana violesura tofauti vya tovuti katika OTRS ambavyo wanaweza kutengeneza akaunti mpya, kubadilisha mipangilio yao ya akaunti, tengeneza na kuhariri tiketi, kupata mapitio ya tiketi walizotengeneza, na kadh.

Continuing the above example, the customer login screen can be reached by using the URL http://www.example.com/otrs/customer.pl with a web browser (see figure below).

Figure 3.2. Login screen of the customer interface

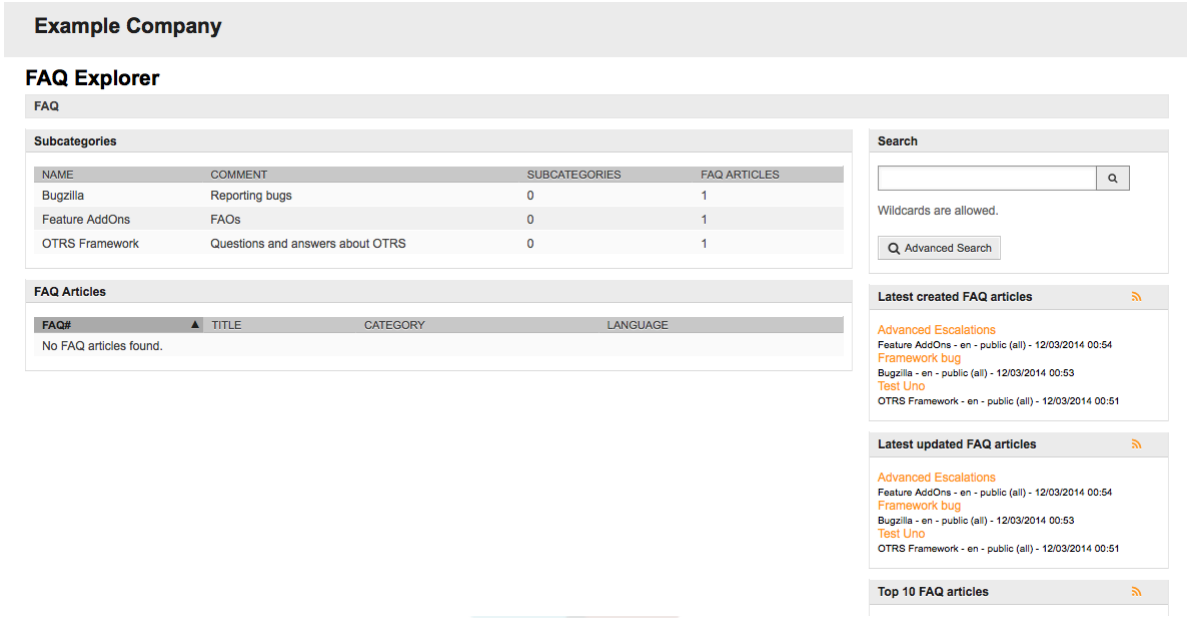


3. Public Web Interface

Kwa nyongeza kwenye violesura vya wavuti kwa ajili ya mawakala na wateja. OTRS pia ina kiolesura cha umma ambacho kinapatikana kupitia moduli ya maswali yanayoulizwa mara kwa mara. Hii moduli inahitaji kusakinishwa pekeyake. Inatoa ufikivu wa umma kwa mfumo wa maswali yanayoulizwa mara kwa mara na inaruhusu wageni kutafuta kwenye maingizo ya maswali yanayoulizwa mara kwa mara bila uidhinishaji wowote maalumu.

Katika mfano wetu, kiolesura cha tovuti cha umma kinaweza kufikiwa kwa kupitia aid-ha ya URL zifuatazo: http://www.example.com/otrs/faq.pl , http://www.example.com/otrs/public.pl

Figure 3.3. Kiolesura cha tovuti cha uma



4. First Login

Access the login screen as described in the section Agent web interface . Enter a user name and password. Since the system has just been installed and no users have yet been created, login as OTRS administrator first, using 'root@localhost' for username and the generated password in the last step of the installer.

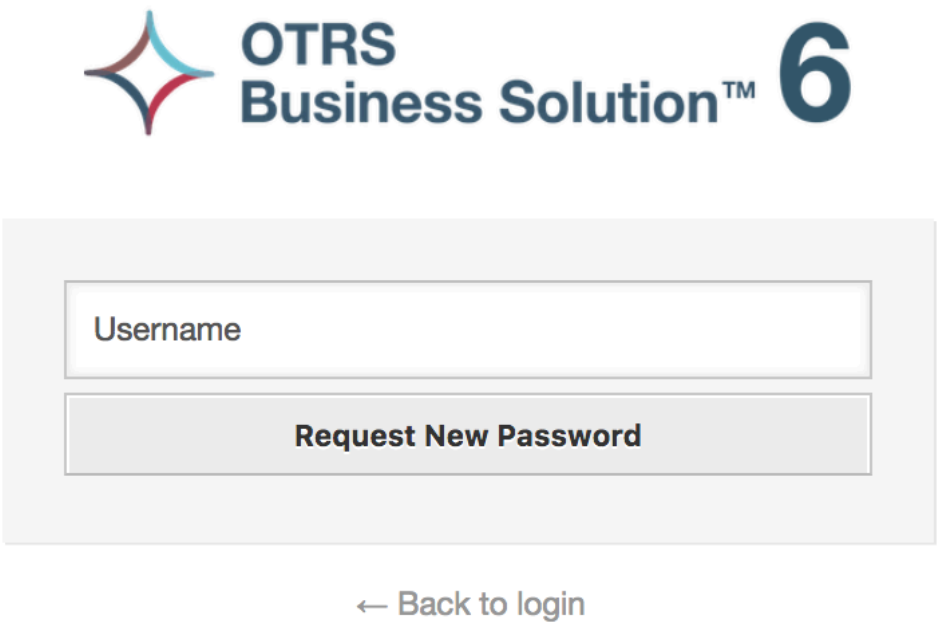
Warning

Hii data ya akaunti ni halali kwa kila usakinishaji mpya wa mfumo wa OTRS. Unatakiwa kubadilisha nywila ya msimamizi wa OTRS mapema iwezekanavyo! Hii inaweza kufanyika kupitia skrini ya mapendeleo kwa ajili ya akaunti ya msimamizi wa OTRS.

If you don't want to login as OTRS administrator, just enter the username and password for your normal agent account.

In case you have forgotten your password, you can request the system for a new password. Simply press the link below the Login button, enter the username that is registered for your OTRS account into the input field, and press the Request New Password button (see figure).

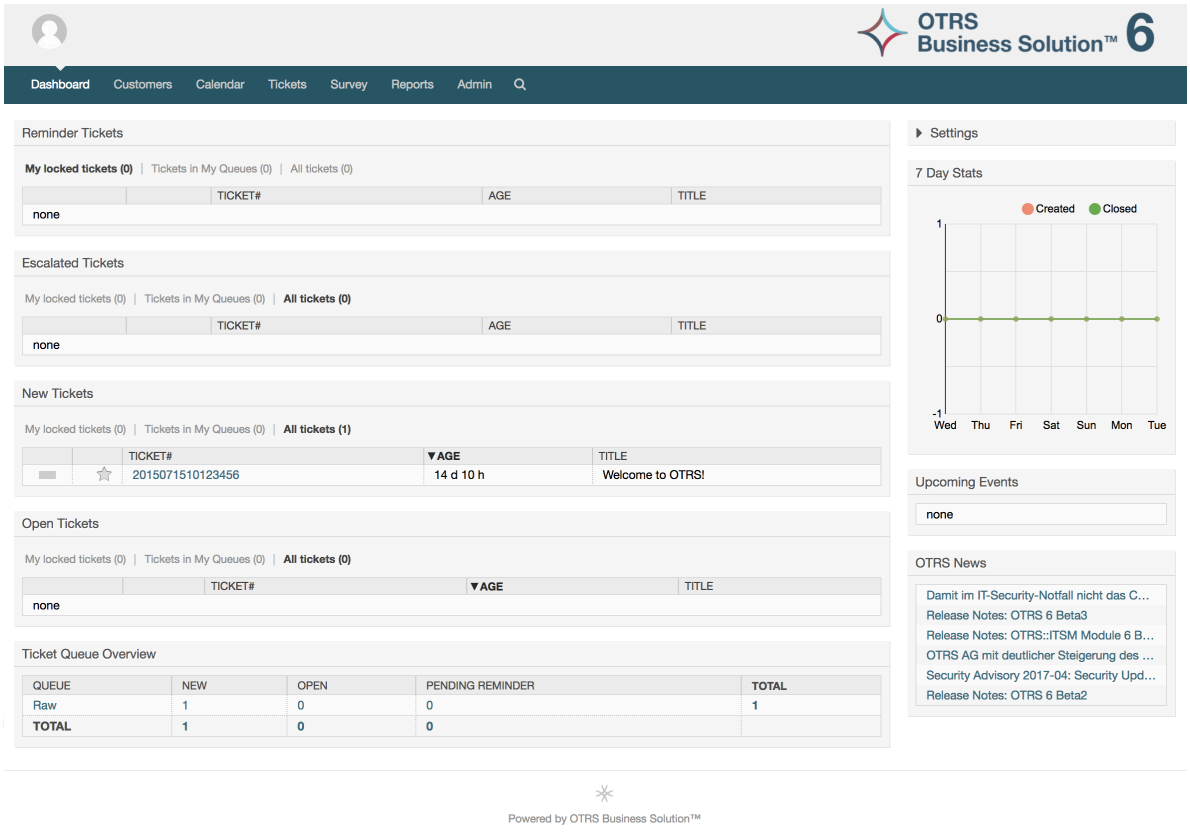
Figure 3.4. Ombi la neno la siri jipya



5. The Web Interface - an Overview

Upon successfully logging into the system, you are presented with the Dashboard page (see figure below). It shows your locked tickets, allows direct access through menus to the queue, status and escalation views, and also holds options for creation of new phone and e-mail tickets. It also presents a quick summary of the tickets using different criteria.

Figure 3.5. Dashboard of the agent interface



To improve clarity, the general web interface is separated into different areas. The top row of each page shows some general information such as the logout button, icons listing the number of locked tickets with direct access to them, links to create a new phone/e-mail ticket, etc. There are also icons to go to the queue, status, and escalation views.

Chini ya safu mlalo za ikoni kuna mwambaa wa uabiri. Inaonyesha menyu ambayo inakuwezesha kwenda sehemu tofauti au kuona moduli tofauti za mfumo, ikikuruhusu kutekeleza baadhi ya vitendo vya ujumla. Kubofya kwenye kitufe cha Dashibodi inakupeleka kwenye dashibodi. Kama ukibofya kwenye kitufe cha Tiketi utapata menyu ndogo yenye machaguo ya kubadilisha muonekano wa tiketi, tengeneza tiketi mpya (simu/barua pepe) au tafuta tiketi fulani. Kitufe cha Takwimu kinakupa menyu inayokuruhusu kuchagua kutoka kwenye mapitio ya takwimu zilizosajiliwa, kutengeneza mpya au kuagiza iliyopo. Kitufe cha Wateja kinakupeleka kwenye skrini ya Usimamizi wa Mteja. Kwa kubofya kitufe cha Msimamizi, unaweza kufikia moduli zote za msimamizi, ambazo zinakuruhusu kutengeneza mawakala wapya, foleni na kadh. Pia kuna kitufe cha kutafuta tiketi.

Kama programu-tumizi zozote zinazohusika zimesakinishwa pia, mf. maswali yanayoulizwa mara kwa mara au Utafiti, vitufe kufikia hizi programu-tumizi pia vinaonyeshwa.

In the area below the navigation bar, different system messages can be shown. If you are logged in as the default OTRS administrator user, you get a red message warning you not to work using this system account.

Chini ya kichwa cha habari cha kifungu ulichopo sasa, kuna vifungu vidogo tofauti vyenye taarifa husika kuhusu skrini unayofanya kazi, kila moja katika kisanduku tofauti.

Haya maboksi yana sehemu muhimu ya kila skrini, kwa kawaida yanaonyeshwa katika safuwima moja au tofauti, kila boksi linaweza kuhifadhi taarifa husika kuhusu skrini ya sasa kwa mfano maelekezo, ushauri, mapitio, na kadh. Pia inaonyeshwa fomu au kifaa

muhimu cha kutekeleza kitendo kinachohusika kwa kila skrini, kama kwa mfano, ongeza, sasisha au futa rekodi, kagua batli, badilisha mipangilio ya mabadiliko, na kadh.

Finally at the bottom of the page, the site footer is displayed (see figure below). It contains a link to directly access the OTRS official web site, or switch to mobile mode.

Kwa kawaida safu mlalo ya ikoni, mwambaa wa uabiri na kijachini ziko hivyo hivyo katika skrini zote kwenye kiolesura cha tovuti.

Figure 3.6. Kijachini

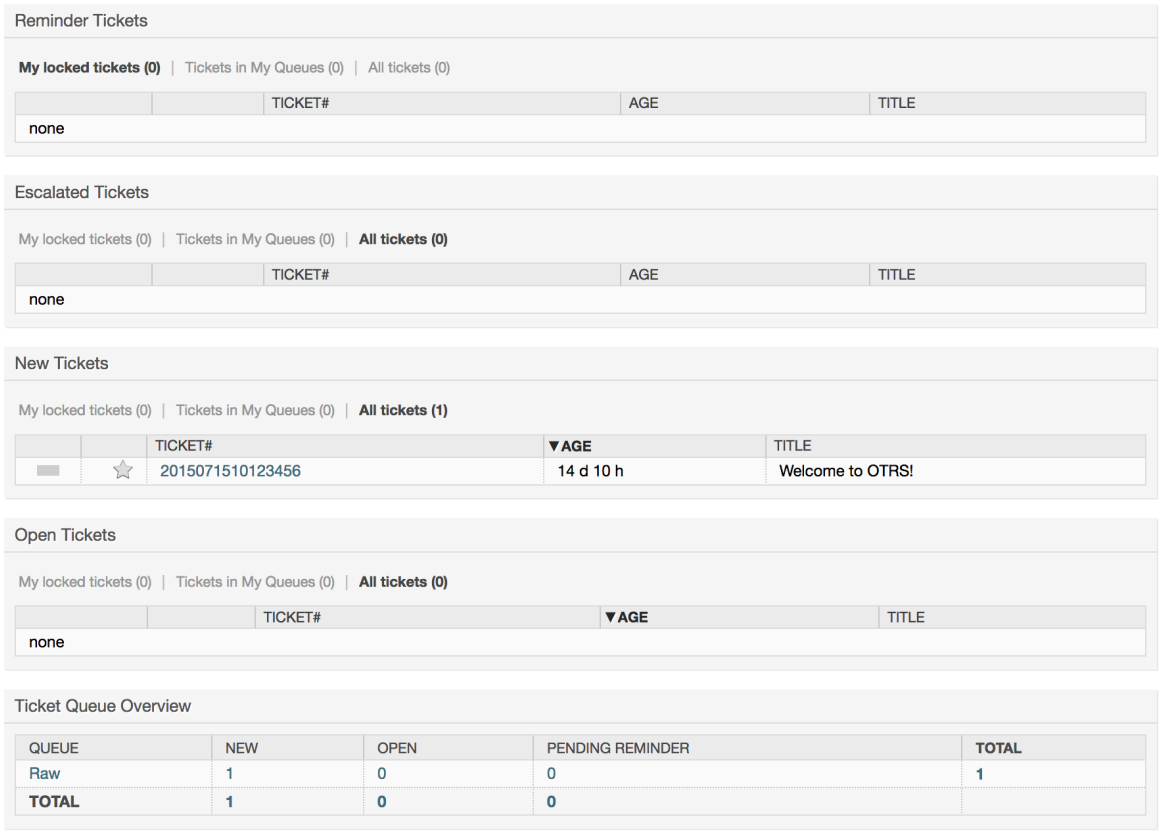
6. Dashibodi

Dashi bodi ndiyo kurasa kuu ya mfumo, hapa unaweza kupata kitufe cha mapitio ya tiketi na vitu vingine vyenye uhusiano na shughuli za tiketi. Inafikiria kuwa sehemu ya kuanzia kazi za kila siku za wakala, kwa kawaida inatoa ufupisho wa haraka wa tiketi ambazo zinasubiri, zimepandishwa, mpya na zilizofunguliwa, kuachana nataarifa nyingine.

Moja ya sifa kubwa za Dashibodi ni kwamba inaweza kugeuzwa kabisa kukufaa. Hii inamaanisha unaweza kusanidi kila upande kadri utakavyo, kuonyesha au kuficha elementi. Pia inawezekana kuhamisha makazi ya hizi elemnti katika safuwima moja kwa kubofya na kukokota kichwa cha elementi, na kuzidondosha mahali pengine. Kila elementi ina jina "Kifaa", mfumo una baadhi ya vifaa vya kutumia nje ya boksi, lakini usanifu uliojikita kwenye moduli wa skrini ya dashibodi umeandaliwa kuunganisha vifaa vingine vya kawaida kwa urahisi.

The content of this screen is arranged in two main columns, on the left column you normally can see information about tickets classified by their states like: reminder, escalated, new, and open. On each of this widgets you can filter the results to see all of the tickets that you are allowed to access, tickets you have locked, the ones that are located in agent defined queues, among other filters. There are also other kind of widgets in this column and they are all described below.

Figure 3.7. Vifaa vya dashibodi



Vifaa vya dashibodi vya safuwima ya kushoto.

- Vifaa vya Orodha ya Tiketi

  Widgets under this category share same overall behavior, look and feel. This widgets shows a list of tickets on a determined state. The amount of tickets display on each list page can be configured in widget options (they appear when you hover the mouse pointer over the top right part of the widget). This widgets support the following filters:

  - Tiketi zangu zilizofungwa

    Tiketio ambazo wakala aliyeingia amezifunga.

  - Tiketi zangu zinazoangaliwa

    The tickets that the logged agent has in his/her watched list, requires `Ticket::Watcher` setting to be turned on to be displayed.

  - Majukumu yangu

    The tickets that the logged agent is set as responsible, `Ticket::Responsible` setting is required to be turned on in order to make this filter visible.

  - Tiketi kwenye Foleni Yangu

    The tickets that are on queues where the agent define as *My Queues*.

  - Tiketi zilizopo kwenye huduma

The tickets that are assigned to services where the agent define as *My Services* and are on queues with at least read-only permissions.

- Tiketi zote

  Tiketi zote ambazo wakala ana ufikivu.

Vifaa hivi ni:

- Tiketi za kumbukumbu

  Tiketi zilizosetiwa kama zinazosubiri na tarehe ya kikumbusho imefikiwa.

- Tiketi zilizopandishwa

  Tiketi zilizopandishwa

- Tiketi Mpya

  Tickets that have state *New*.

- Tiketi Wazi / Zinahitaji kujibiwa

  Tickets that have state *Open* and are ready for work with them.

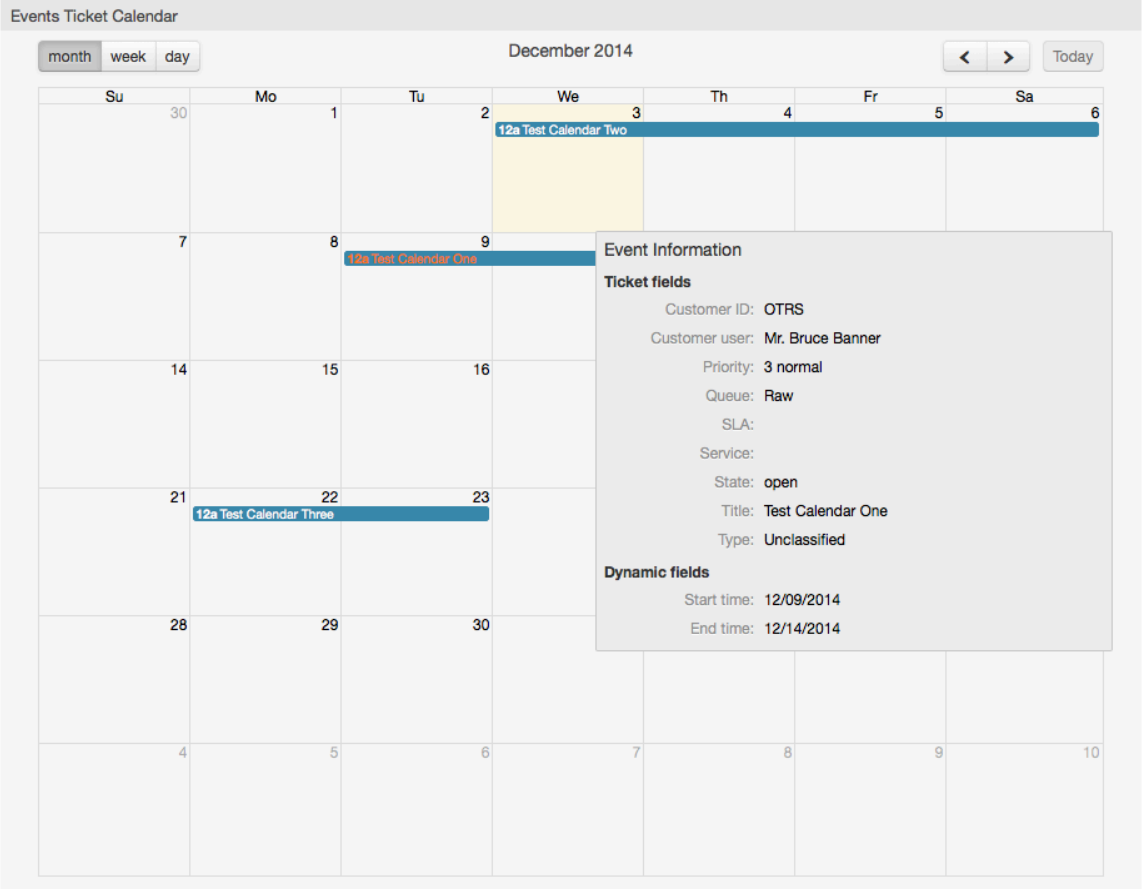
- Matukio Tiketi Kalenda

  Tukio la kalenda (kwa kifaa hiki) linafafanuliwa pale tiketi mpya inatengenezwa, kipengele cha Matukio Tiketi Kalenda inabidi kiwezeshwe, na kinahitaji sehemu mpya mbili kuonyeshwa kwenye skrini za kutengeneza tiketi, moja kwa ajili ya muda wa kuanza tukio la tiketi na nyingine kwa ajili ya muda wa kumaliza, hii mida inaelezea muda unaotumiwa na tukio.

  This widget includes the following views: month, week and day. Agents can scroll through the pages by using the right and left arrows.

  Kama ilivyosemwa kabla kulemaza tuu vifaa haitoshi, baadhi ya sehemu zinazobadilika za "Tarehe/Muda" kwa ajili ya tiketi inabidi ziongezwe kwenye mfumo (kupitia kiungo cha Sehemu Zinazobadilika katika paneli ya "Msimamizi") na kuziseti katika SysConfig kwa ajili ya hiki kifaa, Sehemu Zinazobadilika zote mbili lazima zisanidiwe ili zionyeshwe katika skrini za kutengeneza tiketi, zinatakiwa zijazwe wakati wa kutengeneza tiketi au katika skrini ya vitendo nyingine yoyote (mf. Sehemu Huru) kuelezea itakaochukua muda wa tukio la kalenda (muda wa kuanza na kumaliza), skrini ya kuza tiketi inaweza kusanidiwa kuonyesha hii sehemu inayobadilika pia, kama ukiifikiria kama muhimu.

Figure 3.8. Kifaa cha Matukio ya Kalenda ya Tiketi



Further configurations for this widget could be found under the `Frontend::Agent::Dashboard::EventsTicketCalendar` SubGroup in the SysConfig:

- UpanaWaKalenda

  Inafafanua upana wa kalenda kwa asilimia. Chaguo-msingi ni 95%.

- SehemuInayobadilikaMudaKuanza

  Inafafanua jina la sehemu inayobadilika kwa ajili ya muda wa kuanza.

- SehemuInayobadilikaMudaKumaliza

  Inafafanua jina la sehemu inayobadilika kwa ajili ya muda wa kumaliza.

- Foleni

  Tiketi za kwenye foleni zilizobainishwa kwenye huu mpangilio tu ndiyo zitawekwa maanani kwenye muonekano wa kalenda.

- SehemuZinazobadilikaKwaajiliyaMatukio

  Inafafanua sehemu zinazobadilika ambazo zitaonyeshwa katika madirisha ya kufunika ya kalenda ya matukio.

- SehemuZaTiketiKwaajiliyaMatukio

Inafafanua sifa za tiketi ambazo zitaonyeshwa katika jalada la windows la tukio la kalenda.

- Mapitio ya Foleni ya Tiketi

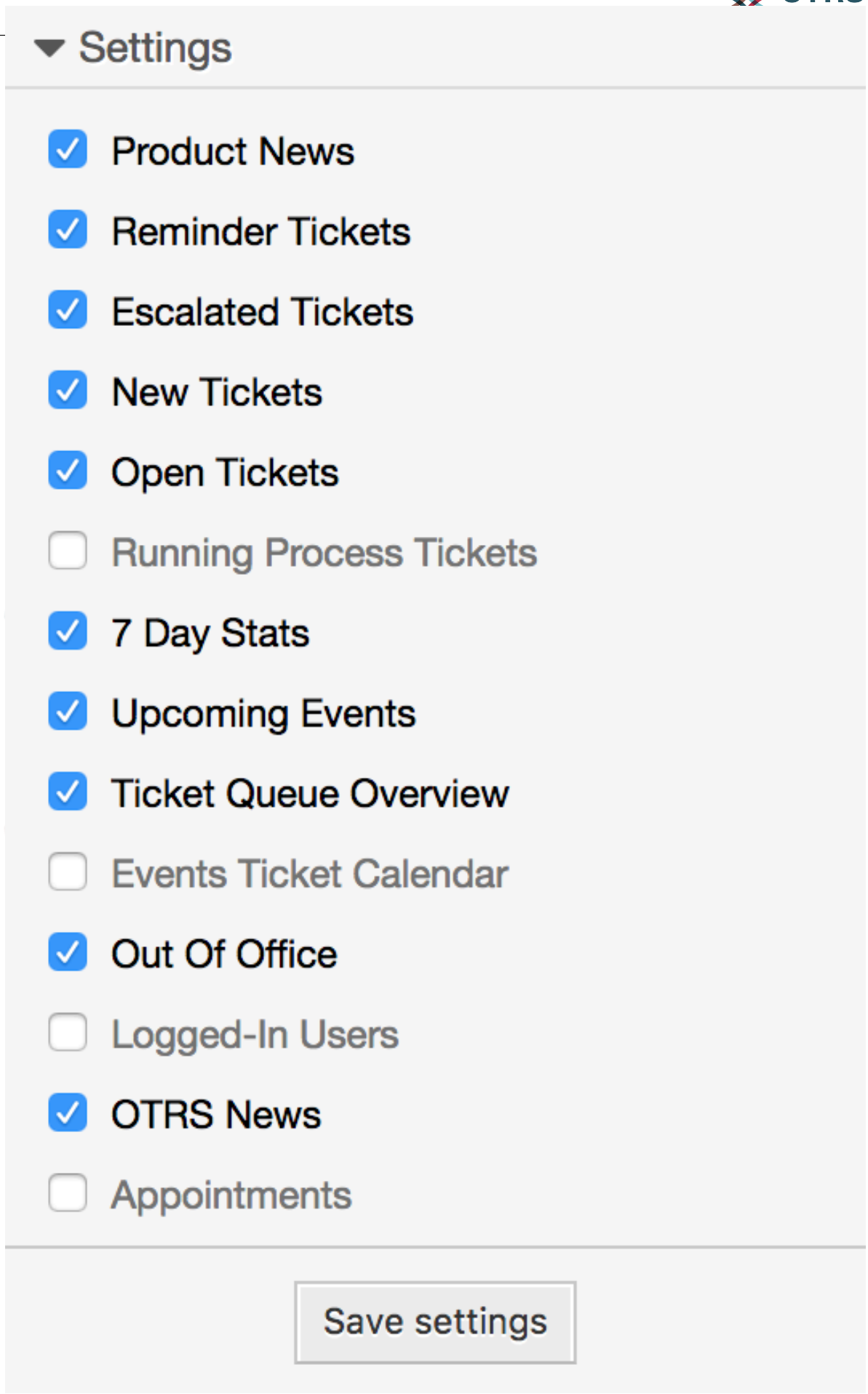
  Hiki kifaa kinaonyesha katika matriki ya idadi ya tiketi wapi safu mlalo zinawakilisha foleni na safuwima zinawakilisha hali za tiketi, kisha katika kila seli idadi ya tiketi katika hali iliyofafanuliwa ambayo ni ya foleni fulani imeonyeshwa.

  Kifaa pia kinaonyesha Jumla ya safumlalo na Jumla ya safuwima, Jumla ya safumlalo inaonyesha jumla ya tiketi kwa kila hali kwenye foleni zote zilizoonyeshwa, wakati Jumla ya safuwima inawakilisha jumla ya tiketi kwa kila foleni kwenye foleni zote zilizoonyeshwa.

  Foleni na hali ambazo zimeonyeshwa zinaweza kubadilishwa kupitia Sysconfig.

  Kwa kubofya kwenye yoyote kati ya nambari ya idadi ya tiketi ukurasa wa matokeo ya utafutaji watiketi yatafunguliwa kuwezesha mawakala kuwa kuona undani wake zaidi .

In the right column is located a special widget that allow you to control the widgets you want to show or hide. This is the Settings widget. Click on it's header to expand the section and see all available widgets, as shown in Figure. Each widget name has a checkbox. Use this checkboxes to define the visibility of the widgets in the dashboard (unchecked widgets will not be shown) after you define the visibility options and click on *Save* for storing your changes. This section is fixed on the screen, this means you can't drag and drop it, or close it.


Settings
Product News
Reminder Tickets
Escalated Tickets
New Tickets
Open Tickets
Running Process Tickets
7 Day Stats
Upcoming Events
Ticket Queue Overview
Events Ticket Calendar
Out Of Office
Logged-In Users
OTRS News
Appointments
Save settings

Vifaa vya dashibodi ya safuwima ya kulia.

- Takwimu za siku 7

  Inaonyesha grafu ya shughuli za tiketi kwa siku 7 zilizopita ambayo inajumuisha mistari 2. Mmoja ambao kwa kawaida ni rangi ya bluu, unawakilisha idadi ya tiketi zilizotengenezwa kwa siku na ya pili, kwa kawaida rangi ya machungwa na unawakilisha tiketi zilizofungwa kwa siku.

- Matukio Yajayo

  Tiketi kwa ajili ya kupandishwa au tayari zilizopandishwa zinaorodheshwa hapa, taarifa kutoka kwenye hiki kifaa ni ya muhimu sana kwa kuwa una nafasi ya kujua kuhusu tiketi inahitaji umakini wako na unaweza kuamua ni zipi unataka kuweka bidii yako, seti vipaumbele au angalia kirahisi kinachokuja.

- OTRS Habari

  Orodha kamili ya shughuli za OTRS na taarifa muhimu kuhusu matoleo mapya ya bidhaa au viraka.

- Mtandaoni

  Hapa ni ufupisho ulioonyeshwa kuhusu mawakala walioingia kwenye mfumo kwa sasa, pia inajumuisha kifungu cha wateja walio mtandaoni, tafadhali tambua hiki kifaa kinafichwa kwa kawaida, kinaweza kuonyeshwa kwa kutumia kifaa cha Mipangilio kilichoelezewa hapo juu.

7. What is a Queue?

Katika mifumo mingi ya barua, ni kawaida kwa ujumbe wowote kuingia kwenye faili la kisanduku pokezi, ambapo zinabaki zimehifadhiwa. Ujumbe mpya unaongezwa mwishoni mwa faili la Kisanduku pokezi. Programu ya barua ya mteja inayotumika kusoma na kuandika barua inasoma hili faili la Kisanduku pokezi na kupeleka maudhui kwa mtumiaji.

Foleni katika OTRS ni karibu inafanana na faili la kisanduku pokezi, kwa kuwa yenyewe nayo inahifadhi ujumbe wa aina nyingi. Foleni pia ina vipengele kuzidi vile vya faili la kisanduku pokezi cha barua. Kama mtumiaji au wakala wa OTRS, mtu inabidi akumbuke foleni gani tiketi imehifadhiwa. Mawakala wanaweza kufungua na kuhariri tiketi katika foleni, na pia kuhamisha tiketi kutoka foleni moja kwenda nyingine. Lakini kwanini zihamishe tiketi?

Kuelezea kwa vitendo zaidi, kumbuka mfano wa Kampuni ya Max iliyoelezewa katika mfano wa mfumo wa tiketi. Max alisakinisha OTRS ili kuruhusu timu yake kusimamia vizuri usaidizi wa wateja wa kampuni wanaonunua rekoda za video.

Foleni moja inayoshikilia maombi yote inatosha kwa hii hali. Hata hivyo, baada ya muda Max anaamua pia kuuza rekoda za DVD. Sasa, wateja wana maswali sio tu kuhusu rekoda za video, lakini pia kuhusu bidhaa mpya. Barua pepe zaidi na zaidi zinaingia kwenye foleni moja ya OTRS ya Max na ni ngumu kupata picha kamili ya kinachoendelea.

Max anaamua kuunda upya mfumo wake wa usaidizi, na kuongeza foleni mpya mbili. Kwa hiyo sasa foleni tatu zinatumika. Ujumbe mpya unaoingia katika mfumo wa tiketi unahifadhiwa kwenye foleni ya zamani iitwayo "mbichi". Kati ya foleni mpya mbili,moja inaitwa "rekoda ya video" ni kwa ajili ya maombi ya rekoda za video tu, wakati nyingine "rekoda ya dvd" ni kwa ajili ya maombi ya rekoda za dvd tu.

Max anamuomba Sandra kuangalia foleni "mbichi" na kupanga (kupeleka) ujumbe aidha kwenda kwenye foleni ya "rekoda za video" au "rekoda za dvd", kutegemeana na maombi ya mteja. John ana ufikivu kwa foleni ya "rekoda za video" tu, wakati Joe anaweza kujibu tiketi katika foleni ya "rekoda ya dvd" tu. Max anaweza kuhariri tiketi katika foleni zote.

OTRS ina msaada kwa usimamizi wa ufikivu kwa watumiaji, makundi, na majukumu, na ni rahisi kuseti foleni ambazo zinaweza kufikiwa na baadhi ya akaunti za watumiaji. Max angeweza pia kutumia njia nyingine kufikisha maombi yake kwenye foleni tofauti, kwa sheria za kuchuja. Vinginevyo, kama anwani mbili tofauti za barua pepe zimetumika, Sandra anaweza kutuma zile barua pepe kwenye foleni nyingine mbili, ambazo haziwezi kutumwa kiotomatiki.

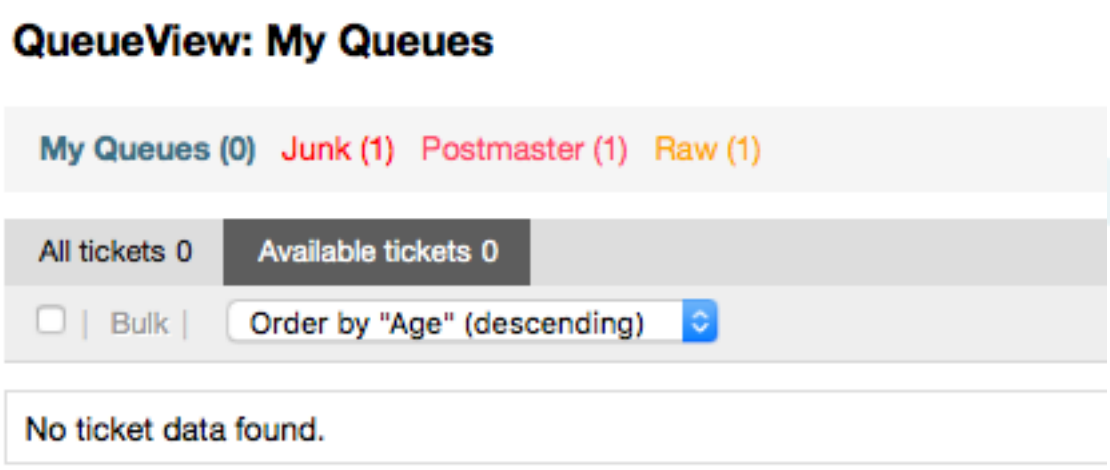
Kupanga ujumbe wako unaoingia kwenye foleni tofauti inakusaidia kufanya mfumo wa msaada kuwa msafi na wenye mpangilio. Kwa sababu mawakalawako wamepangwa katika makundi tofauti wakiwa na haki tofauti za ufikivu kwenye tiketi, mfumo unaweza kusadifishwa zaidi. Foleni zinaweza kutumika kufafanua michakato ya mtiririko wa kazi au kutengeneza muundo a kampuni. Max anaweza kutengeneza kwa mfano, foleni nyingine iitwayo "mauzo", ambayo inaweza kuwa na foleni ndogo "maombi", "ofa","oda", "bili", na kadh. Muundo kama huu wa foleni unaweza kumsaidia Max kusadifisha mpangilio wa miamala yake.

Muundo wa mfumo ulioboreshwa, kama kupitia usanifu mzuri wa foleni, inaweza kupelekea kuokowa muda na pesa nyingi. Foleni zinasaidia kusadifisha michakato kwenye kampuni yako.

8. What is the Queue Overview?

Mapitio ya foleni yanatoa muonekano wa foleni zote ambamo tiketi zipo, na ambamo mtumiaji ana haki za kusoma na kuandika.

Figure 3.10. Muonekano wa Foleni kwa Mawakala (Chaguo-msingi)



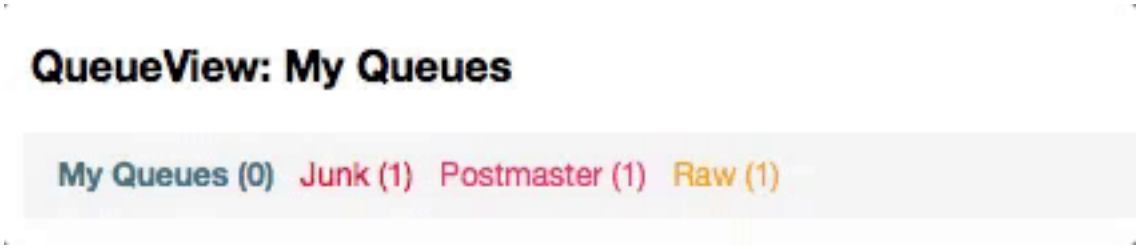
The queue overview offers a variety of options for daily work with OTRS. The first of these is the My Queue. In the Agent Preferences, or when administering agents, a set of queues can be defined for which the agent has been assigned to work within. All the tickets will appear in this default view, when accessing the *Tickets -> Queue View* menu.

Chaguo la pili linalotolewa na Muonekano wa Foleni ni kuchimba hini uabiri kwenda kwenye foleni binafsi na foleni ndogo zenye tiketi za kufanyiwa kazi.

In both of the view types, the user also has the added ability to see either all unlocked tickets (this is the default filter), or the user can then choose to view all available tickets. Tickets must be in one of the viewable state types to be shown in the queue view. Per default, these are `open`, `new`, `pending reminder`, `pending auto`.

Kuna kengele zinazoonekana, kumsaidia mtumiaji.

Figure 3.11. Agent Queue View visual alarms



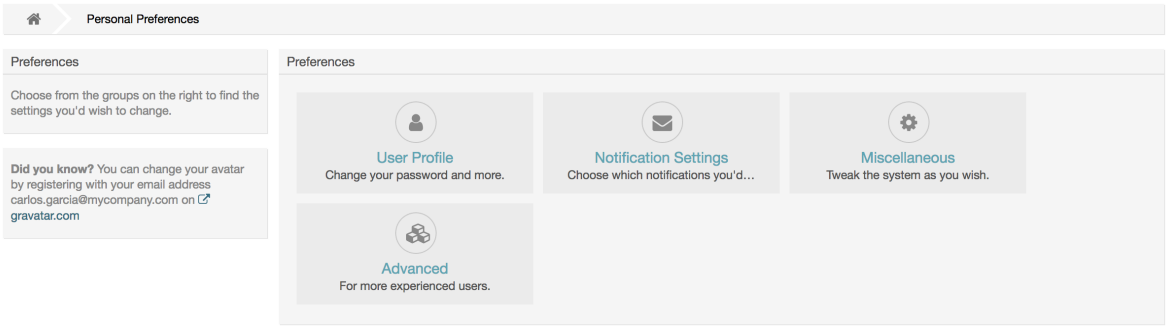
Kengele Zinazoonekana

- Highlight Age 1: Sets the age in minutes (first level) for highlighting queues that contain untouched tickets. Seen in above in the *Raw* queue.
- Highlight Age 2: Sets the age in minutes (second level) for highlighting queues that contain untouched tickets. Seen in above in the *Postmaster* queue.
- Blink: A blinking mechanism of the queue that contains the oldest ticket can be activated using `Ticket::Frontend::AgentTicketQueue###Blink`. Not supported in all browsers. In that case, the queue name will just appear in red color, as seen in above on the queue *Junk*.
- Bold: The current queue will be bolded, as seen above in the *My Queues*.

9. User Preferences

OTRS users such as customers, agents and the OTRS administrator can configure their account preferences as per their needs. Agent can access the configuration screen by clicking on the gear icon at the top of the web interface (see figure below), and customers must click on the "Preferences" link (see figure below).

Figure 3.12. Agent's personal preferences



An agent can configure 3 different categories of preferences: User Profile, Notification Settings, and Miscellaneous. The default possibilities are:

Umbo wa Mtumiaji

- Badili nywila ya sasa.
- Change your avatar image.
- Rekebisha lugha ya kiolesura.
- Select your personal time zone.

- Amilisha na kusanidi muda wa nje ya ofisi.

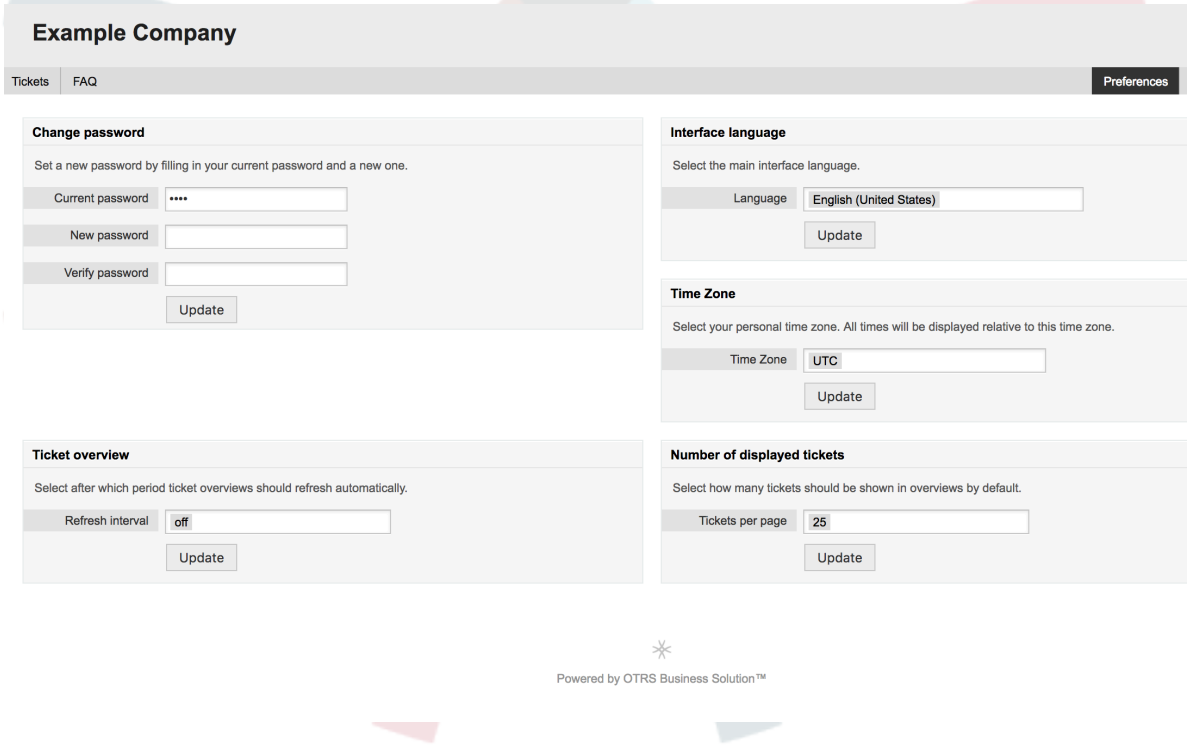
Notification Settings

- Chagua foleni unazotaka kufuatilia katika "Foleni Zangu".
- Select the services you want to monitor in "My Services".
- Configure which ticket notifications you want to receive (per transport method).
- Choose for which kind of appointment changes you want to receive notifications.

Miscellaneous

- Badili gamba la mazingira ya mbele.
- Set the refresh period for the overviews (Dashboard, Queue View, etc.).
- Seti skrini ya kuonyeshwa baada ya tiketi kutengenezwa.
- Define limits per page for different overview screens (Ticket, Dynamic Fields and Communication Log).

Figure 3.13. Customer's personal preferences



Mteja anaweza kuchagua lugha ya kiolesura cha tovuti, kuseti muda wa kuonesha upya mapitio ya tiketi, na kuchagua kikomo cha idadi ya tiketi zinazoonyeshwa. Pia inawezekana kuseti nywila mpya.

Chapter 4. Utawala

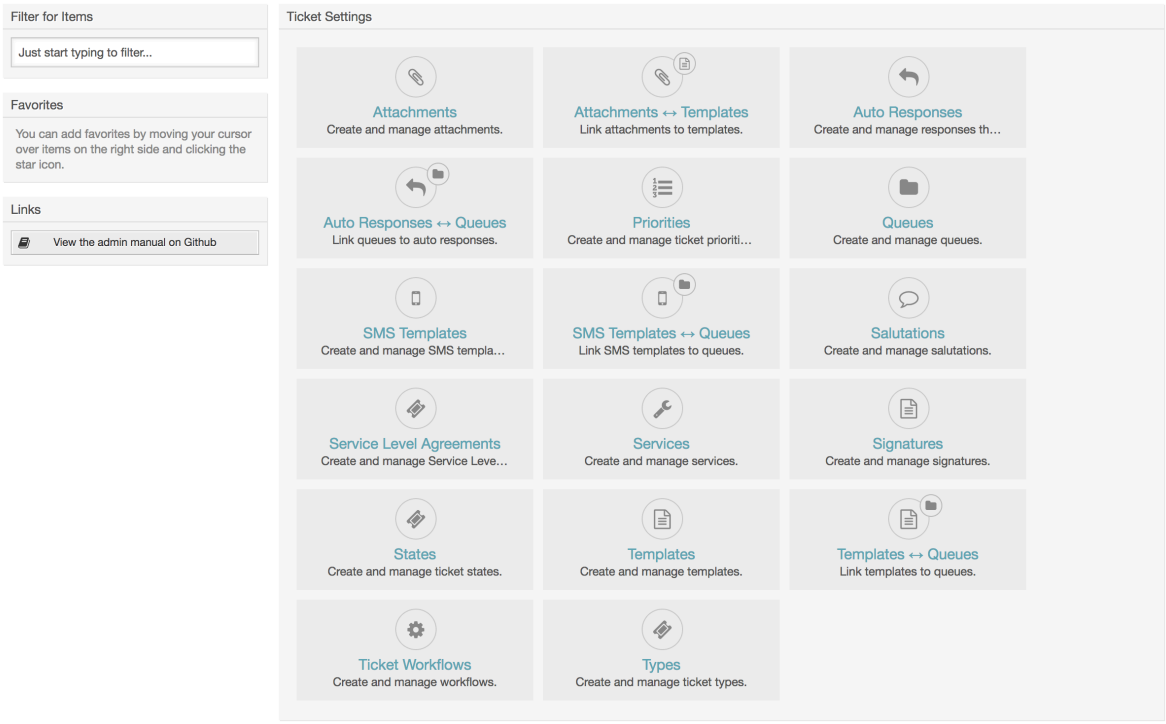
1. The Administration Area of OTRS

1.1. Misingi

Mipangilio ifuatayo ya usanidi wa mfumo inapatikana kwa wasimamizi wa OTRS kwa kufikia kurasa ya Msimamizi ya kiolesura cha tovuti cha OTRS - kuongeza mawakala, wateja na foleni, tiketi na mipangilio ya barua, kusakinisha vifurushi vya ziada kama FAQ na ITSM na nyingine nyingi.

Agents who are members of the *admin* group can access the Admin area by clicking the *Admin* link in the navigation bar (see figure below). Agents without sufficiently elevated access rights will not be able to access this link.

Figure 4.1. OTRS Administration Overview Screen



1.2. Mawakala, Makundi na Majukumu

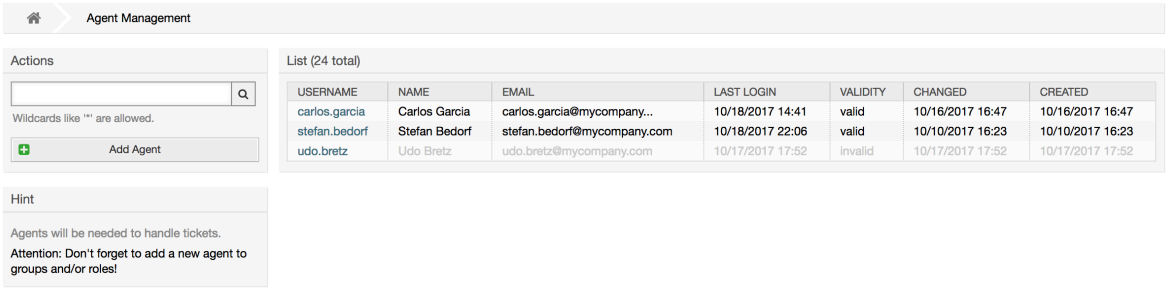
1.2.1. Mawakala

By clicking the link *Agents*, you get access to the agent management screen of OTRS (see figure below). Administrators can add, change or deactivate agent accounts. Furthermore they can also manage agent preferences, including the language and notification settings for the individual agent's interface.

Note

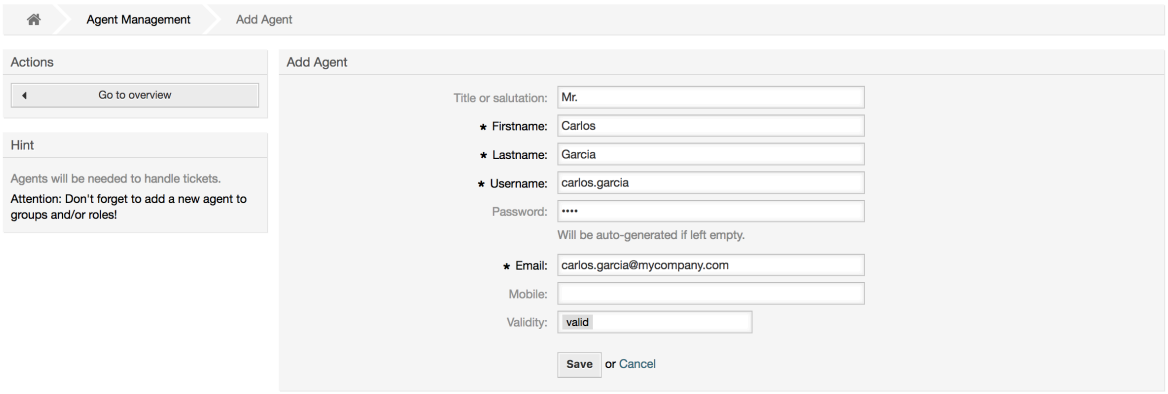
Akaunti ya wakala wa OTRS inaweza kulemazwa lakini sio kufutwa. Kulemaza kunafanywa kwa kuseti alma ya Halali kuwa *batili* au *batili-kwa muda*.

Figure 4.2. Usimamizi wa wakala



To register an agent, click on the Add agent button, enter the required data and press the Submit button at the bottom of the screen, as shown in Figure.

Figure 4.3. Adding a new agent



Baada ya akaunti mpya ya wakala kutengenezwa, unatakiwa kumfanya wakala mwanachama wa kundi moja au zaidi au majukumu. Taarifa kuhusu majukumu au makundi zinapatikana katika vifunguMakundi na Majukumu vya sura hii.

1.2.2. Makundi

Every agent's account should belong to at least one group or role. In a brand new installation, there are three pre-defined groups available, as shown in Table 4-1.

Table 4.1. Makundi chaguo-msingi yanayopatikana katika usakinishaji mpya wa OTRS

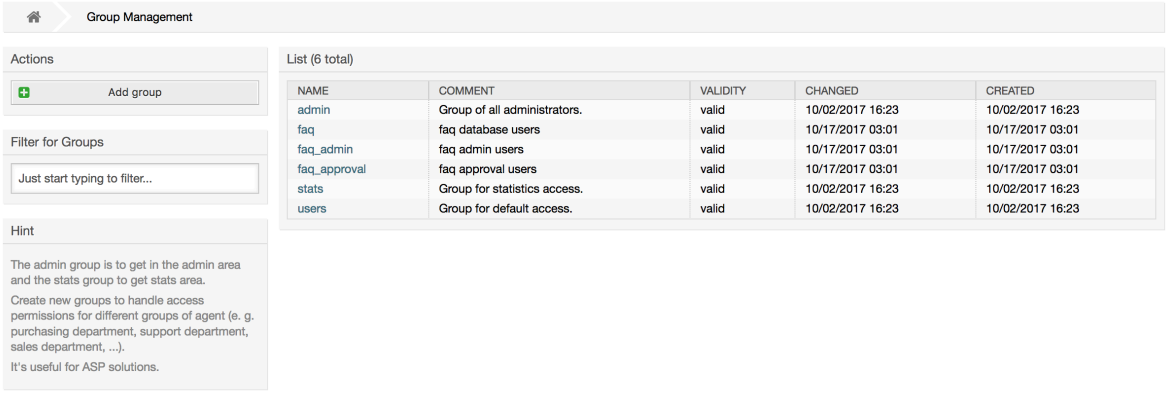
Kundi	Maelezo
msimaizi	Ruhusa ya kufanya kazi za usimamizi wa mfumo.
takwimu	Fuzu kufikia kwenye moduli ya takwimu ya OTRS na kutengeneza takwimu.
watumiaji	Mawakala wapo kwenye hili kundi, wakiwa na ruhusa za kusoma na kuandika. Wanaweza kufikia programu-tumizi zote za mfumo wa tiketi.

Note

In a brand new OTRS installation, the agent 'root@localhost' belongs by default to the admin, stats and users groups.

You can access the group management page (see figure below) by clicking the *Groups* link in the admin area.

Figure 4.4. Usimamizi wa kundi

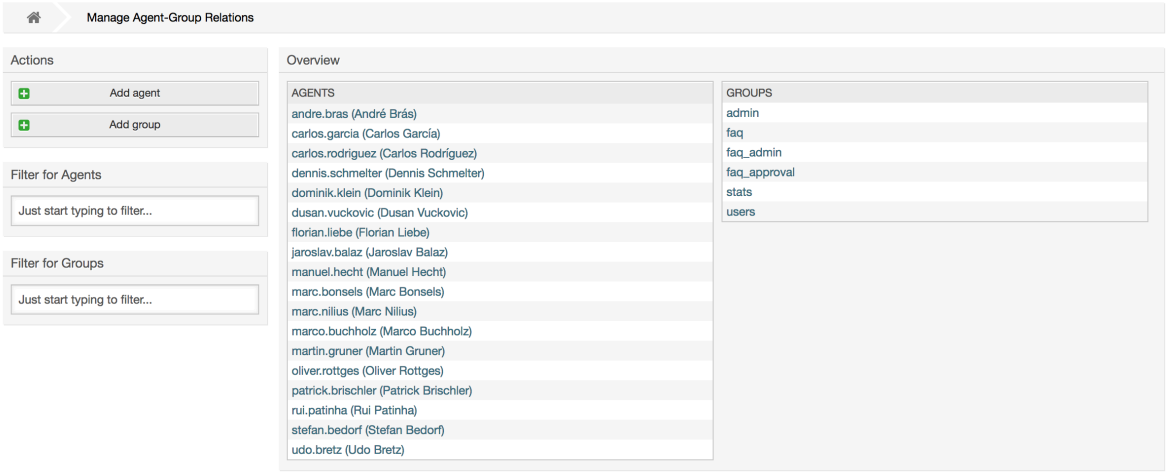


Note

Kama ilivyo kwa mawakala, kundi la OTRS linaweza kulemazwa lakini si kufutwa. Kulemazwa kunafanywa kwa kuseti alama Halali kuwa *batili* au *batili-kwa muda*.

To add an agent to a group, or to change the agents who belong to a group, you can use the link *Agents <-> Groups* from the Admin page (see figure below).

Figure 4.5. Agent <-> group management



An overview of all groups and agents in the system is displayed on this page. You can also use the available filters to find a specific entity. If you want to change the groups that an agent is a member of, just click on the agent's name (see figure below). To change the agents associated with a group, just click on the group you want to edit (see figure below).

Figure 4.6. Change the groups an agent belongs to

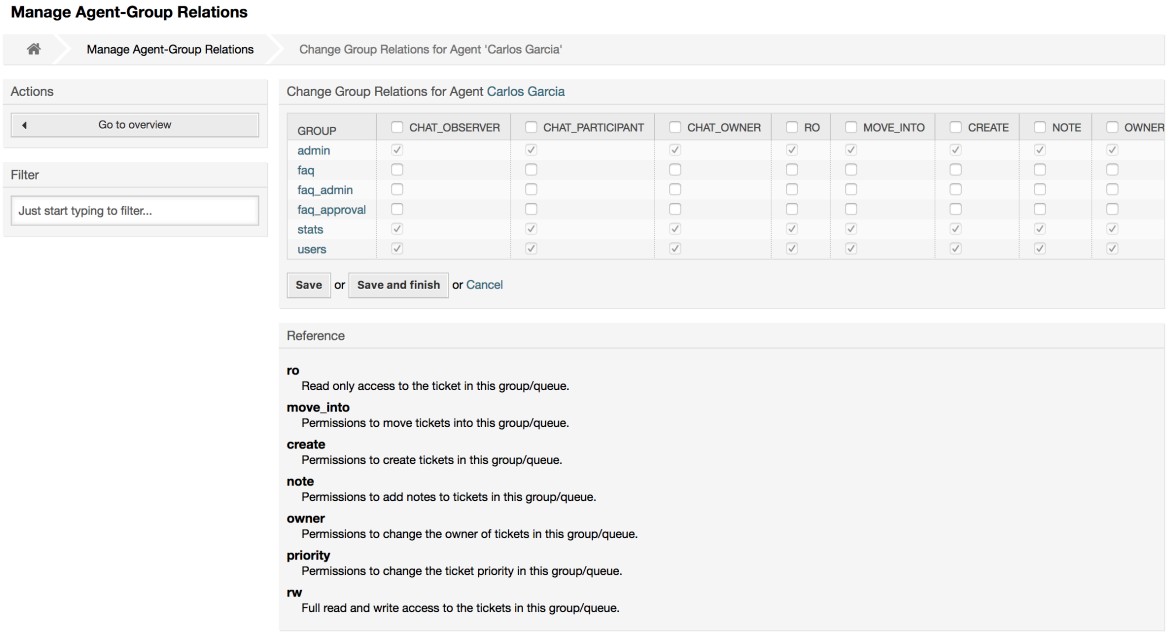
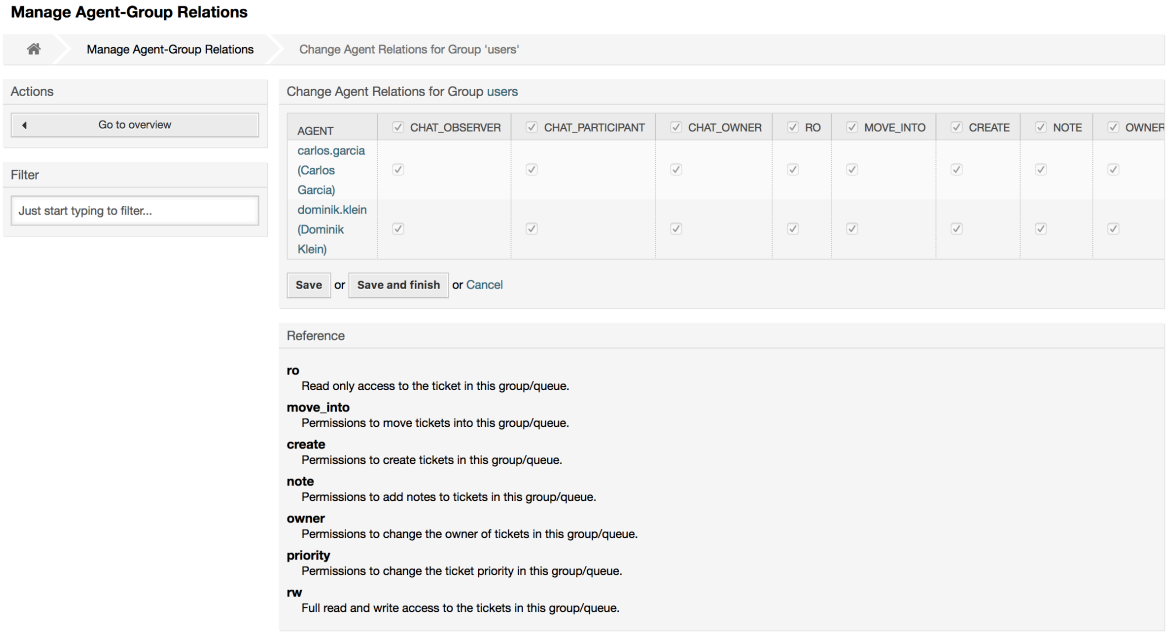


Figure 4.7. Change the agents that belong to a specific group



Each group has a set of rights associated with it, and each group member (agent) may have some combination of these rights for themselves. A list of the permissions / rights is shown in Table 4-2.

Table 4.2. Rights associated with OTRS groups

Permission	Maelezo
chat_observer	Agents may take part silently in a chat (available in OTRS Business Solution™).

Permission	Maelezo
chat_participant	Agents may normally participate in a chat (available in OTRS Business Solution™).
chat_owner	Agents have full rights for a chat and can accept chat requests (available in OTRS Business Solution™).
ro	Uwezo wa kusoma tiketi, maingizo na foleni tu kwa hili kundi.
hamia kwenye	Haki ya kuhamisha tiketi au maingizo katikati ya foleni au maeneo yaliyo kwenye hili kundi.
tengeneza	Haki ya kutengeneza tiketi au maingizo kwenye foleni au maeneo ya hili kundi.
Kidokezo	Right to add notes to tickets or entries in the queues or areas of this group.
mmiliki	Haki za kusasisha mmiliki wa tiketi au maingizo katika foleni au maeneo ambayo yapo kwenye hili kundi.
kipaumbele	Haki ya kubadilisha kipaumbele cha tiketi au maingizo au maeneo yaliyo kwenye hili kundi.
soma andikka	Haki kamili ya kusoma na kuandika kwa tiketi au maingizo ya foleni au maeneo yaliyopo kwenye hili kundi.

Note

By default, the QueueView only lists tickets in queues that an agent has *rw* access to, i.e., the tickets the agent needs to work on. If you want to change this behaviour, you can set Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets to *Yes*.

Sio ruhusa zote zinazopatikana zinaonyeshwa kwa chaguo-msingi. Hizi ruhusa za ziada zinaweza kuongezwa.

Table 4.3. Makundi ya ruhusa ya ziada

Permission	Maelezo
takwimu	Kupewa ruhusa ya kurasa ya takwimu.
dunda	Haki ya kudundisha ujumbe wa barua pepe (na kitufe cha kudunda katika Kuzatiketi).
tunga	Haki ya ku tunga jibu la tiketi.
mteja	Haki y a kubadilisha mteja wa tiketi.
tuma mbele	Haki ya kutuma mbele messeji (kwa kitufe cha kutuma mbele).
inasubiri	Haki ya kuseti tiketi isubirie.
simu	Haki ya kuongeza kupiga simu kwa tiketi.
wajibika	Haki ya kubadilisha wakala anayewajibika kwa tiketi.

Note

These permissions can be added by changing the System::Permission.

1.2.3. Jukumu

Majukumu ni kiengele chenye nguvu cha kusimamia haki za ufikivu za mawakala wengi katika njia rahisi na ya haraka. Zina manufaa zaidi kwa mifumo mikubwa na changamano yenye mawakala wengi, makundi na foleni. Mfano chini unaelezea wakati gani zitumike.

Tuseme una mfumo wenye mawakala 100, 90 kati yao na wana ufikivu kwenye foleni moja iitwayo "msaada" ambapo maombi yote ya msaada yanashughulikiwa. Foleni "msaada" ina foleni ndogo nyingi ndani yake. Mawakala wengine 10 wana ruhusa ya kufikia foleni zote za mfumo. Hawa mawakala 10 wanatoa tiketi, wanaangalia foleni mbichi na kuhamisha ujumbe taka kwenda kwenye foleni "taka".

Kampuni sasa inafungua idara mpya inayouza bidhaa. Maombi na mapokezi ya oda, uthibitishaji wa oda, bili, na kadh. lazima zichakatishwe, na baadhi ya mawakala wa kampuni wanatakiwa kufanya hivi kwa kutumia OTRS. Mawakala tofauti wanatakiwa waweze kufikia kwenye foleni mpya ambazo lazima zitengenezwe.

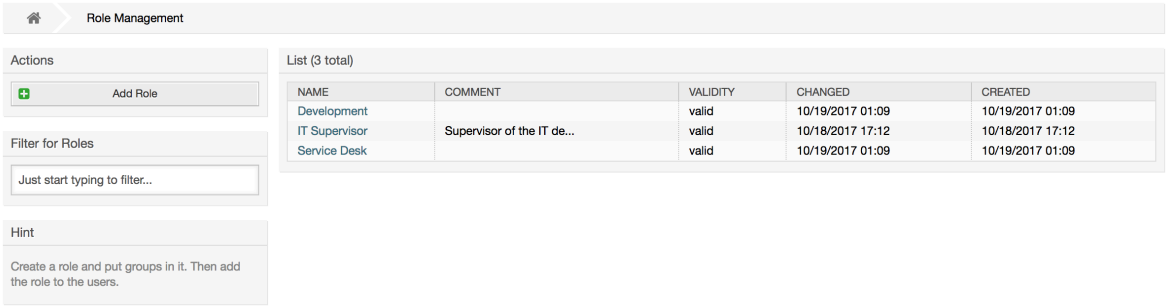
Kwa sababu itatumia muda mwingi kubadilisha haki za ufikivu za kila wakala mmoja kwa mikono, majukumu ambayo yanafafanua ngazi tofauti za ufikivu yanaweza kutengenezwa. Kisha mawakala wanaweza kuongezwa kwenye jukumu moja au zaidi, na haki zao za ufikivu zitabadilika kiotomatiki. Kama akaunti mpya ya wakala itatengenezwa, pia inawezekana kuongeza akaunti hii kwa jukumu moja au zaidi.

Note

Roles are really useful when dealing with complex organizations and when maintaining larger OTRS installations. Proper care is advised though. Mixing Agent to Group with Agent to Role mappings can make for a complex access control scheme, that is difficult to understand and maintain. If you wish to use only roles and disable the Agents <-> Groups option in the Admin area, you can do so by modifying the Frontend::Module###AdminUserGroup in the SysConfig. Be aware that this won't remove already existing Agents to Group assignments!

You can access the role management section (see figure below) by clicking the *Roles* link on the Admin page.

Figure 4.8. Usimamizi wa jukumu

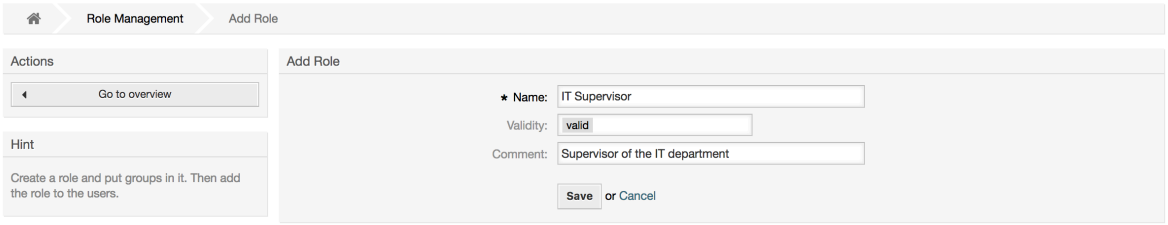


Note

Kama ilivyo kwa wakala na makundi, majukumu yakishatengenezwa yanaweza kulemazwa na si kufutwa. Kulemaza, seti chaguo Halali kuwa *batili* au *batili-kwa muda*.

An overview of all roles in the system is displayed. To edit a role's settings, click on the role's name. In a fresh new OTRS installation, there are no roles defined by default. To register one, click on the Add `role` button, provide the needed data and submit it (see figure below).

Figure 4.9. Adding a new role



To get an overview of all roles and agents in the system, click on the link Roles <-> Agents on the Admin page. You can also use filters to find a specific element. If you want to change the roles associated with an agent, just click on the agent's name (see figure below). To change the agents associated with a role, click on the role you want to edit (see figure below).

Figure 4.10. Change the roles associated with an agent

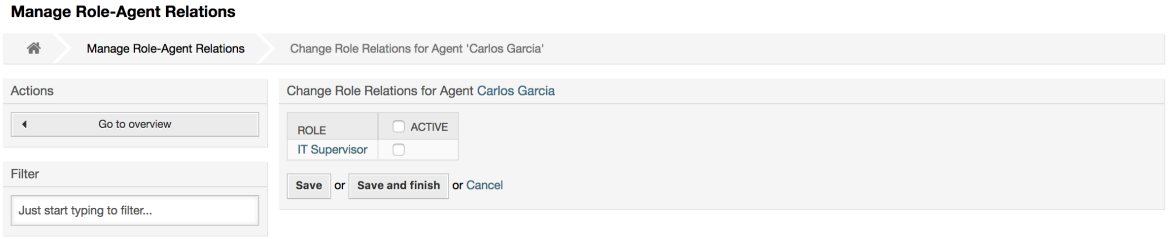
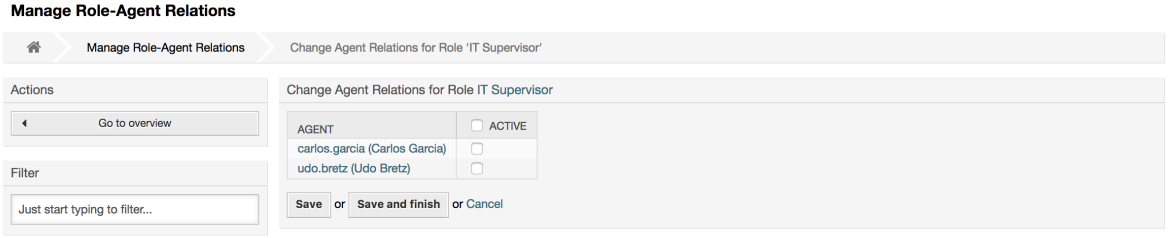
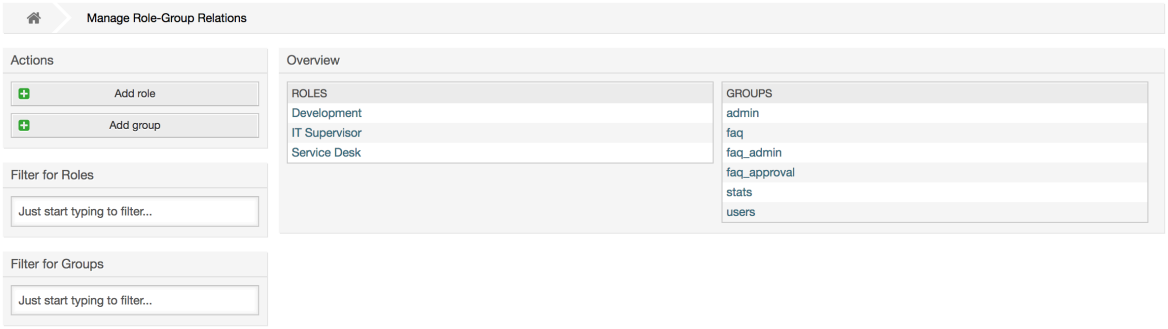


Figure 4.11. Change the agents associated with a specific role



Kupata mapitio ya majukumu yote na makundi kwenye mfumo, bofya kwenye Majukumu <-> Makundi kwenye ukurasa wa Msimamizi. Utaona skrini inayofanana na iliyoonyeshwa kwenye Kielelezo. Unaweza pia kutumia vichujio kutafuta chombo fulani.

Figure 4.12. Manage roles-groups relations



To define the different access rights for a role, click on the name of a role or a group (see below the Figures 4.13 and 4.14, respectively).

Figure 4.13. Change group relations for a role

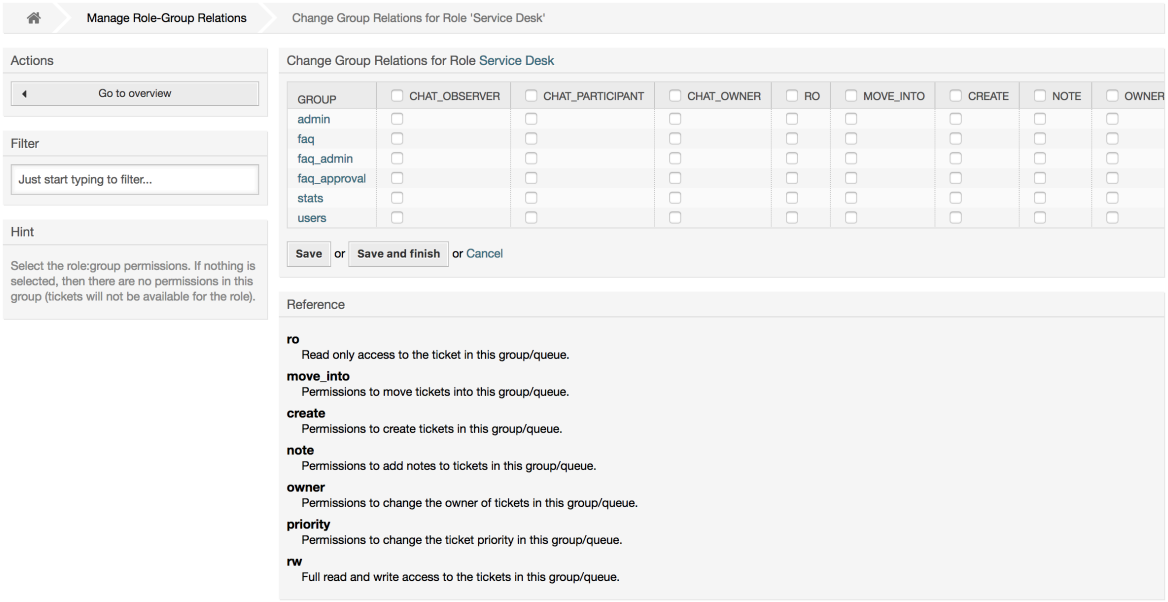
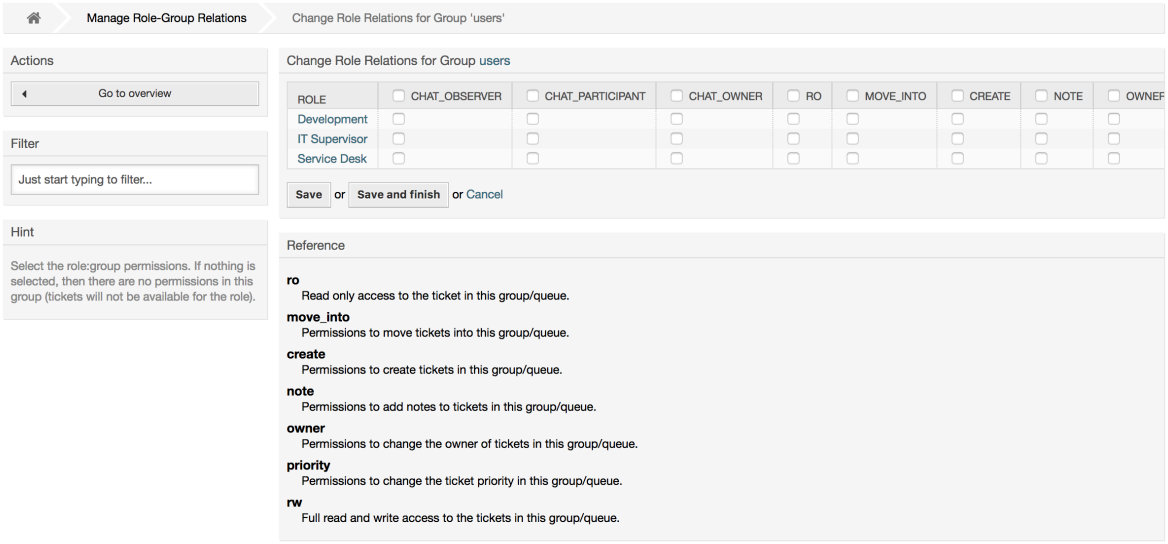


Figure 4.14. Change role relations for a group

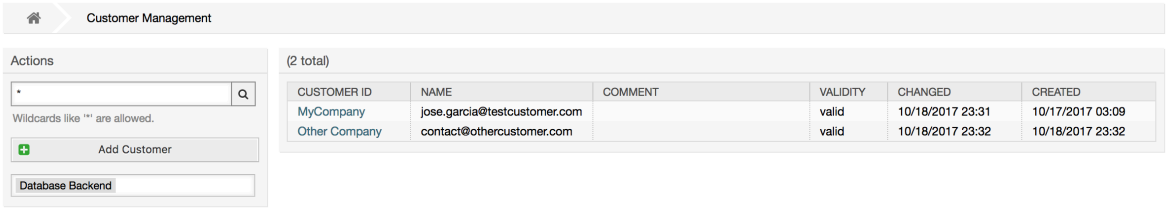


1.3. Customer Users and Customers

1.3.1. Wateja watumiaji

OTRS supports different types of users. Using the link *Customer Users* (via the navigation bar, or the Admin page), you can manage the accounts of your customer users (see figure below), who can log into the system via the Customer Users interface (`customer.pl`). Through this interface, your customers can not only create tickets but also review their past tickets for new updates. It is important to know that a customer user is needed for the ticket history in the system.

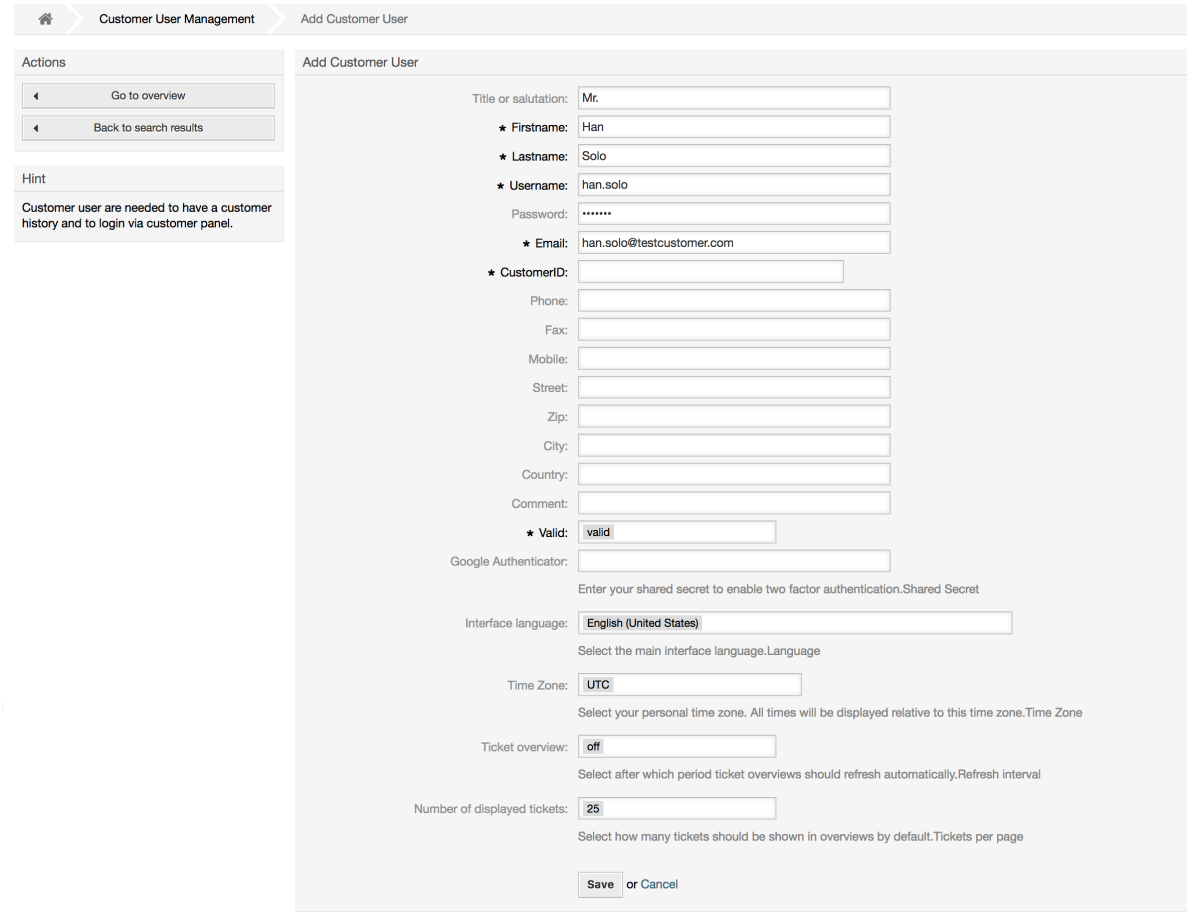
Figure 4.15. Customer User management



You can search for a registered customer user, or edit their settings by clicking on their name. You also have the possibility to change the customer back-end, for further information please refer to the chapter about external back-ends.

To create a new customer user account, click on the *Add customer user* button (see figure below). Some of the fields are mandatory, i.e., they have to contain values, so if you leave one of those empty, it will be highlighted in red.

Figure 4.16. Adding a customer user



Customer Users can access the system by providing their username and password. The CustomerID is needed by the system to identify the user and associated tickets. Since the email address is a unique value, it can be used as the ID.

With the configuration parameter AdminCustomerUser::UseAutoComplete in the Admin SysConfig the autocomplete field can be activated for the customer ID selection in the customer user add or edit screen.

Note

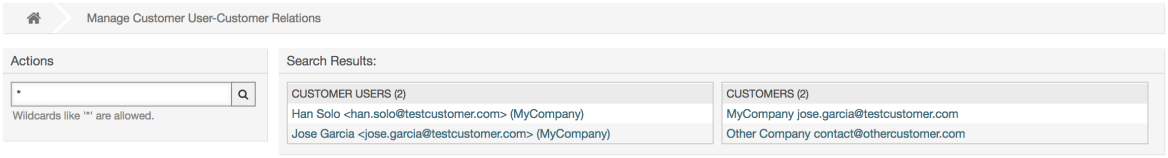
As with agents, groups and roles, customer users can not be deleted from the system, only deactivated by setting the Valid option to *invalid* or *invalid-temporarily*.

1.3.2. Customer Users ↔ Customers Relations

Customer users can be assigned to multiple customers (and vice-versa) using the link *Customer Users ↔ Customers* on the admin page. In addition to their own (primary) customer, they will be linked to any other customer for which there is a defined relation.

This gives them access to tickets of customer users from these customers.

Figure 4.17. Customer Users-Customers relations management



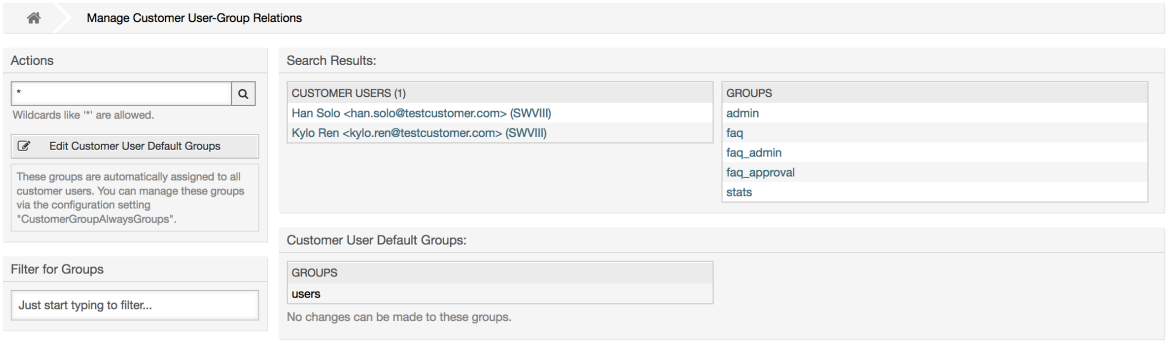
1.3.3. Customer Users ↔ Groups

Customer users can also be added to a group, which can be useful if you want to add customer users of the same company with access to one or a few queues. First create the group to which your customer users will belong, via the Group management module. Then add the queues and select the new group for the queues.

The next step is to activate the customer group support. This can be done with the configuration parameter CustomerGroupSupport, from the Admin SysConfig option. Using the parameter CustomerGroupAlwaysGroups, you can specify the default groups for a newly added customer user, so that every new account will be automatically added to these groups.

Through the link *Customer Users ↔ Groups* you can manage which customer shall belong to the different groups (see figure below).

Figure 4.18. Customer Users-Group relations management



To define the different groups a customer should be part of and vice versa, click on the corresponding customer username or group (see below the Figures 4.18 and 4.19, respectively).

Figure 4.19. Change Group relations for a Customer User

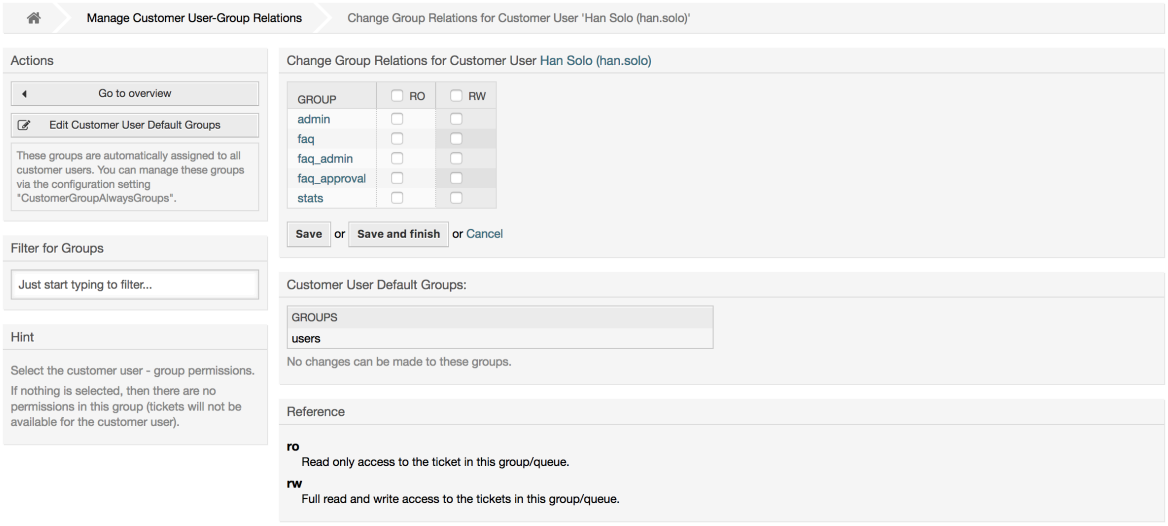
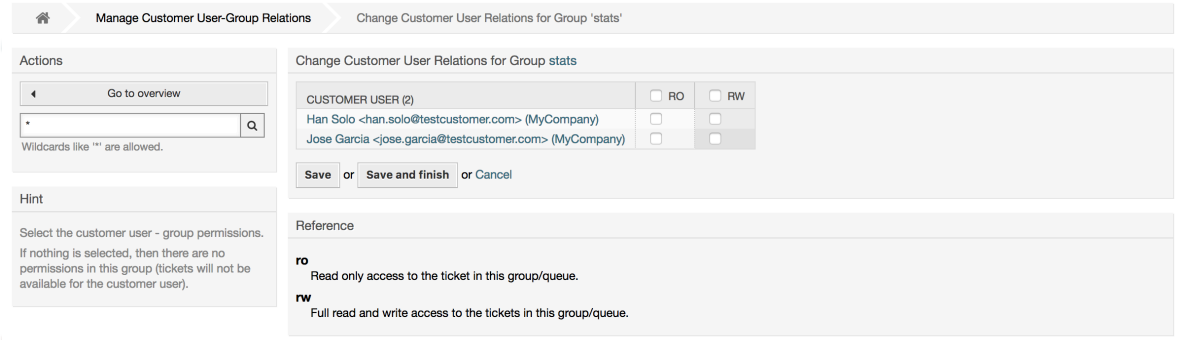


Figure 4.20. Change Customer user relations for a Group



1.3.4. Customers ↔ Groups

Customers can also be added to a group, which can be useful if you don't want to add group relations to every single customer user. First create the group to which your customers will belong, via the Group management module. Then add the queues and select the new group for the queues.

The next step is to activate the customer group support. This can be done with the configuration parameter CustomerGroupSupport, from the Admin SysConfig option. Using the parameter CustomerGroupAlwaysGroups, you can specify the default groups for a newly added customers, so that every new customer will be automatically added to these groups. Available permission levels can be changed via configuration.

Assigned permissions will be shared among all customer users of this customer, so permissions don't have to be given individually to every customer user (although this is still possible if required).

Different contexts of permission assignment are available, which will determine how the permissions are inherited by customer users.

The following contexts are available:

- Same Customer

Group permissions will be inherited by all customer users of this customer. This provides them with access to tickets of all customer users from the this customer if they are located in a queue that's assigned to this group.

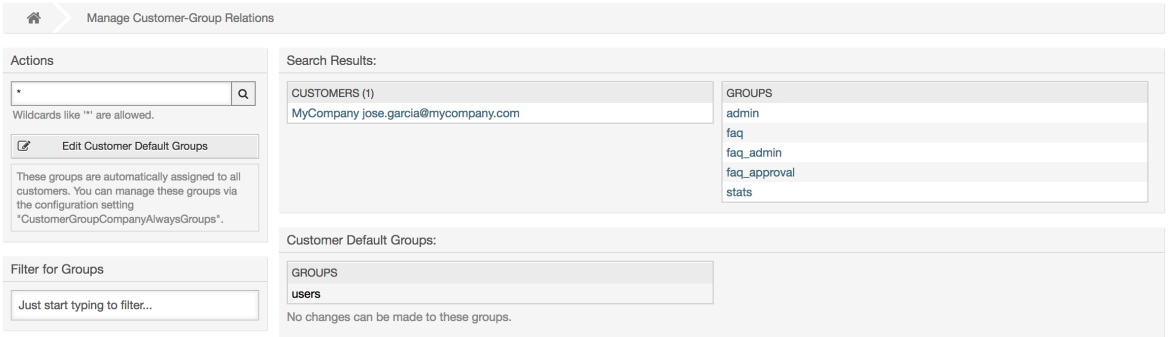
- Other Customers

  Group permissions will be inherited by all customer users of this customer. This provides them with access to tickets of all customer users from other customers if they are located in a queue that's assigned to this group and if the other customer also has permissions to this group.

  Access is limited to the level the customer user of a ticket has.

Through the link *Customers ↔ Groups* you can manage which customer shall belong to the different groups (see figure below).

Figure 4.21. Customers-Group relations management



To define the different groups a customer should be part of and vice versa, click on the corresponding customer username or group (see below the Figures 4.18 and 4.19, respectively).

Figure 4.22. Change Group relations for a Customer User

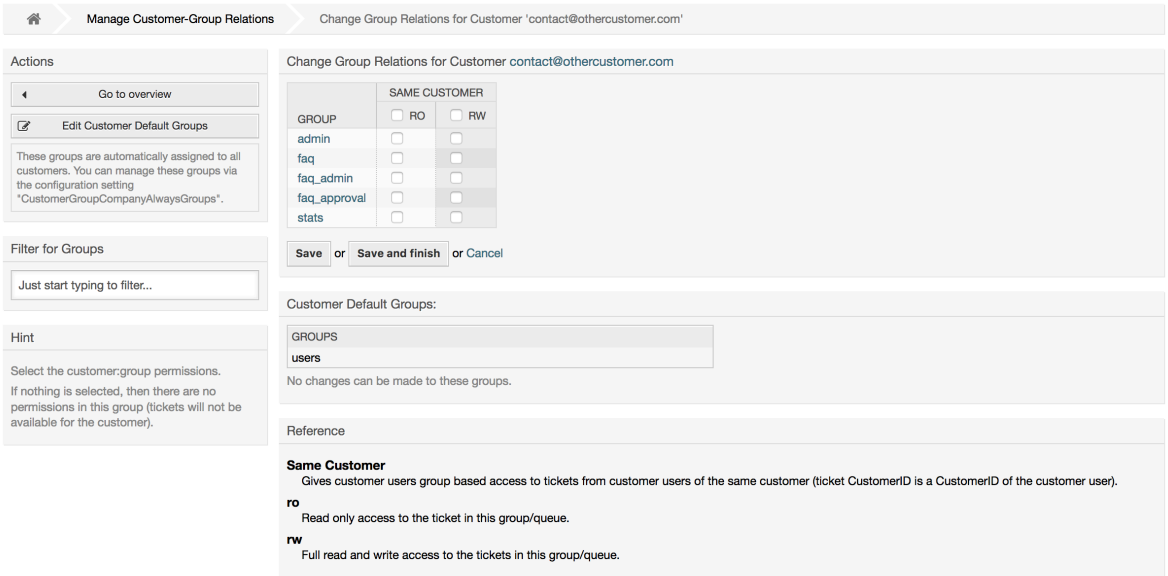
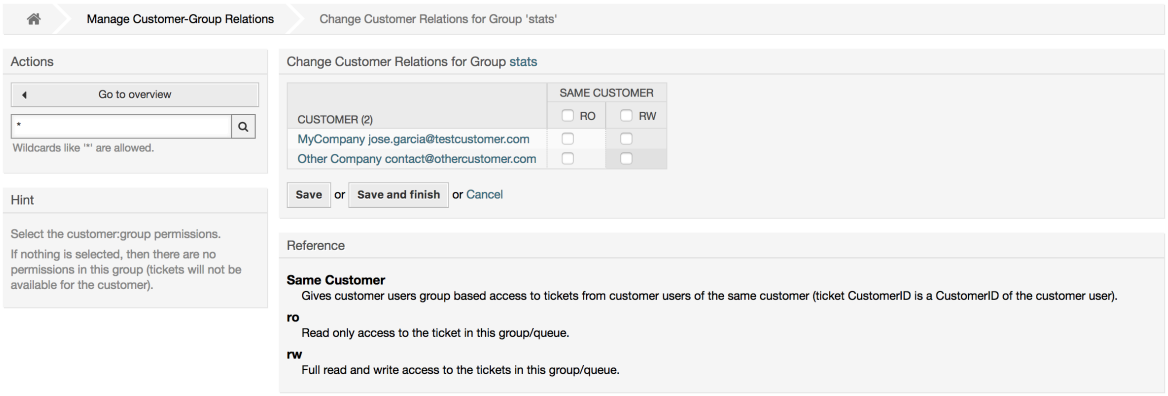


Figure 4.23. Change Customer user relations for a Group



1.3.5. Customer permission functionality explained

Access to tickets on the customer interface with enabled group support is mostly evaluated by a combination of group and individual (customer/customer user based) permission. Only if both criteria are met, specific access is granted.

If the resulting access is *rw*, a customer user can view and modify a ticket, if the access is *ro* only viewing is possible.

For ticket creation only the group permissions are used and a customer user can create tickets for all queues with *rw* permissions (unless restricted otherwise, e.g. ACL or `CustomerPanelOwnSelection`).

Group permissions are additive (meaning that only one method needs to grant permissions) and the following possibilities are taken into account:

- Customer user default groups via SysConfig setting
- Groups assigned to the customer user via *Customer Users* ↔ *Customers* admin frontend
- Customer default groups via SysConfig setting
- Groups assigned to the customer via *Customers* ↔ *Groups* admin frontend

For the methods above, all customers related to a customer user are used. This includes the 'primary' customer (selected in *Customer User* admin frontend), additional customers (added in *Customer Users* ↔ *Customers* admin frontend) and other customer that might exist in the backend.

Individual permission checks require one of the following conditions to be met:

- Ticket is assigned to the customer user
- Ticket is assigned to a customer that the customer user is related to (as explained above)
- Ticket is assigned to a customer with group permissions for the ticket queue while a customer related to the customer user has *Other Customers* permission to the same group

An example for the last item to clarify the functionality:

- Ticket is assigned to customer user 'Arvid Karlsson' with related customer 'Ericsson AB'
- Ticket is located in queue 'Support Sweden'

- Queue 'Support Sweden' is in group 'support-se'
- Customer 'Ericsson AB' has 'Same Customer' context 'rw' permission to group 'support-se'
- Logged in customer user is 'Barry Smith' which is related to customer 'Farmers Inc.'
- Customer 'Farmers Inc.' has 'Same Customer' context 'ro' permission to group 'support-se'
- Now, if Customer 'Farmers Inc.' is given 'Other Customers' context 'ro' permission to group 'support-se', Barry Smith will be able to view the ticket
- In order for Barry to modify the ticket, 'rw' permission is required for both 'Same Customer' and 'Other Customers' context

1.3.6. Multi-Tier Customer Relationship Usage/Setup Example

In this example we will create a multi-tier customer structure with resulting ticket permissions. To get the same results you will need a relatively clean system without many customizations.

First, create following customers through 'Admin → Customers' frontend:

- CustomerID: de, Customer: Graubrot AG
- CustomerID: mx, Customer: Hernandez SA
- CustomerID: se, Customer: Ericsson AB
- CustomerID: us, Customer: Farmers Inc.

Next, create the following customer users through *Admin → Customer Users* frontend and assign them to the already created customers. Use any valid email addresses for Email field.

- Firstname: Arvid, Lastname: Karlsson, Username: ak, CustomerID: Ericsson AB
- Firstname: Barry, Lastname: Smith, Username: bs, CustomerID: Farmers Inc.
- Firstname: Christian, Lastname: Müller, Username: cm, CustomerID: Graubrot AG
- Firstname: Diego, Lastname: Garcia, Username: dg, CustomerID: Hernandez SA

Then, go to 'Admin → Groups' frontend and add the following as new groups:

- faq-amer
- faq-emea
- support-de
- support-mx
- support-se
- support-us

Then, go to *Admin → Queues* and add corresponding queues which will use previously created groups. For the System address you can use any available.

- Name: FAQ Germany, Group: faq-emea
- Name: FAQ Mexico, Group: faq-amer

- Name: FAQ Sweden, Group: faq-emea
- Name: FAQ USA, Group: faq-amer
- Name: Support Germany, Group: support-de
- Name: Support Mexico, Group: support-mx
- Name: Support Sweden, Group: support-se
- Name: Support USA, Group: support-us

Go to *Admin* → *Customer Users* ↔ *Customers* frontend and assign customer users to other customers.

- Arvid Karlsson

  de Graubrot AG → active {1}

- Diego Garcia

  se Ericsson AB, us Farmers Inc. → active {2}

Additionally, go to *Admin* → *Customer Users* ↔ *Groups* frontend and assign a single customer user direct access to a group.

- Diego Garcia

  faq-emea → rw {3}

Now, go to *Admin* → *Customers* ↔ *Groups* frontend and assign customers to groups according to the matrix below. Be sure to select proper permission level for each group and company.

- de Graubrot AG
  - Same Customer {4}

    faq-amer → ro

    faq-emea → ro

    support-de → rw

    support-mx → ro
- mx Hernandex SA
  - Same Customer {5}

    faq-amer → ro

    faq-emea → ro

    support-de → ro

    support-mx → rw
  - Other Customers {6}

    support-de → rw (this is intentional to demonstrate limitation to base permissions)

    support-mx → rw
- se Ericsson AB

- Same Customer {7}

  faq-amer → ro

  faq-emea → ro

  support-se → rw

- us Farmers Inc.
  - Same Customer {8}

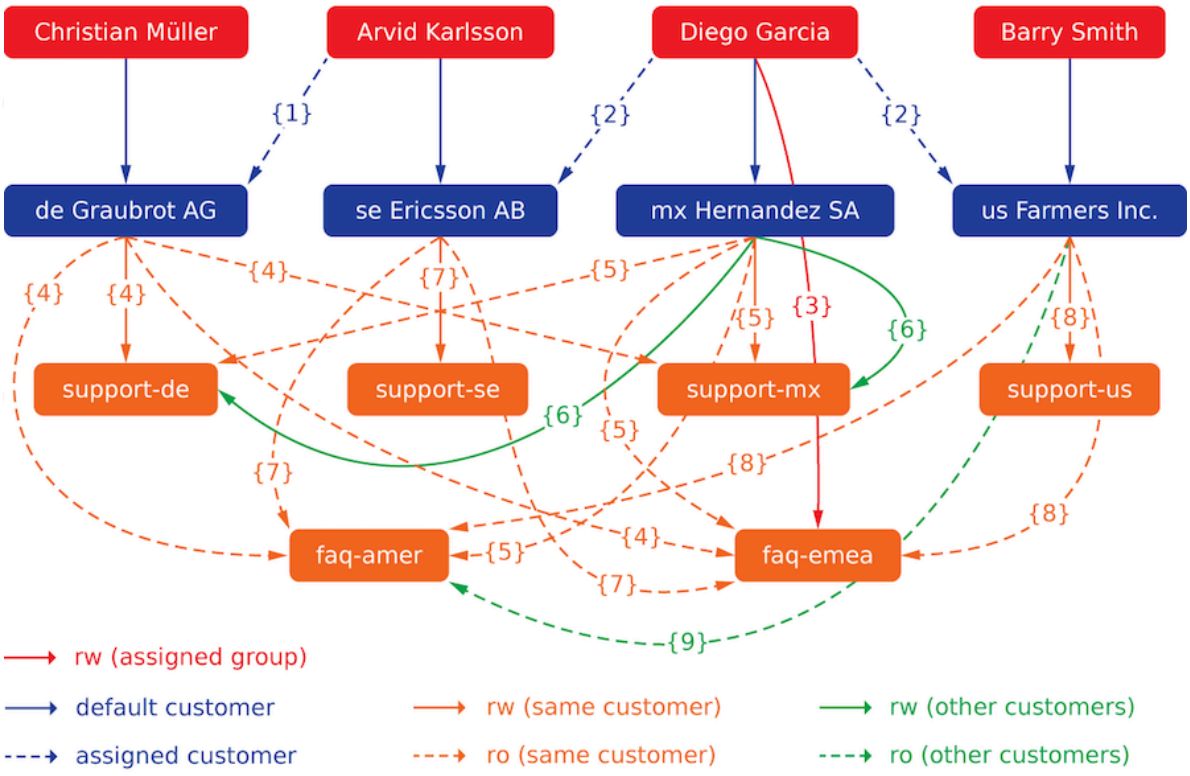
    faq-amer → ro

    faq-emea → ro

    support-us → rw
  - Other Customers {9}

    faq-amer → ro

For reference, please consult image below where all relationships are drawn as lines:



Finally, let's create some tickets. Go to *New phone ticket* frontend and create tickets, one each per customer user and queue (32 in total). By the way, this is possible in the agent frontend as the customer group restrictions are only active on the customer frontend.

For checking resulting access to the tickets, you can easily switch between the customer users by activating `SwitchToCustomer` option in SysConfig. Then just go to *Admin* → *Customer Users* and click on corresponding *Switch to customer* link next to the user's name.

You will be immediately logged in as that customer user and you can visit *Tickets* → *Company Tickets* screen for checking the ticket access. It should conform to the matrix below.

Click on a ticket to check if corresponding permission level is honored: for *ro* permission level you should not see the *Reply* button.

This is the expected result for each customer user. The marker '{0}' refers to the location above where the corresponding setting was taken (this shows why the access is granted).

Resulting access for customer user Arvid Karlsson

- Queue FAQ Germany: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue FAQ Mexico: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue FAQ Sweden: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue FAQ USA: ro (via {7}) + Christian's Tickets ro (via {1})
- Queue Support Germany: rw (via {1→6}) + Christian's Tickets rw (via {1})
- Queue Support Mexico: -
- Queue Support Sweden: rw (via {7}) + Christian's Tickets rw (via {1})
- Queue Support USA: -

Resulting access for customer user Barry Smith

- Queue FAQ Germany: ro (via {8})
- Queue FAQ Mexico: ro (via {8}) + Arvid's, Christian's, Diego's Tickets ro (via {9})
- Queue FAQ Sweden: ro (via {8})
- Queue FAQ USA: ro (via {8}) + Arvid's, Christian's, Diego's Tickets ro (via {9})
- Queue Support Germany: -
- Queue Support Mexico: -
- Queue Support Sweden: -
- Queue Support USA: rw (via {8})

Resulting access for customer user Christian Müller

- Queue FAQ Germany: ro (via {4})
- Queue FAQ Mexico: ro (via {4})
- Queue FAQ Sweden: ro (via {4})
- Queue FAQ USA: ro (via {4})
- Queue Support Germany: rw (via {4})
- Queue Support Mexico: ro (via {4})
- Queue Support Sweden: -
- Queue Support USA: -

Resulting access for customer user Diego Garcia

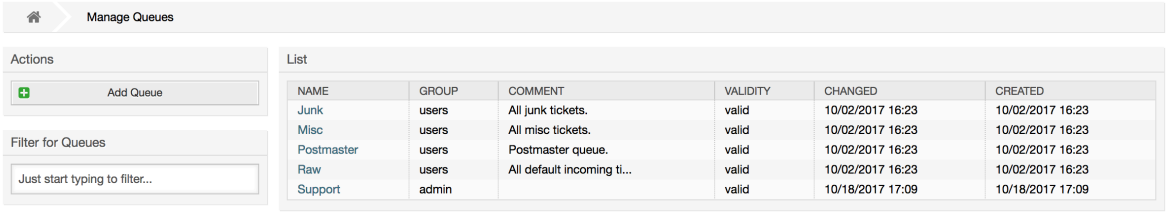
- Queue FAQ Germany: rw (via {3}) + Arvid's, Barry's Tickets rw (via {2})
- Queue FAQ Mexico: ro (via {5}) + Arvid's, Barry's Tickets ro (via {2}) + Christian's Tickets ro (via {2→9})

- Queue FAQ Sweden: rw (via {3}) + Arvid's, Barry's Tickets rw (via {2})
- Queue FAQ USA: ro (via {5}) + Arvid's, Barry's Tickets ro (via {2}) + Christian's Tickets ro (via {2→9})
- Queue Support Germany: ro (via {5}) + Arvid's, Barry's Tickets ro (via {2}) + Christian's Tickets ro (via {6})
- Queue Support Mexico: rw (via {5}) + Arvid's, Barry's Tickets rw (via {2}) + Christian's Tickets rw (via {6})
- Queue Support Sweden: rw (via {2→4}) + Arvid's, Barry's Tickets rw (via {2})
- Queue Support USA: rw (via {2→5}) + Arvid's, Barry's Tickets rw (via {2})

1.4. Foleni

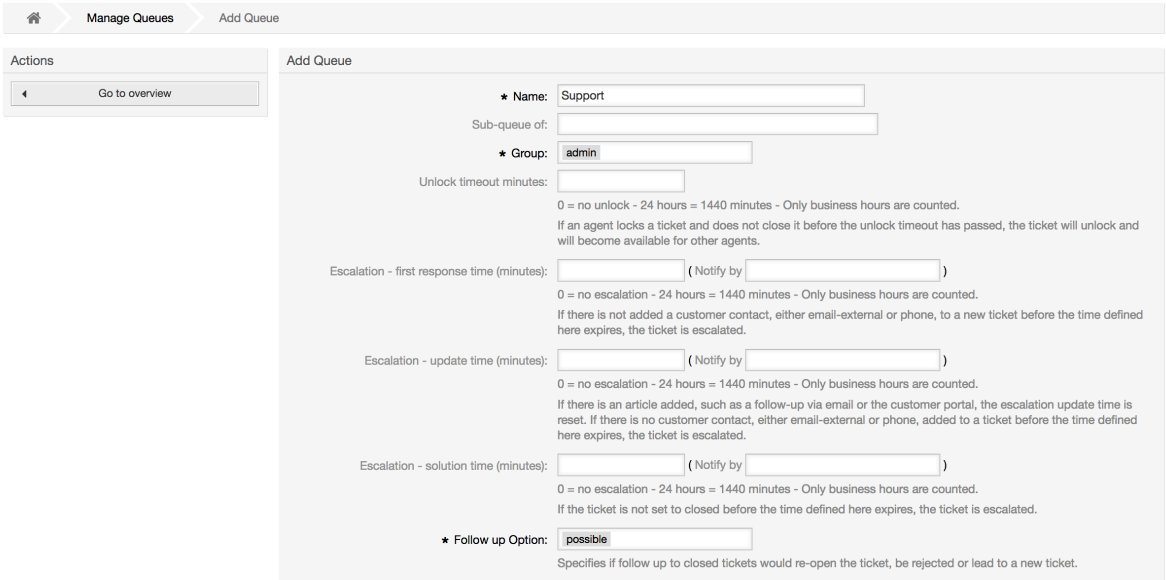
Clicking on the link "Queues" of the Admin page, you can manage the queues of your system (see figure below). In a new OTRS installation there are 4 default queues: Raw, Junk, Misc and Postmaster. All incoming messages will be stored in the "Raw" queue if no filter rules are defined. The "Junk" queue can be used to store spam messages.

Figure 4.24. Usimamizi wa foleni



Here you can add queues (see figure below) and modify them. You can specify the group that should use the queue. You can also set the queue as a sub-queue of an existing queue.

Figure 4.25. Adding a new queue



Unaweza kufafanua muda wa mwisho wa kufungua foleni - kama wakala akifunga tiketi na hajaifunga kabla ya muda wa mwisho wa kufungua kuisha, tiketi itafunguliwa kiotomatiki na kufanywa ipatikane kwa mawakala wengine kuifanyia kazi.

Kuna mipamgilio ya muda wa kupanda mitatu inahusishwa katika ngazi ya foleni:

Kupanda - Muda wa kwanza wa kujibu

- Baada ya utengenezaji wa tiketi, kama muda uliofafanuliwa hapa ukiisha bila ya mawasiliano na mteja, ama kwa simu au barua pepe, tiketi inapandishwa.

Kupanda - Rekebisha Muda

- Kama kuna ufwatiliaji wa mteja aidha kwa barua pepe au mlango wa mteja, ambao unarekodiwa kwenye tiketi, usasishaji wa muda wa kupanda unasetiwa upya. Kama hakuna mawasiliano ya mteja kabla muda uliofafanuliwa hapa haujaisha, tiketi inapandishwa.

Kupanda - Muda wa Suluhu

- Kama tiketi haitafungwa kabla ya muda uliofafanuliwa kuisha, tiketi inapandishwa.

Na 'Funga tiketi baada ya ufwatiliaji', unaweza kufafanua kama tiketi isetiwe kuwa 'imefungwa' kwa mtumiaji wa zamani kama tiketi imefungwa na baadaye kufunguliwa upya. Hii inahakikisha ufwatiliaji wa tiketi unachakatishwa na wakala ambaye alishughulikia tiketi mwanzoni.

Parameta ya anwani za mfumo inabainisha anwani za barua pepe ambazo zitatumika kwa ajili ya tiketi zinazotoka za foleni hii. Hakuna uwezekano wa kuhusisha foleni na salamu na saini, kwa majibu ya barua pepe. Kwa taarifa za undani zaidi, tafadhali tembelea vifungu anwani za barua pepe, salamu na saini.

Note

Kama ilivyo kwa mawakala, makundi na wateja, foleni haziwezi kufutwa, zinalemazwa tu, kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.5. Salutations, Signatures, Attachments and Templates

1.5.1. Salamu

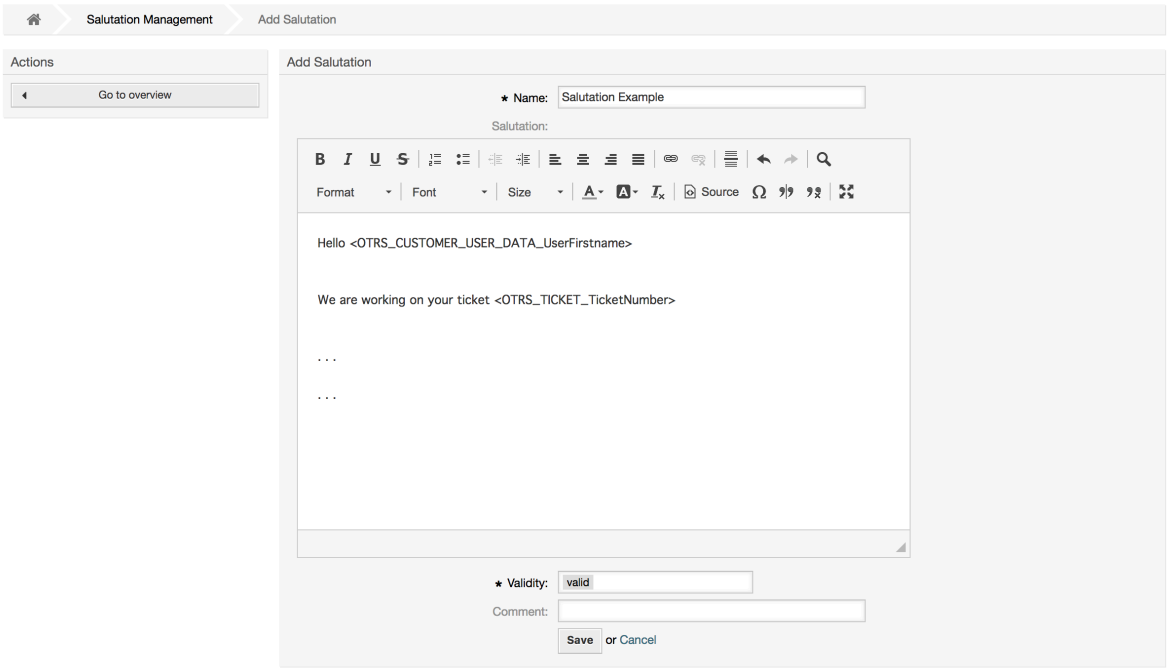
A salutation is a text module for a template. Salutations can be linked to one or more queues, as described in the section about queues. A salutation is used only if a ticket from a queue the salutation is linked to, is answered. To manage the different salutations of your system, use the "Salutations" link of the admin area (see figure below).

Figure 4.26. Usimamizi wa Salamu

Baada ya usanikishaji wa kawaida tayari kuna salamu inapatikana, "salamu ya kawaida ya mfumo (en)".

To create a new salutation, press the button Add `salutation`, provide the required data and submit it (see figure below).

Figure 4.27. Adding a new salutation



Inawezekana kutumia vishika nafasi katika salamu. Ukitoa majibu kwenye tiketi, majina ya vishika nafasi yatabadilishwa na thamani zake.

Vishika nafasi tofauti unavyoweza kutumia kwenye violezo vimeorodheshwa kwenye upande wa chini wa skrini ya salamu. Kama ukitumia kwa mfano, kishika nafasi <OTRS_LAST_NAME> jina la mwisho la mtumaji wa tiketi litajumuishwa kwenye majibu yako.

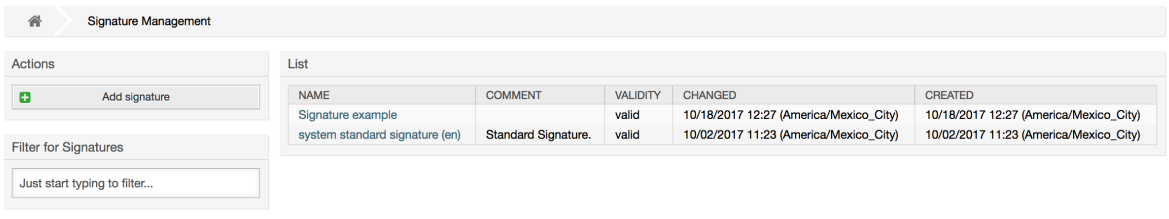
Note

Kama ilivyo kwa vyombo vingine vya OTRS, salamu haziwezi kufutwa, zinale-mazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.5.2. Saini

Another text module for a template is the signature. Signatures can be linked to a queue, as described in the section about the queues. Please note that a signature will only be appended to a template text, if it has previously been linked to a queue. You can manage the signatures in your system by accessing the "Signatures" link of the Admin page, (see figure below).

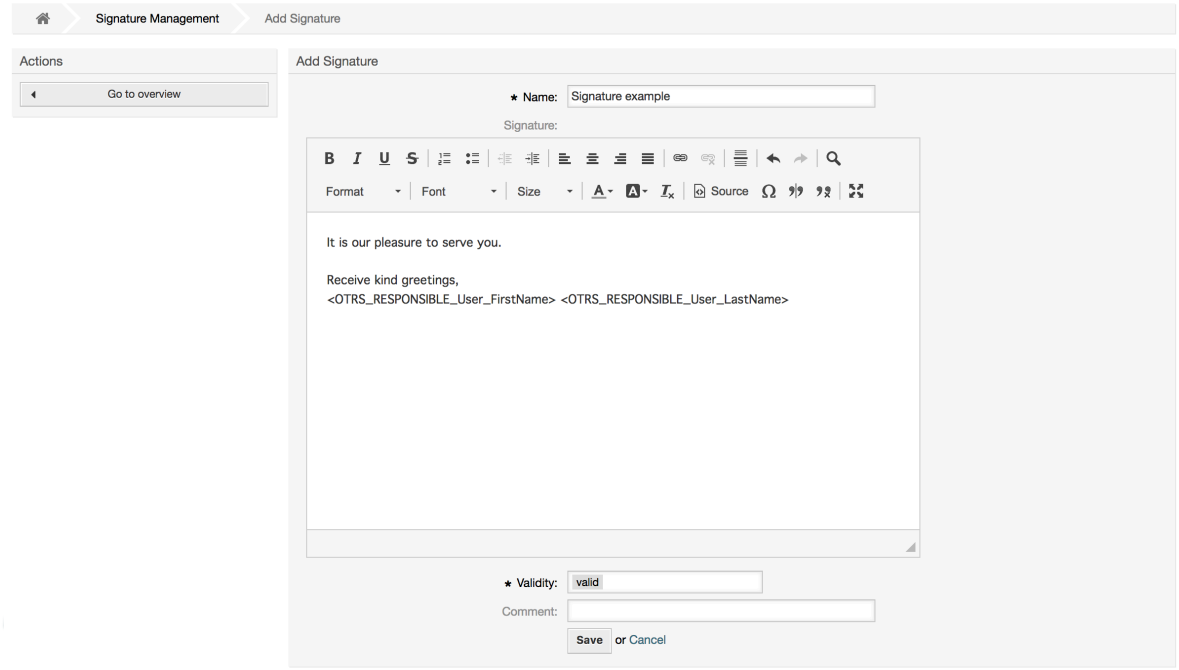
Figure 4.28. Signatures management



Baada ya usanikishaji mpya wa OTRS, kuna saini iliyofafanuliwa tayari imewekwa kwenye mfumo, "saini ya kawaida ya mfumo (en)".

To create a new signature, press the button `Add signature`, provide the needed data and submit it (see figure below).

Figure 4.29. Adding a new signature



Kama salamu, saini pia zinaweza kuwa na maudhui yanayobadilika, kama jina la kwanza na la mwisho la wakala anayejibu tiketi. Hapa pia vishika nafasi vinaweza kutumika kubadilisha maudhui ya nakala ya saini kwa kila tiketi. Ona sehemu ya chini ya skrini ya saini kwa vishika nafasi vinavyoweza kutumika. Kama ukijumuisha kishika nafasi <OTRS_LAST_NAME> katika saini kwa mfano, jina la mwisho la wakala anayejibu tiketiliitabadilisha kishika nafasi

Note

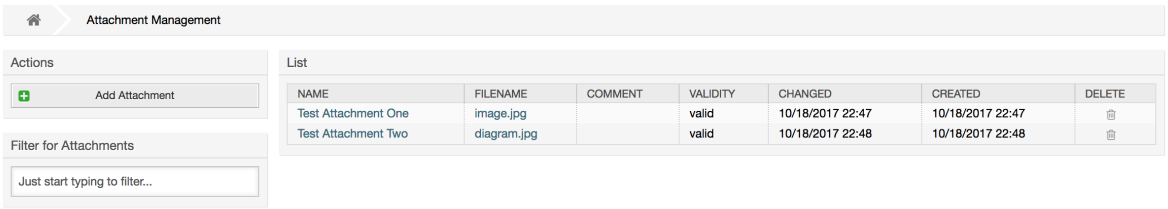
Kama ilivyo kwa salamu, saini pia haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.5.3. Viambatanisho

Unaweza kuongeza kiambatanisho kimoja au zaidi kwa kiolezo kwa hiari. Kama kiolezo kimechaguliwa, viambatanisho vita ambatanishwa kwenye dirisha la uundaji wa ujumbe. Kama kuna ulazima wakala anaweza kuondoa kiambatanisho kutoka kwenye kiolezo kabla ya kutuma kwenda kwa mteja.

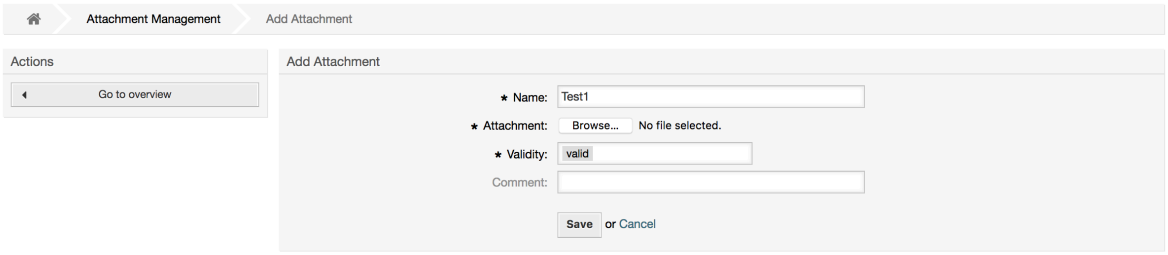
Through the "Attachment" link of the Admin page, you can load the attachments into the database of the system (see figure below).

Figure 4.30. Attachments management



To create a new attachment, press the button `Add attachment`, provide the required data and submit it (see figure below).

Figure 4.31. Adding a new attachment



If an attachment is stored it can be linked to one or more templates. Click on the `Attachment <-> Templates` link of the Admin page (see figure below).

Figure 4.32. Kuunganisha Viambatanisho kwa Violezo

To associate different attachments with a specific template and vice versa, click on the corresponding template name or attachment (see below the Figures 4.29 and 4.30, respectively).

Figure 4.33. Badilisha mahusiano ya Kiambatanisho kwa Kiolezo

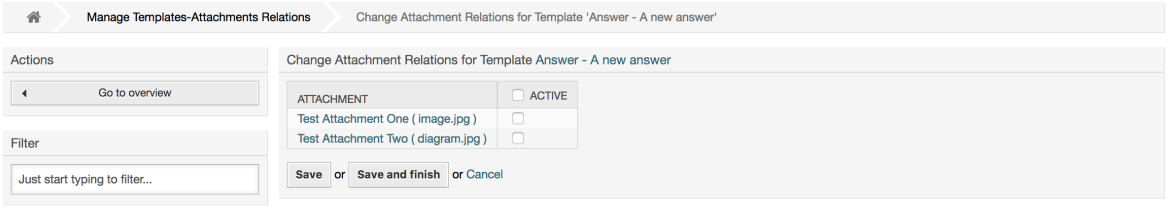
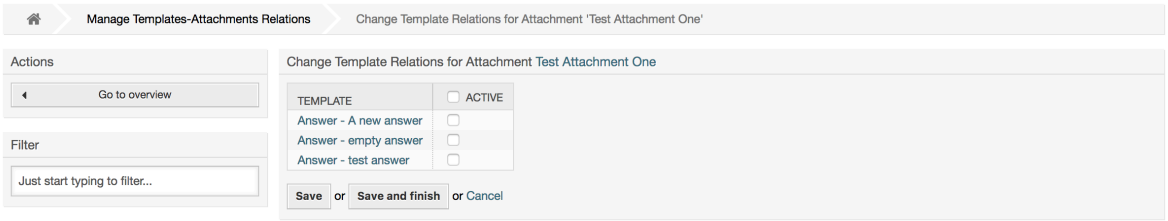


Figure 4.34. Badilisha mahusiano ya Kiolezo kwa Kiambatanisho



1.5.4. Violezo

Kuongeza kasi ya mchakato wa tiketi na kufanya muonekano wa majibu kuwa kawaida, unaweza kufananua violezo katika OTRS. Kiolezo kinaweza kuunganishwa na foleni moja au zaidi.

Kuna violezo tofauti vinavyotumika katika pande tofauti za OTRS na zina nia tofauti, ifwatayo ni orodha ya aina za violezo ziwezekanazo:

- Jibu: Kutumika kama jibu la tiketi
- Tengeneza: Kutumika katika simu au barua pepe mpya
- Tuma mbele: Kutumika kupeleka makala kwa mtu mwengine
- PigaSimu: Kutumika katika skrini ya simu zinazoingia na kutoka

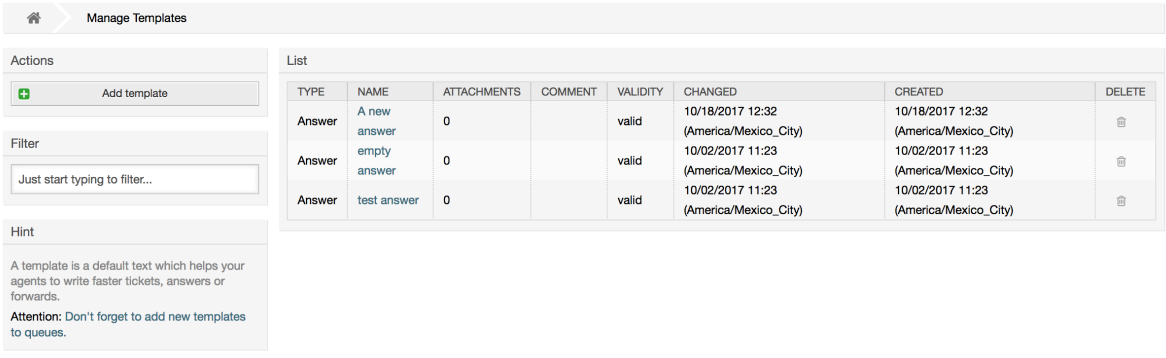
Violezo vya majibu vinapatikana kwa njia mbili, kutoka kwenye skrini ya kukuza tiketi kwenye menyu ya makala, au kwa njia ya haraka: kutoka kwenye skrini kubwa ya mapitio ya tiketi kama Muonekano wa Hali au Muonekano wa Tiketi. Kwa usanikishaji mpya wa OTRS, kiolezo(jibu) "jibu wazi" kina setiwa kama chaguo-msingi kwa kila foleni.

Mara tu violezo vilivyopelekwa mbele kuongezwa na kuwekwa kwenye foleni, kitufe cha "Peleka mbele" katika kuza tiketi (ambayo mara nyingi inatupeleka kwenye skrini ya kupeleka mbele yanakala tupu) kitabadilika kuwa cha kudhibiti uchaguzi, uchaguzi unajazwa na violezo vilivyopelekwa mbele vilivyoongezwa, kwa kuchagua moja ya violezo, skrini ya kupeleka mbele itaonyeshwa ikiwa imejazwa na nakala ya kiolezo na viambatanisho (sawa na kisanduku majibu cha uchaguzi na violezo vya Majibu).

Kutengeneza violezo vya aina Tengeneza na PigaSimu vitafanya boksi la uchaguzi la "Nakala Kiolezo" kuonekana katika skrini husika, kuchagua kiolezo kwa ajili ya orodha itajaza sehemu za "Nakala" na "Kiambatanisho" (kama zinapatikana kwenye kiolezo). Tambua kwamba mabadiliko yoyote ya kabla kwenye Nakala au kiambatanisho yataandikwa upya kwa kuchagua kiolezo.

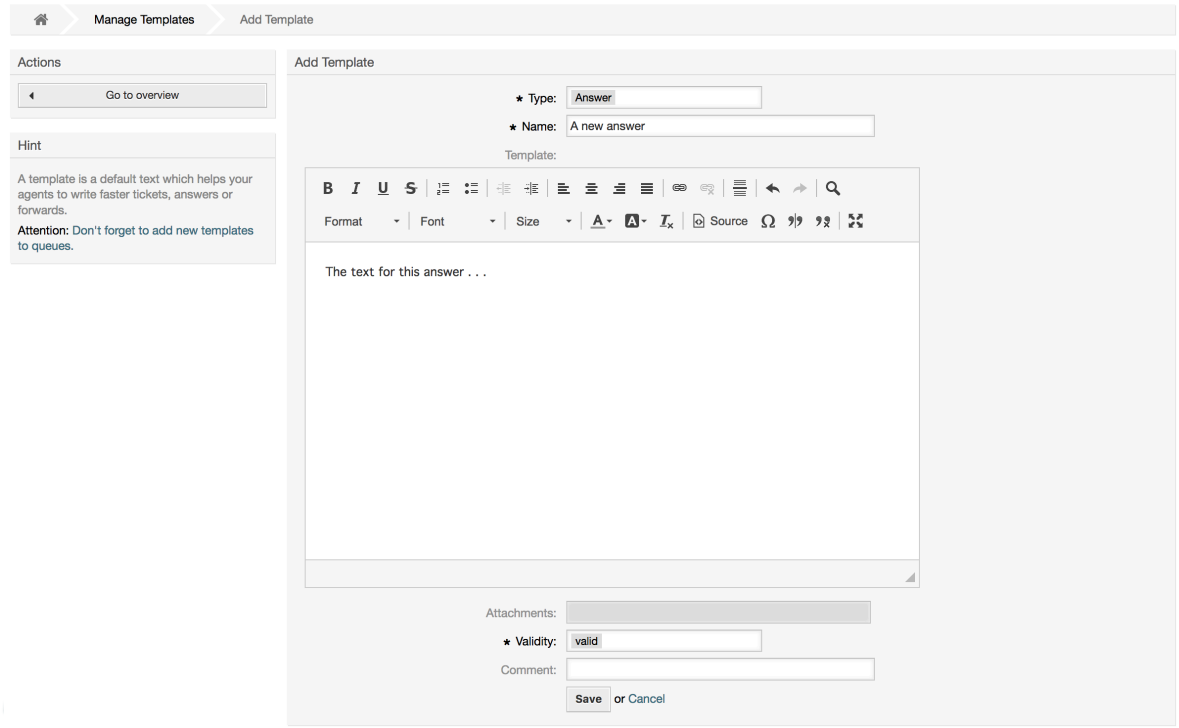
Clicking the "Templates" link on the Admin page brings you to the Template management screen (see figure below).

Figure 4.35. Template management



To create a new template, click on the `Add template` button, provide the required data (make sure to select the appropriate template type) and submit it (see figure below).

Figure 4.36. Adding a template



To add/remove templates to one or more queues, click on the "Templates <-> Queues" link on the Admin page (see figure below). You can also use filters to get information regarding a specific entity.

Figure 4.37. Template-Queue relations management

Kufafanua violezo mbali mbali vinavyopatikana kwa foleni na kinyume chake, bofya kwenye kiolezo au foleni husika (ona vielelezo 5.32 na 5.33 chini kwa mtiririko).

Figure 4.38. Badilisha mahusiano ya Foleni kwa Kiolezo

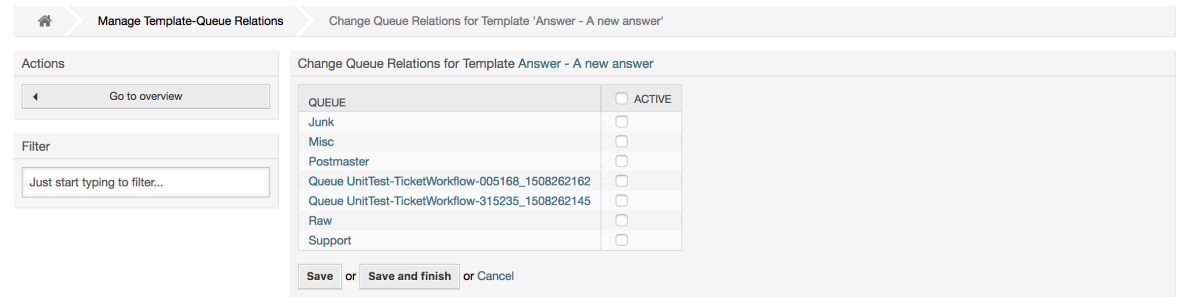


Figure 4.39. Badilisha mahusiano ya Kiolezo kwa Foleni

Wakati wa kuchagua kiolezo, taarifa zaidi zinaweza kuongezwa kwenye nakala ya kiolezo, hii inategemea aina ya kiolezo:

PigaSimu na Tengeneza violezo haiongezi maudhui yoyote kwenye nakala ya kiolezo, bali skrini Mpya ya Barua pepe za Tiketi inaongeza saini iliyogawiwa kwa foleni kwenye kiini cha barua pepe (hii skrini ina boksi lililowekwa pembeni ili kupata taswira ya saini).

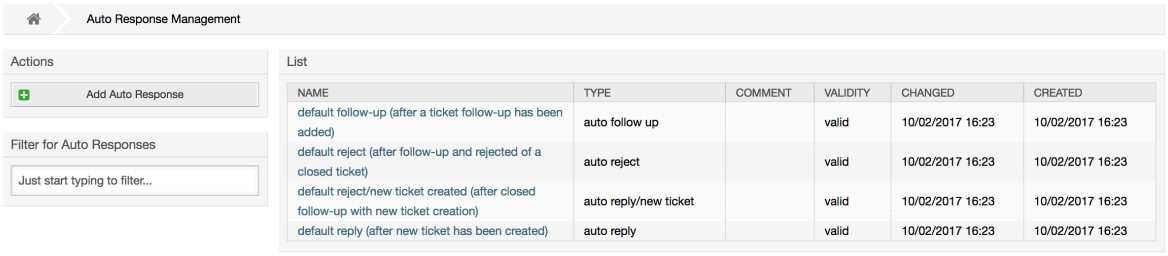
Nakala za violezo majibu zikichaguliwa pia zinajumuisha salamu inayohusika na foleni, kisha nakala ya kiolezo, baada ya hapo nukuu ya nakala ya tiketi, na mwisho saini inayohusika na foleni.

Violezo vya kupeleka mbele ni sawa Violezo vya majibu, lakini hazi na sehemu ya salamu.

1.6. Majibu ya otomatiki

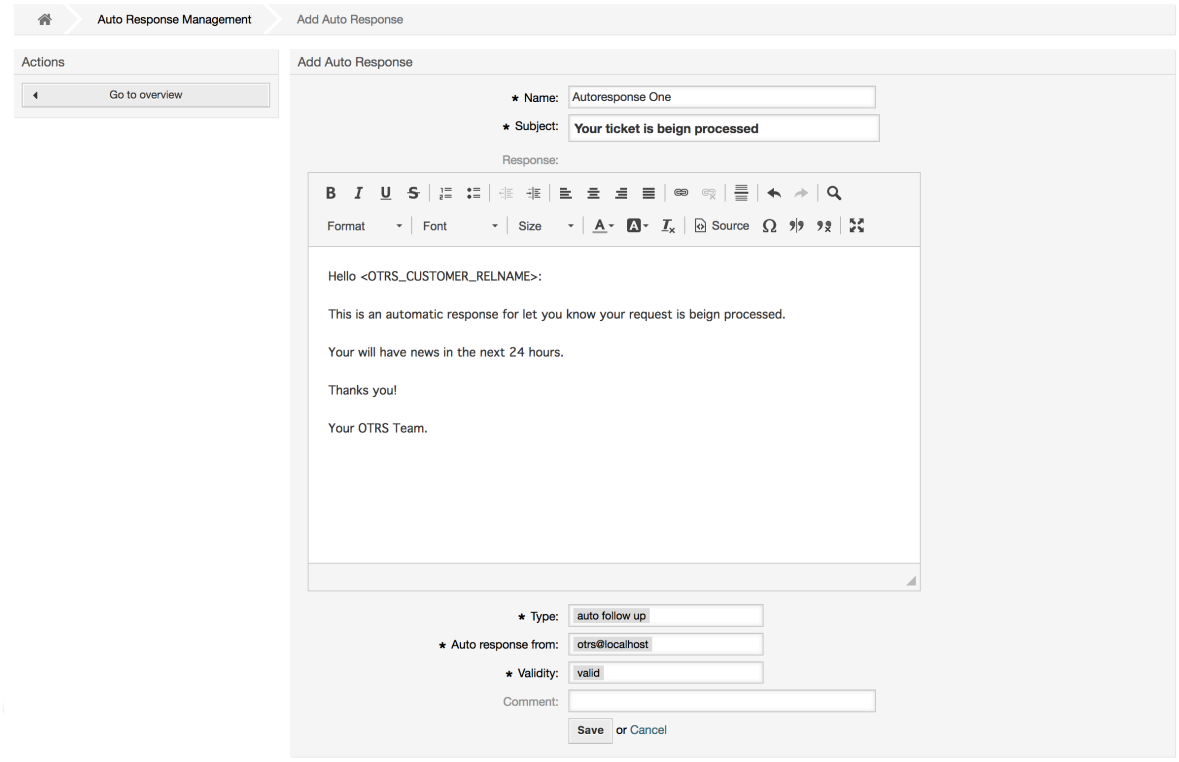
OTRS allows you to send automatic responses to customers based on the occurrence of certain events, such as the creation of a ticket in a specific queue, the receipt of a follow-up message in regards to a ticket, the closure or rejection of a ticket, etc. To manage such responses, click the link "Auto responses" on the Admin page (see figure below).

Figure 4.40. Auto response management



To create an automatic response, click on the button `Add auto response`, provide the needed data and submit it (see figure below).

Figure 4.41. Adding an auto response



Mada na nakala ya majibu otomatiki yanaweza kuzalishwa na vishika nafasi, kama saini na salamu. Kama ukiingiza, kwa mfano, kishika nafasi <OTRS_CUSTOMER_EMAIL[5]> kwenye kiini cha jibu otomatiki, mistari 5 ya kwanza ya barua ya mteja itaingizwa kwenye jibu otomatiki. Utapata undani zaidi kuhusu vishika nafasi halali ambavyo vinaweza kutumika upande wa chini wa skrini iliyoonyeshwa kwenye Kielelezo.

For every automatic answer, you can specify the event that should trigger it. The system events that are available after a default installation are described in the Table 4-4.

Table 4.4. Events for auto responses

Jina	Maelezo
jibu otomatiki	Utengenezaji wa tiketi katika foleni fulani
jibu otomatiki/tiketi mpya	Ufunguzi wa tiketi iliyofungwa, mf. mteja akijibu hiyo tiketi.
ufwatiliaji otomatiki	Upokeaji wa ufwatiliaji wa tiketi.
kukataa kiotomatiki	Ukataaji otomatiki wa tiketi, unafanywa na mfumo.
ondoa kiotomatiki	Ufutaji wa tiketi, unafanywa na mfumo.

Note

Kama ilivyo kwa vyombo vingine vya OTRS, majibu otomatiki pia haiwezi kufutwa, inalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

To add an auto response to a queue, use the "Auto Response <-> Queues" link on the Admin page (see figure below). All system events are listed for every queue, and an auto answer with the same event can be selected or removed via a listbox.

Figure 4.42. Queue <-> auto response relations management

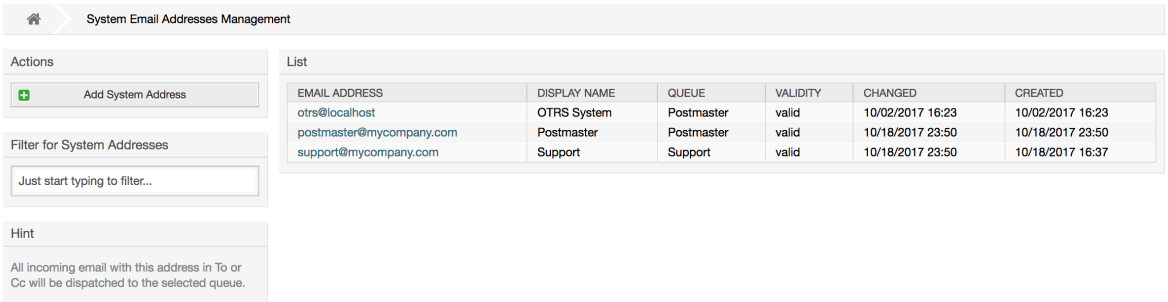
To define the different auto responses that will be available for a queue, click on the corresponding queue name (see figure below). It is also possible to edit an existing auto response - to do so, click on the response and edit in the same manner as editing a new auto response.

Figure 4.43. Change auto response relations for a queue

1.7. System Email Addresses

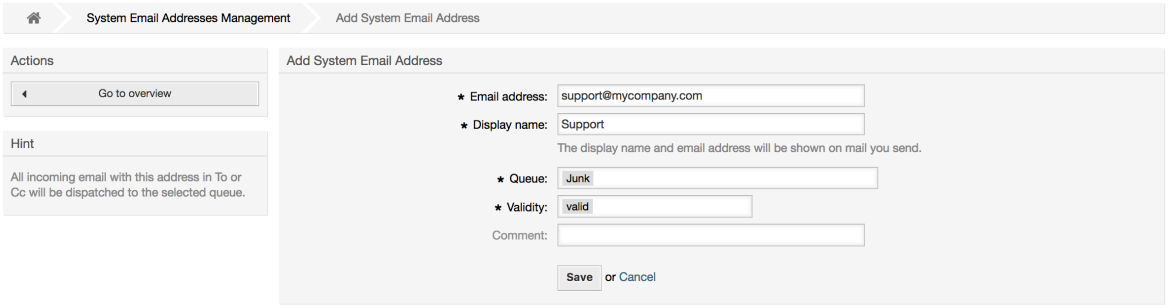
To enable OTRS to send emails, you need a valid email address to be used by the system. OTRS is capable of working with multiple email addresses, since many support installations need to use more than one. A queue can be linked to many email addresses, and vice versa. The address used for outgoing messages from a queue can be set when the queue is created. Use the "Email Addresses" link from the Admin page to manage all email addresses of the system (see figure below).

Figure 4.44. System email addresses management



If you create a new mail address (see figure below),you can select the queue or sub queue to be linked with it. This link enables the system to sort incoming messages via the address in the To: field of the mail into the right queue.

Figure 4.45. Adding a system email address



Note

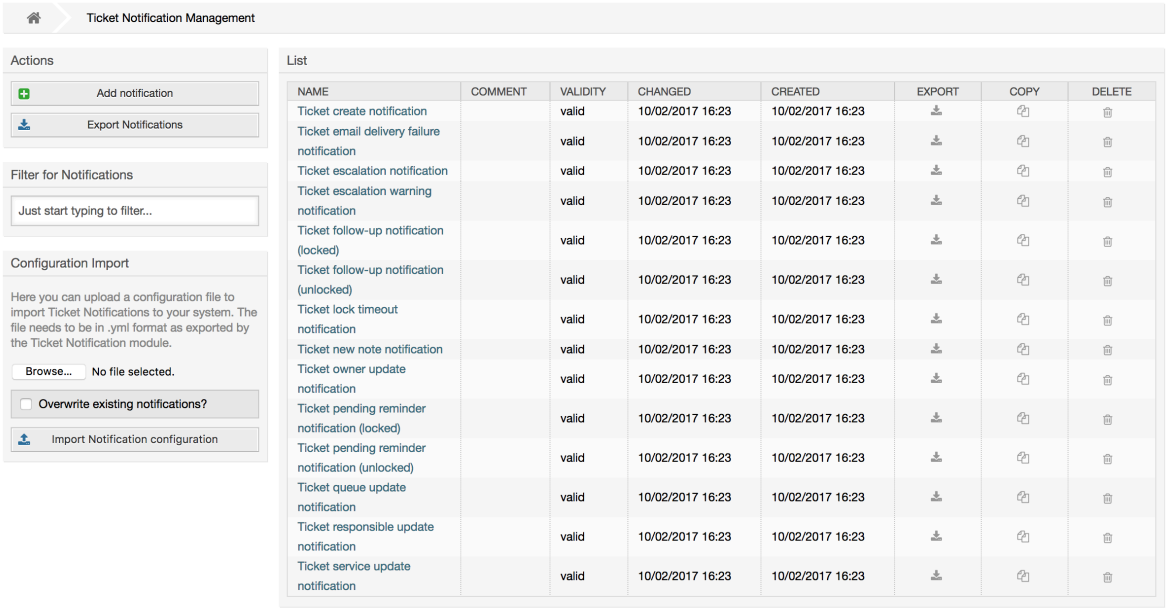
Kama ilivyo kwa vyombo vingine vya OTRS, anwani za barua pepe haziwezi kufutwa, zinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

1.8. Ticket Notifications

OTRS allows ticket notifications to be sent to agents and customers, based on the occurrence of certain events. Agents can customize their ticket notification settings via the preferences link.

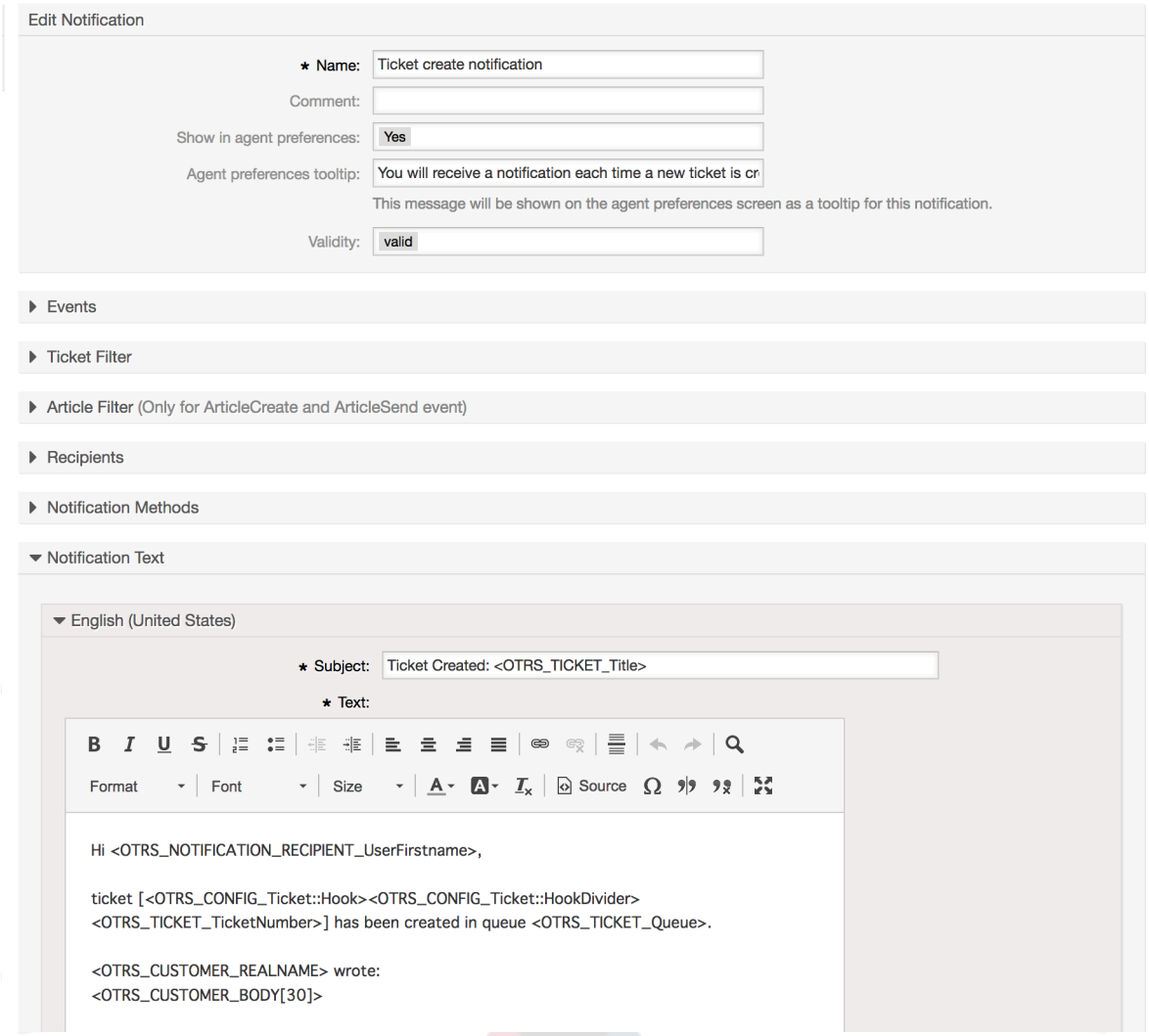
Through the "Ticket Notifications" link on the Admin page, you can manage the ticket notifications of your system (see figure below). OTRS comes with a set of predefined notifications that cover a wide range of use cases.

Figure 4.46. Ticket notification management



You can customize many aspects of the notifications. Click on the notification you want to change, and its content will be loaded for editing (see figure below).

Figure 4.47. Customizing a notification



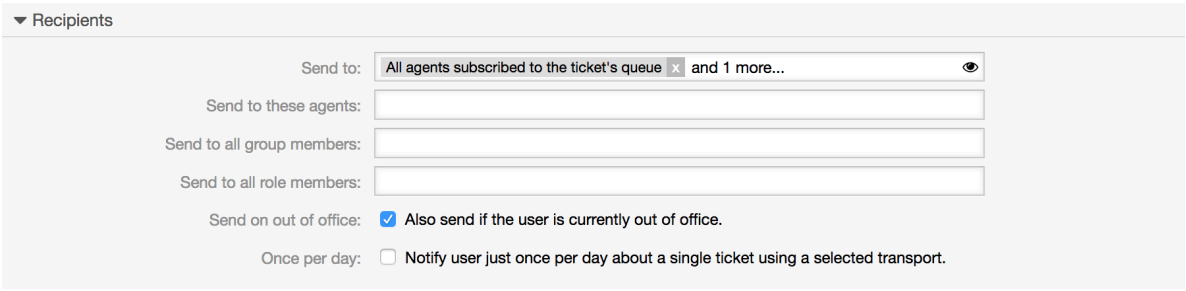
You can edit the basic data of this notification such as name and comment, and control if the agents may choose to receive this notification (per transport method). For every language, a subject and body can be added/edited to configure what will actually be sent as the notification content.

Just as with signatures and salutations, it is possible to dynamically create the content of a notification by using special variables. You can find a list of variables at the bottom of the screen.

You can choose which events should trigger this notification, and limit it to tickets which match certain criteria (ticket and/or article filter). This makes it possible to create different notifications for different queues, priorities or other criteria that might be relevant for your system.

The recipients of the notification can be configured according to different criteria (groups, roles, individual agents etc.). All configured recipients will receive the notification.

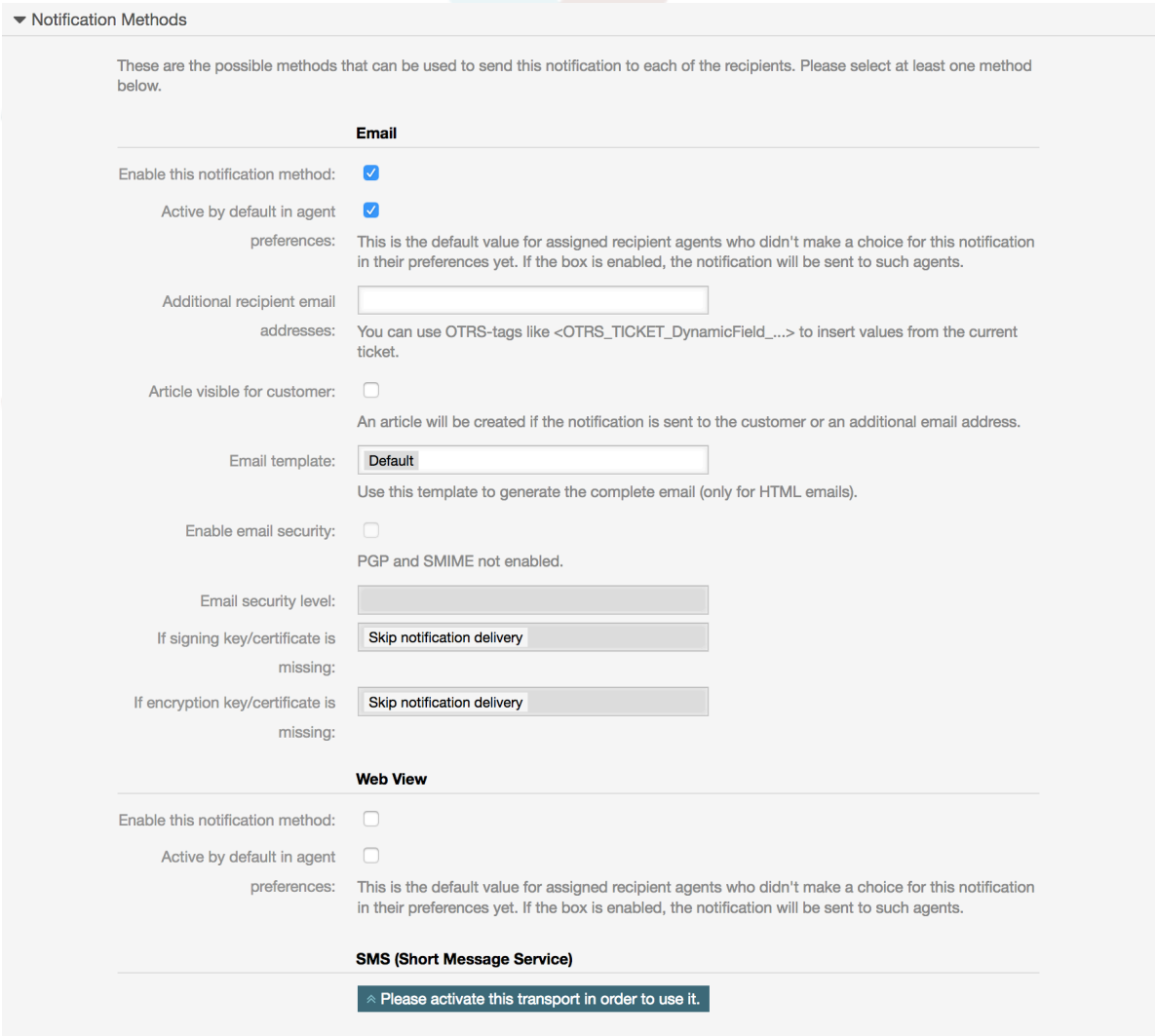
Figure 4.48. Customizing a notification's recipients



Additionally, you can specify if the notification should be sent to agents who are out of office, and limit the sending to once per day and ticket (e. g. pending reminder notification).

Notifications can be sent with different notification methods. The "Email" notification method is available in OTRS Free, with **OTRS Business Solution™** you also get the possibility to store and view the notifications in the database (so that no email client is needed to use OTRS) as well as to send them via SMS (e. g. for very important notifications).

Figure 4.49. Customizing notification methods



The field 'Additional recipient email addresses' provides the possibility to use OTRS-tags like <OTRS_TICKET_DynamicField_...> to insert values from the current ticket. The according SMS field (only available in **OTRS Business Solution™**) also has this feature.

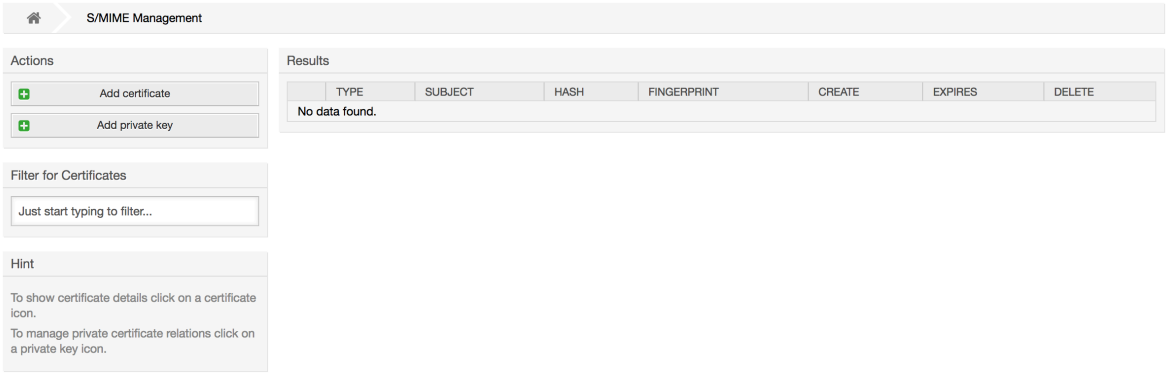
Since OTRS 5s Email transport contains security options for each notification, that includes signing and encrypting possibilities with PGP and S/MIME and the opportunity to decide what to do in case of missing key or certificate.

1.9. S/MIME

OTRS can process incoming S/MIME encoded messages and sign outgoing mails. Before this feature can be used, you need to activate it and change some configuration parameters in the SysConfig.

The "S/MIME Certificates" link on the Admin page allows you to manage your S/MIME certificates (see figure below). You can add or remove certificates, and also search through the SMIME data.

Figure 4.50. S/MIME management

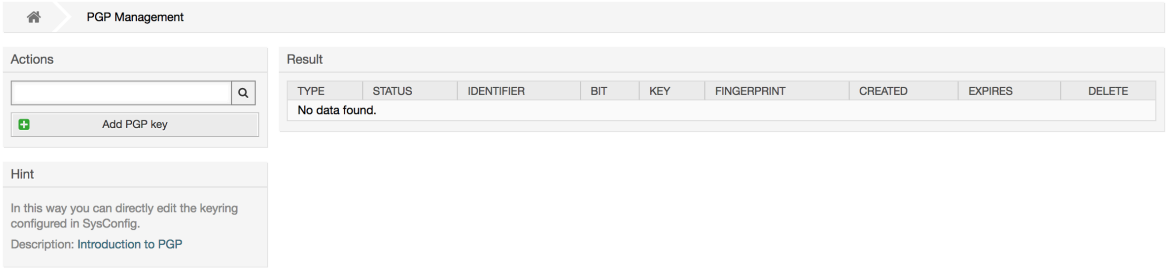


1.10. PGP

OTRS handles PGP keys, which allows you to encrypt/decrypt messages and to sign outgoing messages. Before this feature can be used, you need to activate it and change some configuration parameters in the SysConfig.

Through the "PGP Keys" link on the Admin page, it is possible to manage the key ring of the user who shall be used for PGP with OTRS (see figure below), e.g. the local OTRS user or the web server user. It is possible to add and remove keys and signatures, and you can search through all data in your key ring.

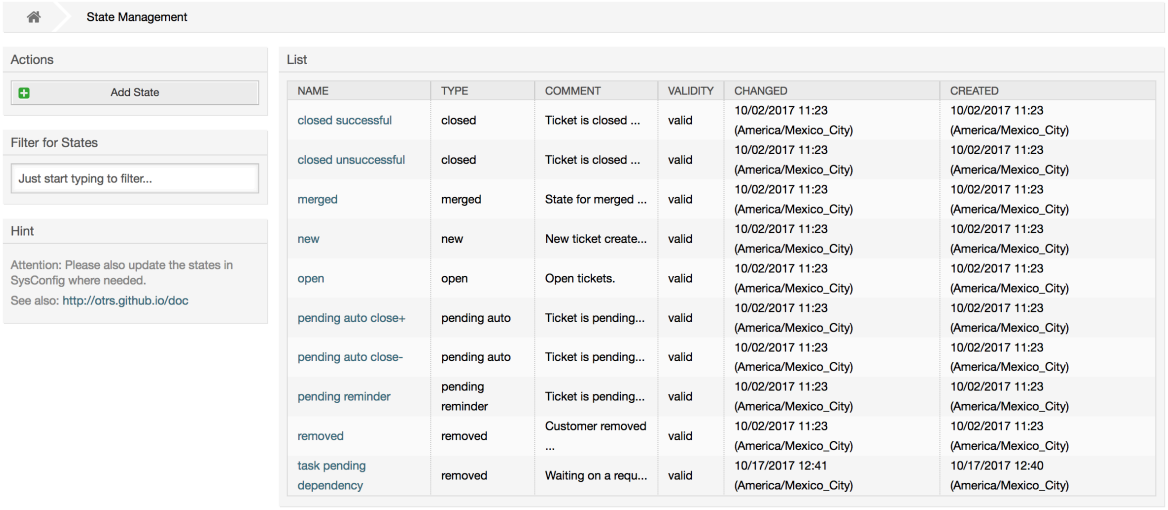
Figure 4.51. PGP management



1.11. Hali

Through the "States" link on the Admin page, you can manage the different ticket states you want to use in the system (see figure below).

Figure 4.52. State management



Baada ya mpangilio wa kawaida, kuna hali zilizofafanuliwa:

- imefungwa kwa mafanikio
- imefungwa pasipo mafanikio
- unganishwa
- mpya
- wazi
- inasubiri kufunga kiotomatiki+
- inasubiri kufunga kiotomatiki-
- kikumbusho kinachosubiri
- ondolewa

Kila hali imeunganishwa na aina, inayohitaji kuwekwa bayana endapo hali mpya itatengenezwa. Kwa kawaida aina za hali ni:

- imefungwa
- unganishwa
- mpya
- wazi
- inasubiri kiotomatiki
- kikumbusho kinachosubiri
- ondolewa

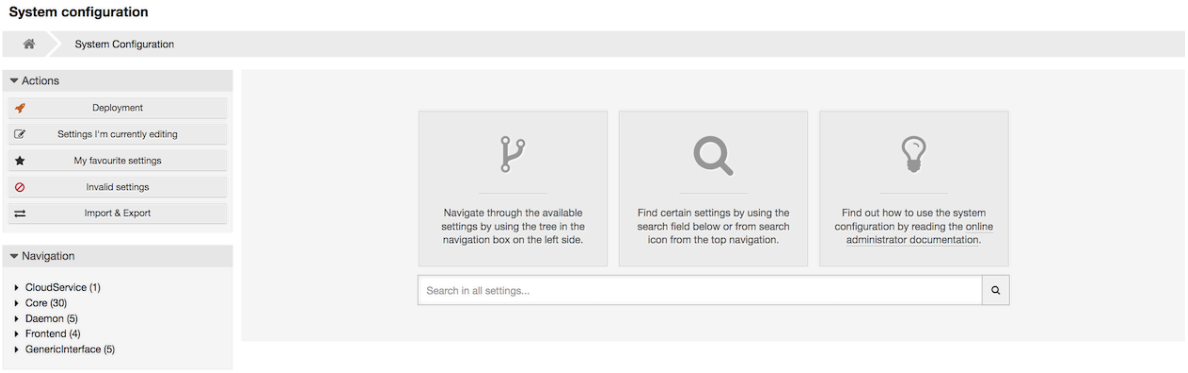
1.12. Usanidi wa Mfumo

The System Configuration link leads to the section where many OTRS configuration options are maintained.

The system configuration link on the admin page loads the graphical user interface for the system configuration (see figure below). You can upload your own configuration files for

the system, as well as backup all current settings into a file. Almost all configuration parameters of the OTRS framework and any installed extensions can be viewed and changed using this interface. All configuration parameters are part of a certain group, which makes it possible to navigate quickly through the vast number of existing parameters. It is also possible to perform a full-text search over all parameters.

Figure 4.53. Graphical user interface of the system configuration.

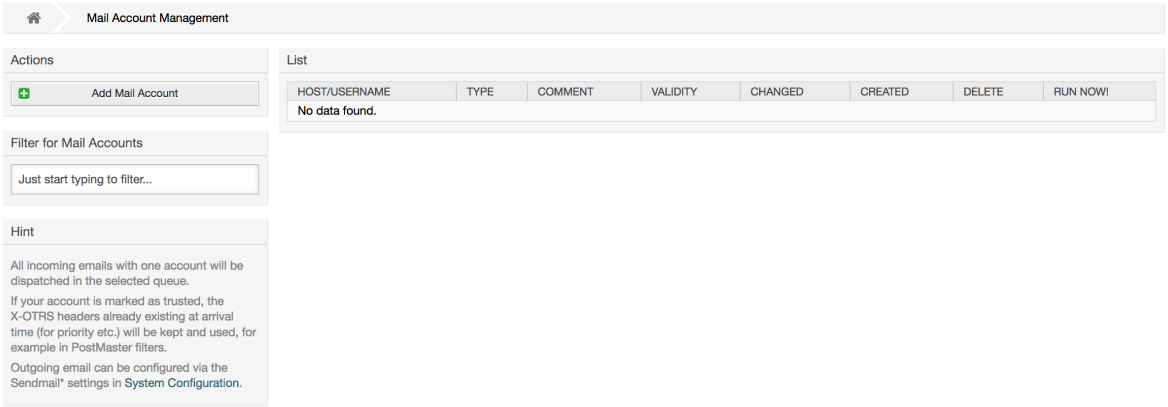


The graphical user interface of the system configuration is described in detail in the chapter "Configuring the system through the web interface".

1.13. Using Mail Accounts

There are several possibilities to transport new emails into the ticket system. One way is to use a local MTA and the otrs.PostMaster.pl script that pipes the mails directly into the system. Another possibility is the use of mail accounts which can be administrated through the web interface. The "PostMaster Mail Accounts" link on the Admin page loads the management console for the mail accounts (see figure below). OTRS supports the mail protocols: POP3, POP3S, IMAP and IMAPS.

Figure 4.54. Usimamizi wa akaunti za barua



Ona kifungu kuhusu Akaunti za Posta za MkuuWaPosta kwa maelezo zaidi.

1.14. Filtering Incoming Email Messages

OTRS has the capability to filter incoming email messages. For example, it is possible to put certain emails automatically into specified queues, or to set a specific state or ticket type for some mails. The filters apply to all incoming mails. Several filter conditions can be defined per each mail header. You can manage your filters via the link "PostMaster Filter" on the Admin page (see figure below).

Figure 4.55. PostMaster filter management

A filter consists of one or more criteria that must be met in order for the defined actions to be executed on the email. Filter criteria may be defined for the headers or the body of an email, e.g. search for specific header entries, such as a sender address, or on strings in the body. Even regular expressions can be used for extended pattern matching. If your filter matches, you can set fields using the X-0TRS headers in the GUI. These values will be applied when creating the ticket or follow-up message in OTRS. The table below lists the different X-0TRS headers and their meaning.

Note

You also can use `X-0TRS-FollowUp-*` headers to set values for follow up emails.

Table 4.5. Kazi za vichwa-vya-X-OTRS tofauti

Jina	Thamani ziwezekanazo	Maelezo
Kipaumbele cha-X-OTRS:	1 chini sana, 2 chini, 3 kawaida, 4 juu, 5 juu sana	Inaseti kipaumbele cha tiketi.
Foleni ya-X-OTRS:	Jina la foleni kwenye mfumo.	Defines the queue in which the ticket should be sorted. If a queue is set with this header, this setting has priority over all other filter rules that refer to queues. If you use a sub-queue, specify it as `Parent::Sub`.
Kitasa cha-X-OTRS:	funga, fungua	Inaseti hali ya kitasa cha tiketi.
X-OTRS-Puuza:	Ndio au Kweli	Kama hiki kichwa cha OTRS kimesetiwa kuwa "Ndio", ujumbe unaoingia utapuuzwa na hautapokelewa na mfumo.
Hali ya-X-OTRS:	mpya, fungua, imefungwa kwa mafanikio, imefungwa pasipo mafanikio, ...	Inaseti hali inayofwata ya tiketi.
X-OTRS-Hali-Muda Inasubiri:	mf. 2010-11-20 00:00:00	Sets the pending time of a ticket (you also should sent a pending state via X-OTRS-State). You can specify absolute dates like "2010-11-20 00:00:00" or relative dates, based on the arrival time of the email. Use the form "+ $Number $Unit", where $Unit can be 's' (seconds), 'm' (minutes),

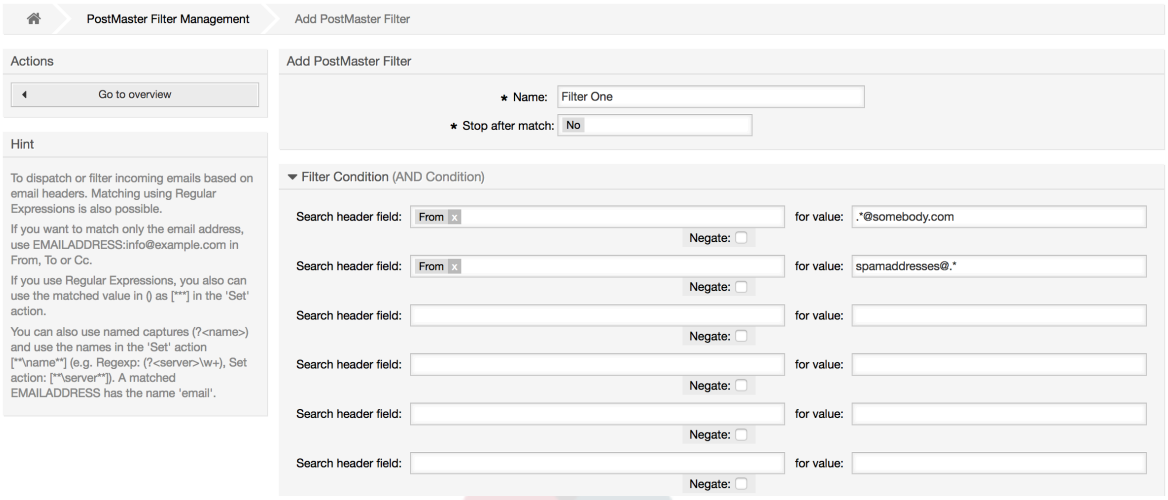
Jina	Thamani ziwezekanazo	Maelezo
		'h' (hours) or 'd' (days). Only one unit can be specified. Examples of valid settings: "+50s" (pending in 50 seconds), "+30m" (30 minutes), "+12d" (12 days). Note that settings like "+1d 12h" are not possible. You can specify "+36h" instead.
X-OTRS-Aina:	chaguo-msingi (inategemea mpangilio wako)	Sets the type of a ticket (if `Ticket::Type` is activated).
X-OTRS-Huduma:	(inategemea na mpangilio wako)	Sets the service of a ticket (if `Ticket::Service` is active). If you want to set a sub-service you should specify it as `Parent::Sub`.
X-OTRS-SLA:	(inategemea na mpangilio wako)	Sets the SLA of a ticket (if `Ticket::Service` support is active).
X-OTRS-MtejaMtumiaji:	MtejaMtumiaji	Inaseti mteja mtumiaji wa tiketi.
X-OTRS-Nambari ya Mteja:	Nambari ya Mteja	Inaseti kitambulisho cha mteja kwa hii tiketi.
X-OTRS-AinaMtumaji:	wakala, mfumo, mteja	Inaseti aina ya mtumaji wa tiketi.
X-OTRS-IsVisibleForCustomer:	0, 1	Controls if the article is shown in the customer interface.
X-OTRS-SehemuInayobadilika-<SehemuInayobadilikaJina>:	Inategemeana na usanidi wa Sehemu Zinazobadilika (Nakala: Daftari, Tarehe: 2010-11-20 00:00:00, Namba kamili: 1)	Saves an additional info value for the ticket on <DynamicFieldName> Dynamic Field.
X-OTRS-Kitanzi:	Kweli	Kama hiki kichwa cha X-OTRS kimesetiwa, hakuna majibu otomatiki yanayo pokelewa na mtumaji wa ujumbe (ulinzi wa barua kitanzi).
X-OTRS-FollowUp-State-Keep:	0, 1	If this X-OTRS header is set, the incoming follow-up message will not change the ticket state. For this purpose the header can be customized in the SysConfig using option `KeepStateHeader`.
X-OTRS-AttachmentExists:	no, yes	Depending on whether attachments are included in the email this X-OTRS header is set to 'yes', or it has a 'no' value if no attachments are included.

Jina	Thamani ziwezekanazo	Maelezo
X-OTRS-AttachmentCount:	(number of attachments)	This X-OTRS header contains as value the number of attachments which are contained in the email (i.e. '0' for mails without attachments).

You should specify a name for every filter rule. Filter criteria can be specified in the section "Filter Condition". Choose via the list boxes for "Header 1", "Header 2" and so on for the parts of the messages where you would like to search, and specify on the right side the values you wish to filter on. In the section "Set Email Headers", you can choose the actions that are triggered if the filter rules match. You can select for "Header 1", "Header 2" and so on to select the X-OTRS-Header and set the associated values (see figure below).

Filter rules are evaluated in alphabetical order, and are all executed except if the "Stop after match" setting has been set to "Yes" in one of the rules (in this case evaluation of the remaining filters is canceled).

Figure 4.56. Add a PostMaster filter



Example 4.1. Inapanga barua taka katika foleni maalumu

A useful filter rule would be to let OTRS automatically move mails marked for spam, by using a spam detection tool such as SpamAssassin, into the "Junk" queue. SpamAssassin adds the "X-Spam-Flag" header to every checked mail. When the mail is marked as spam, the Header is set to "Yes". So the filter criteria would be "X-Spam-Flag: Yes". To create a filter rule with this criteria you can insert the name as, for example, "spam-mails". In the section for "Filter Condition", choose "X-Spam-Flag:" for "Header 1" from the listbox. Insert "Yes" as value for this header. Now the filter criteria is specified. To make sure that all spam mails are placed into the "Junk" queue, choose in the section for "Set Email Headers", the "X-OTRS-Queue:" entry for "Header 1". Specify "Junk" as value for this header. Finally add the new filter rule to activate it for new messages in the system.

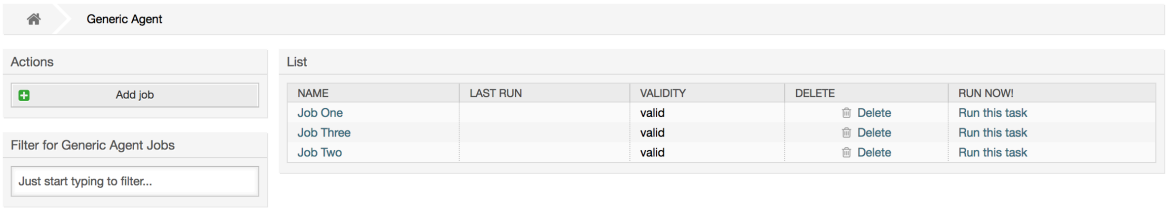
There are additional modules that can be used to filter incoming messages more specifically. These modules might be useful when dealing with larger, more complex systems.

1.15. Executing Automated Jobs with the GenericAgent

KiolesuraChaUjumla ni kifaa cha kutekeleza kazi kiotomatiki. KiolesuraChaUjumla , kwa mfano, kinaweza kufunga au kuhamisha tiketi, kutuma taarifa kwa tiketi zilizopandishwa, na kadh.

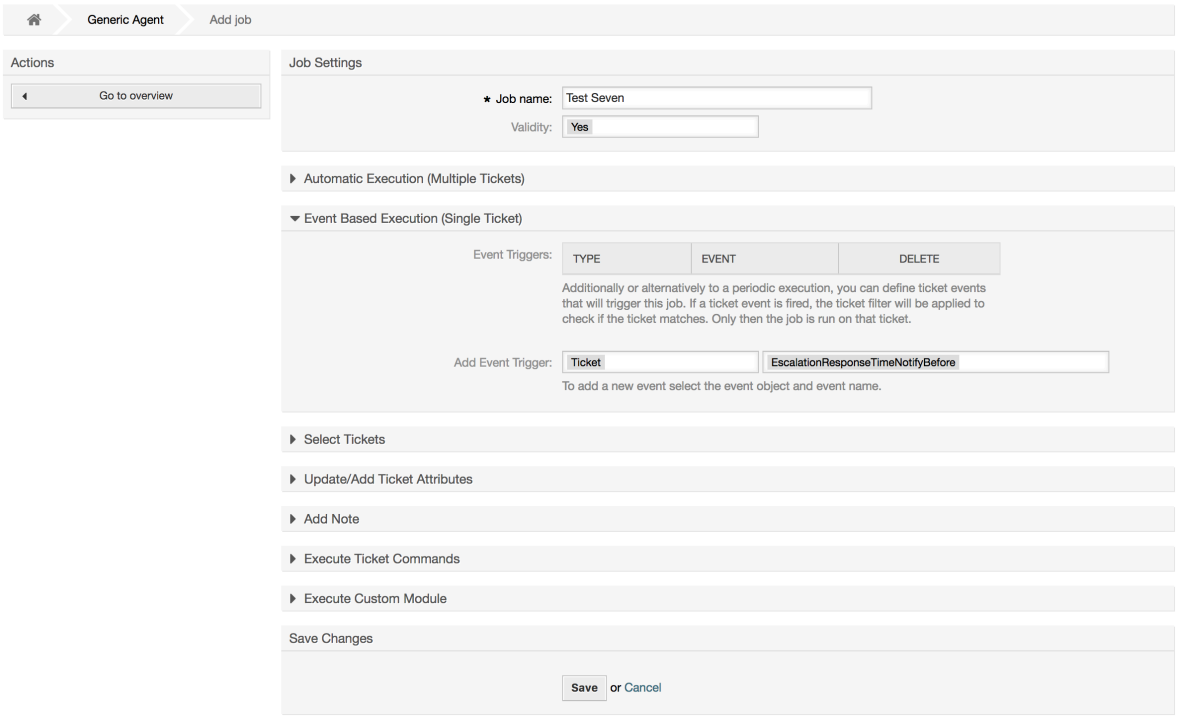
Click the link "GenericAgent" on the Admin page (see figure below). A table with all automated jobs in the system is displayed. These jobs can then be edited, run manually or removed entirely.

Figure 4.57. Orodha ya kazi kwa WakalaWaUjumla



Bofya kitufe cha "Ongeza Kazi" kutengeneza kazi mpya. Kwanza unahitaji kutoa jina. Kisha utaweka bayana jinsi kazi itakavyofanyika: kiotomatiki katika mida iliyopangwa (kama kazi iliyopangwa, moduli hii itafanya kazi kwa tiketi zote zitakazopatikana na kichujio cha tiketi) au kutegemeana na matukio ya tiketi (baada ya tiketi moja tu kubadilishwa, kama itafanana na kichujio cha tiketi). Tambua kwamba kama ukianzisha kazi kwa mikono zinazotegemea matukio kutoka kwenye skrini ya mapitio, zitafanya kazi kwenye tiketi zote zilizopatikana na kichujio cha tiketi.

Figure 4.58. Kutengeneza kazi za WakalaWaUjumla



Kwa kila kazi, unaweza kuweka bayana kichujio cha tiketi, kwa mfano kufanya kazi kwa tiketi kwenye foleni fulani tu. Vigezo vyote vya tiketi lazima vifikiwe kwa kazi kufanyika kwenye tiketi.

Finally, the ticket can be modified by setting various ticket fields like a new queue or state. It is possible to attach a note to the ticket(s) or run a customized module. You also have the option to delete the ticket(s) from the database. This can be useful to purge outdated or invalid data from the system.

Warning

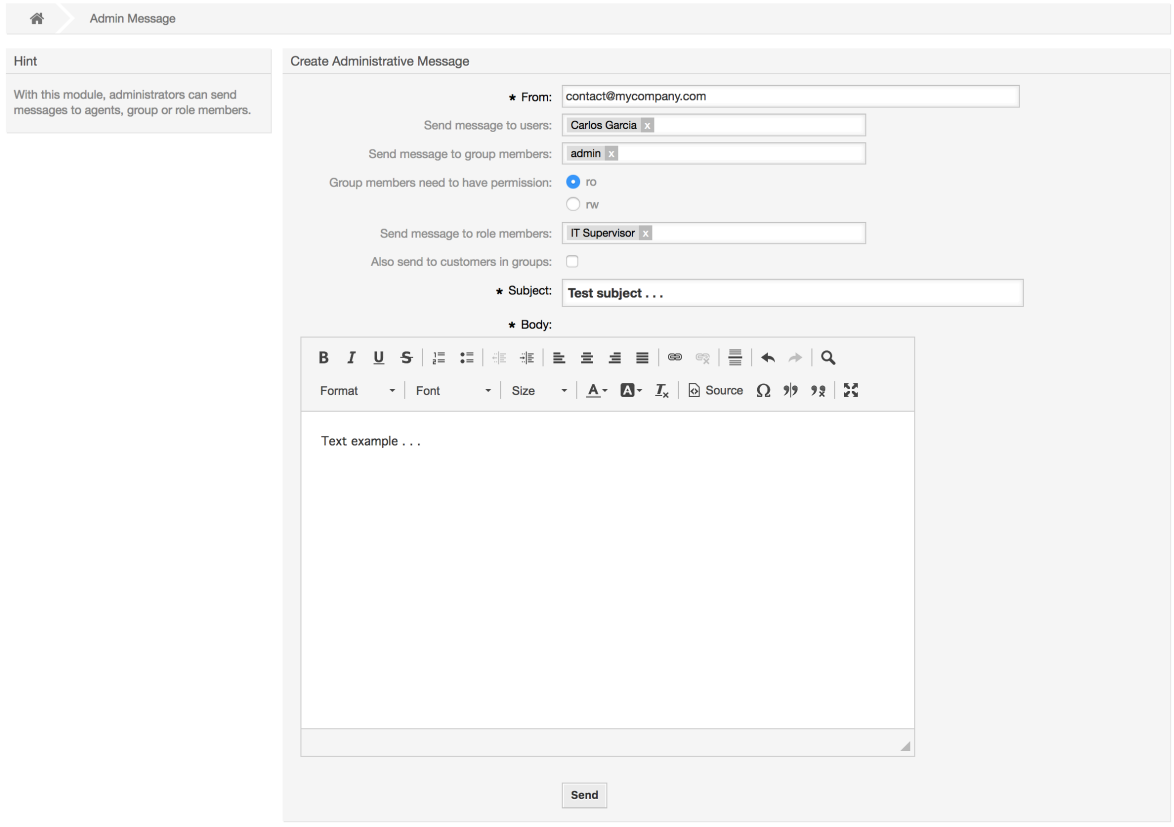
Kama ukitumia fomula-saidizi ya kufuta tiketi, tiketi zote zitakazoathirika na vi-ambatanisho vyake vitaondolewa kwenye hifadhidata na haviwezi kurudishwa!

Baada ya kuhariri kazi, OTRS itarudi kwenye skrini ya mapitio. Huko utakuwa na uwezo wa kuanzisha kazi yoyote kwa mikono. Kama ukichagua kuanzisha kazi, kwanza utaona tiketi zote zitakazoathirika pale kazi itakapoanzishwa. Hii orodha itakusaidia kuthibitisha kwamba kazi inafnywa kama ilivyokusudiwa. Katika pointi hii hakuna mabadiliko yaliy-ofanywa kwenye tiketi hizi. Kama tu utathibitisha kwenye skrini kazi itafanyika.

1.16. Administrative Messages

OTRS administrators can send messages to specific users or groups. The "Admin Notifi-cation" link on the Admin page opens the screen where the agents and groups that should be notified can be selected (see figure below).

Figure 4.59. Admin notification screen

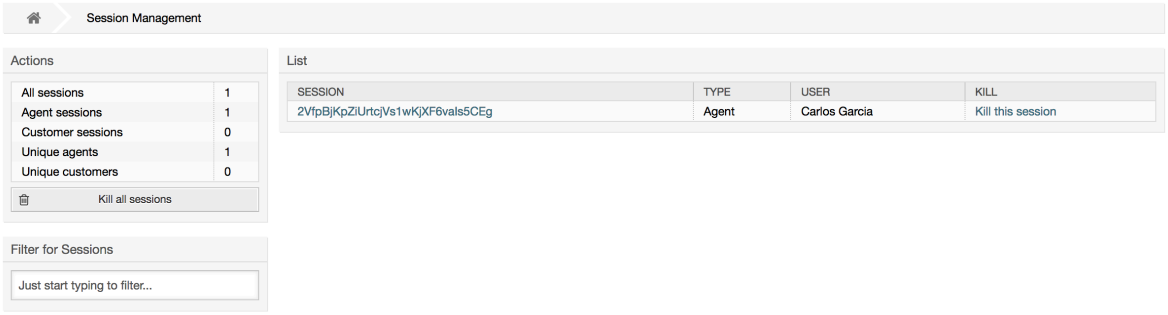


Inawezekana kuweka bayana mtumaji, mada na nakala ya kiini cha taarifa. Unaweza pia kuchagua mawakala, makundi na kazi za nani atakayepokea ujumbe.

1.17. Usimamizi wa kipindi

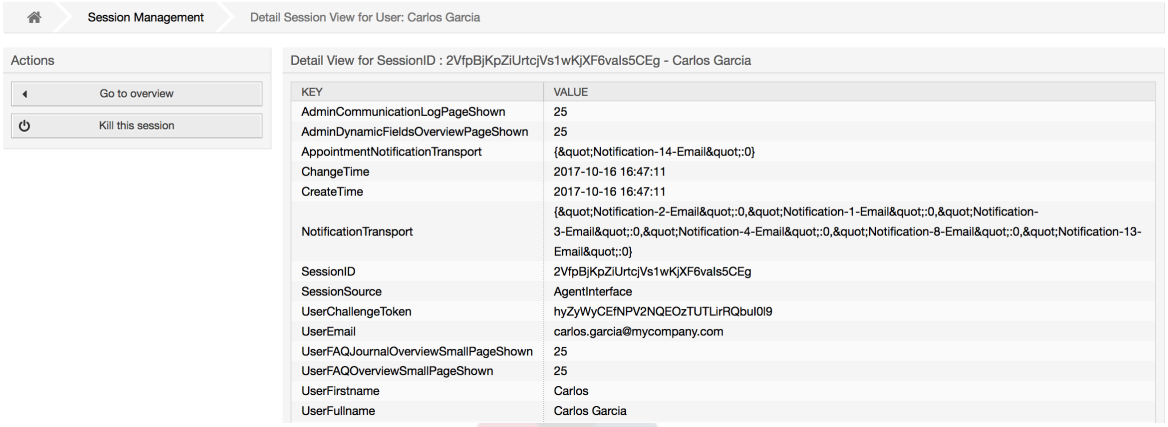
You can see all logged in users and their session details by clicking the "Session Manage-ment" link in the admin area (see figure below).

Figure 4.60. Usimamizi wa kipindi



Some statistics about all active sessions are displayed, e.g. how many agents and customer users are logged in and the number of active sessions. Any individual session can be removed by clicking on the *Kill this session* link on the right-hand side of the list. You also have the option to *Kill all sessions*, which can be useful if you want to take the system offline. Detailed information for every session is available, too (see figure below).

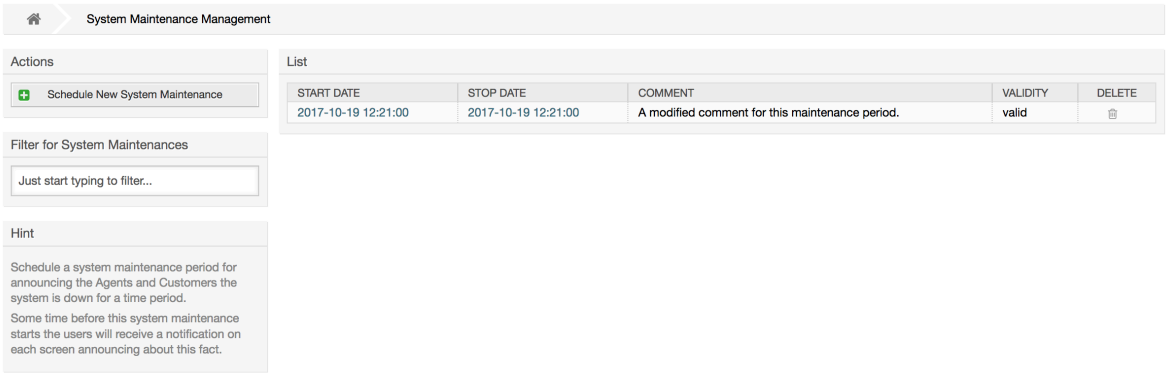
Figure 4.61. Maelezo ya kipindi



1.18. Matengenezo ya mfumo

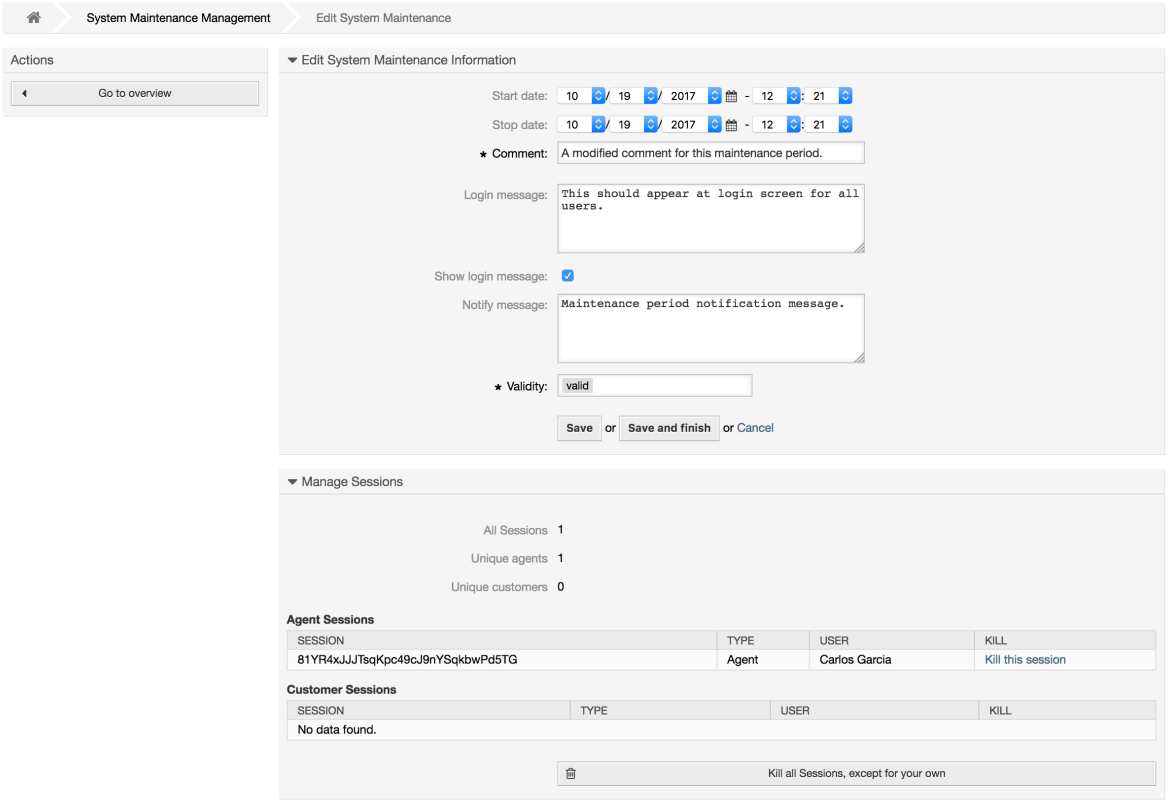
System Maintenance give the option to schedule one or more maintenance periods for the system. During this period no agents or customers can login into the system (except for Agents in the "admin" group). Current logged users and customers receive a notification about the maintenance (before and during the maintenance period). Administrators have the option to kill the sessions for logged agents and customers, all this in preparation to be able to make changes in the system (e.g. a system update) in a "safe" environment.

Figure 4.62. The system maintenance overview screen with some scheduled periods



The Start Date and the Stop Date are required fields, and the only rule for this combination is that Start Date can not be a date after the Stop Date.

Figure 4.63. The system maintenance edit screen

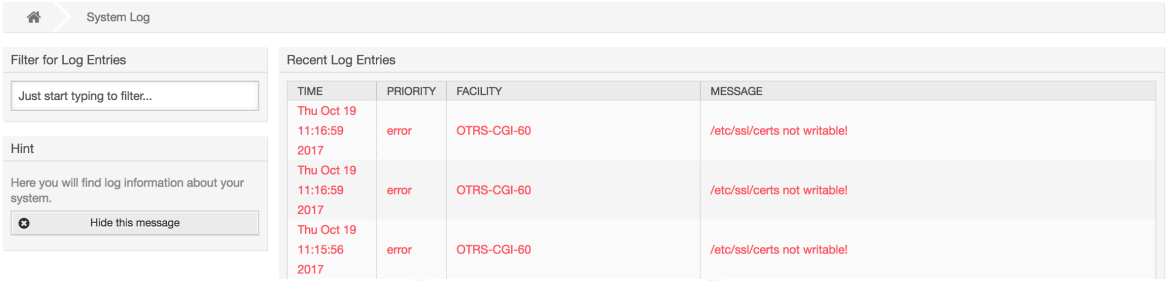


After a new maintenance period is defined an overview and details about the current active sessions is shown, from there administrators can kill this sessions one by one or all of them (except current) if it is needed.

1.19. Batli ya mfumo

The "System Log" link on the Admin page shows the log entries of the system, reverse chronologically sorted with most recent first (see figure below).

Figure 4.64. Batli ya mfumo



Kila mstari kwenye batli una mhuri wa muda, kipaumbele cha batli, kijenzi cha mfumo na ingizo la batli yenyewe.

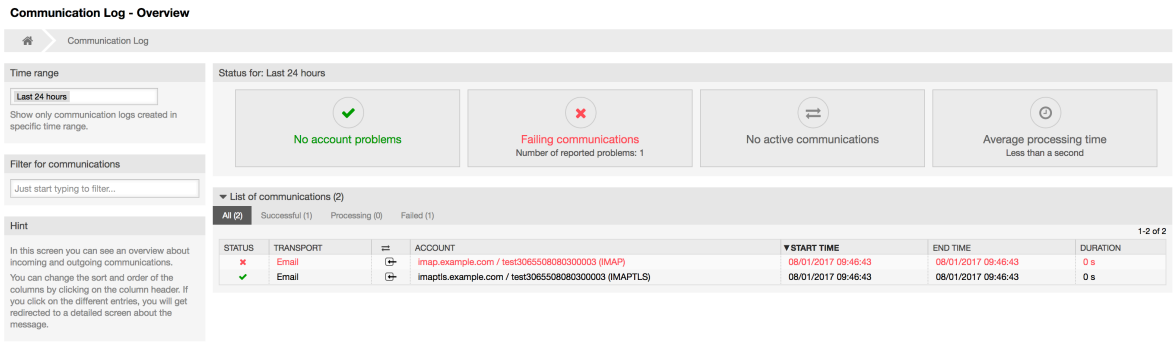
Note

System logs are available via the web interface only on Linux / Unix systems.

1.20. Communication Log

The *Communication Log* frontend in the Admin area allows you to inspect the internal logs about communication handling in OTRS, i.e. sending/receiving emails.

Figure 4.65. Communication Log Overview



Overview page is a dashboard-like screen with several metrics indicating the overall health of the system, depending on filtered communications.

- Account status will signal if you have any issues with configured accounts used for fetching or sending messages.
- Communication status will notify you if there are any errors with either account connections or message processing.
- Communication state widget will display if there are any active communications currently in the system.
- Average processing time is a cumulative time statistic that is needed to complete a communication.

You can select the time range in the left sidebar in order to filter communications depending on their creation time. In addition to this, you can also dynamically filter for any keywords, state of the communication, and you can sort the overview table by all columns.

Figure 4.66. Communication Log Time Range Selection

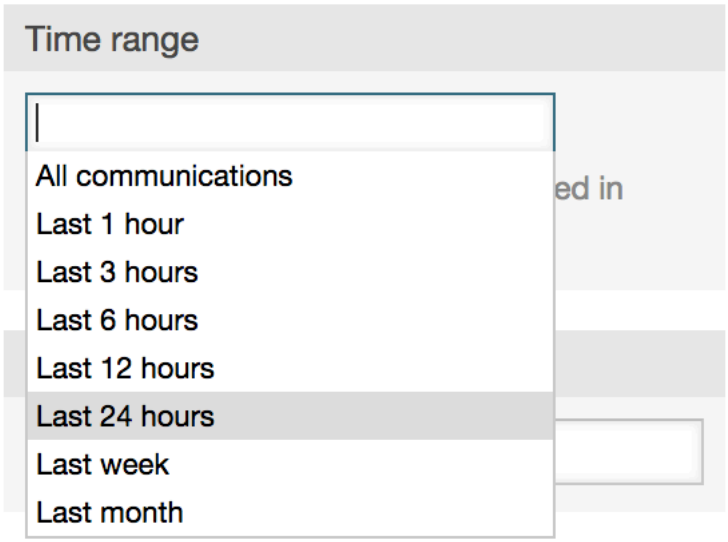
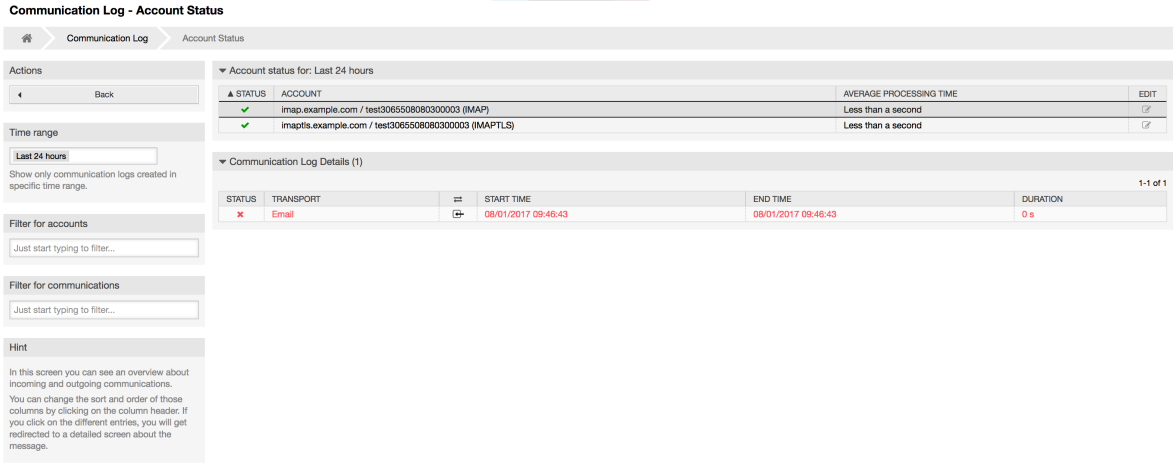
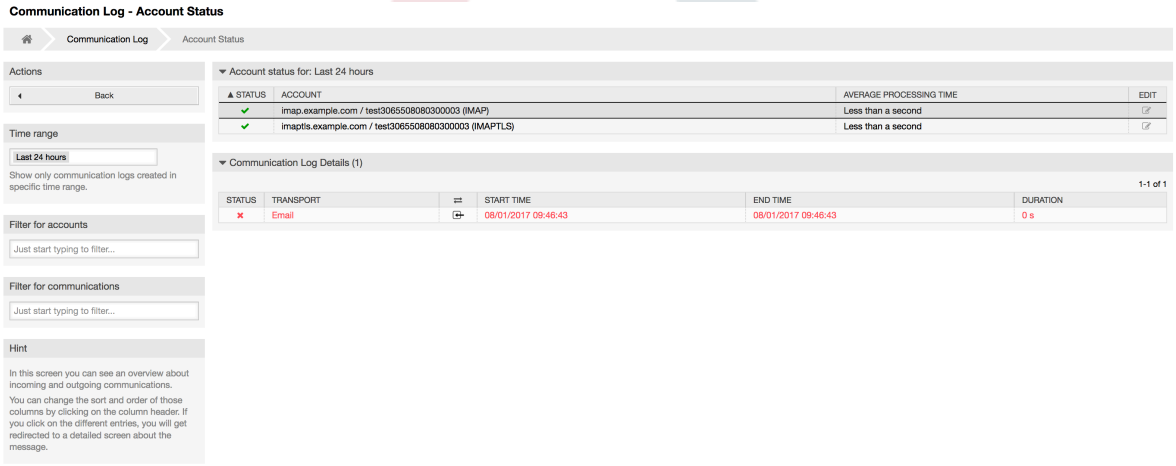


Figure 4.67. Communication Log Account Status



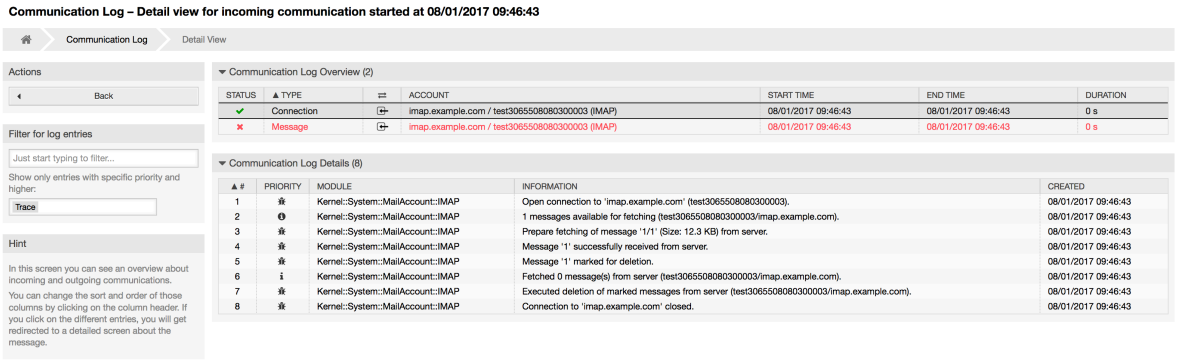
Clicking on account widget will take you to the account status screen, where you can further filter for communications that are related to specific accounts.

Figure 4.68. Communication Log Account Status



If you click on a communication row in any table, you will be presented with a detailed view screen.

Figure 4.69. Communication Log Detail View

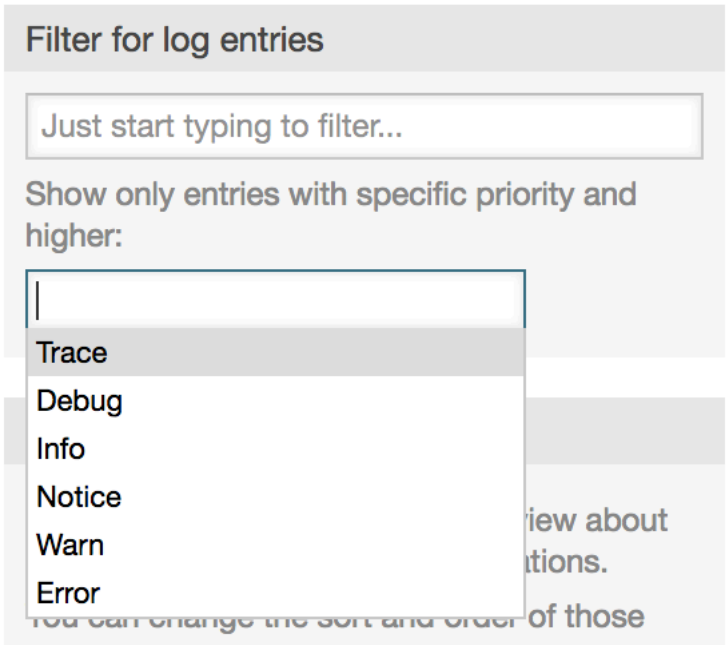


Every communication can contain one or more logs, which can be of Connection or Message type.

- Connection logs will contain any log messages coming from the modules responsible for connecting to your accounts and fetching/receiving messages.
- Message logs will contain any log messages related to specific message processing. Any module working on message themselves can log their actions in this log, giving you a clear overview of what's going on.

You can filter log entries based on their priority, by choosing desired priority in the left sidebar.

Figure 4.70. Communication Log Priority Filter

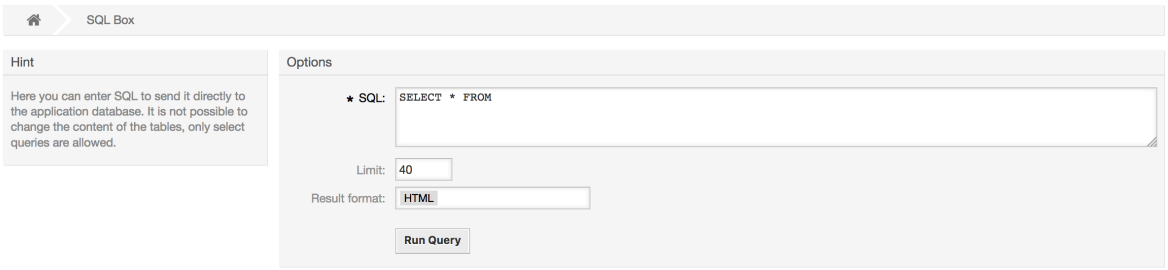


Log level rules apply: by selecting a specific priority, you will get log entries that have that priority set and higher, with *Error* being the highest.

1.21. SQL Queries via the SQL Box

The "SQL Box" link on the Admin page opens a screen that lets you query the content of the tables in the OTRS database (see figure below). It is not possible to change the content of the tables, only 'select' queries are allowed.

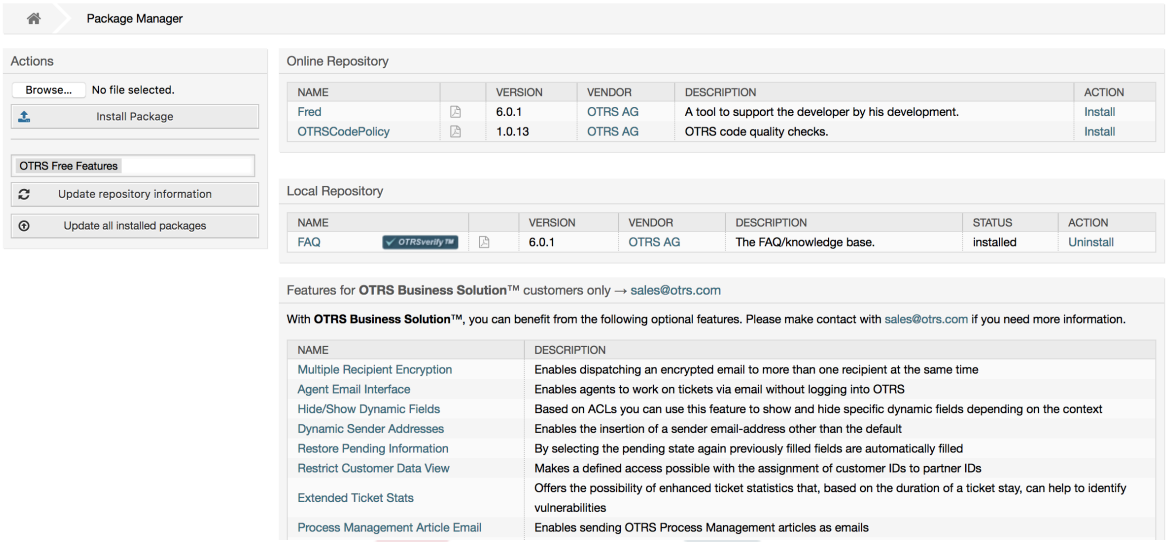
Figure 4.71. Boksi la SQL



1.22. Msimaizi wa kifurushi

Using the *Package Manager* link on the Admin page, you can install and manage packages that extend the functionality of OTRS (see figure below). See the Additional applications section for a discussion on the extensions that are available from the OTRS repositories.

Figure 4.72. Msimaizi wa kifurushi



Meneja kifurushi anaionyesha OTRS vifurushi vya nyongeza ambavyo umesakinisha kwenye seva yako kwa sasa, pamoja na nambari zake za matoleo.

Unaweza kusakinisha vifurushi kutoka kwa mwenyeji wa mbali kwa kuchagua hifadhi kwenye kifungu cha *Hifadhi ya Mtandao*, na kubofya kitufe cha *Sasisha taarifa za hifadhi*. Vifurushi vilivyopo vinaonyeshwa kwenye jedwali husika. Upande wa kulia wa skrini unaonyesha vifurushi vilivyopo. Kusakinisha kifurushi, bofya kwenye *Sakinisha*. Baada ya usakinishaji, kifurushi kinaonyeshwa kwenye kifungu cha *Hifadhi ya Ndani*.

To update an installed package, the list of available packages in the online repository will show *Update* in the Action column for any package that has a higher version than the one that is installed locally. Just click *Update* and it will install the new package version on your system.

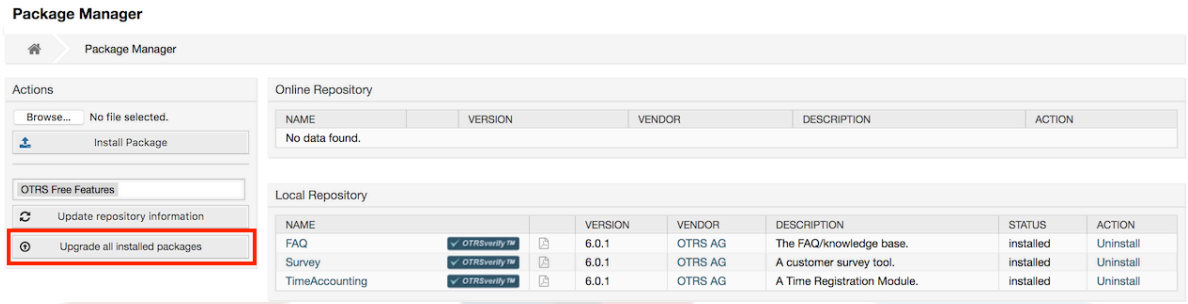
Katika baadhi ya kesi, mfano mfumo wako wa OTRS haujaunganishwa na mtandao, unaweza kusakinisha vifurushi ambavyo umepakua kwenye diski ya ndani. Bofya kitufe cha *Vinjari* kwenye mwambaa upande wa vitendo, na chagua faili la .opm la kifurushi kwenye diski yako. Bofya *Fungua* na kisha *Sakinisha Kifurushi*. Baada ya usakinishaji kukamilika, kifurushi kinaonyeshwa kwenye kifungu *Hifadhi ya Ndani*. Unaweza kutumia hatua hizo hizo kusasisha kifurushi ambacho tayari kimesakinishwa.

In special cases, you might want to configure the Package Manager, e.g., to use a proxy or to use a local repository. Just take a look at the available options in SysConfig under Core::Package.

1.22.1. Update all installed packages

Since OTRS 6, a new button labeled *Update all installed packages* has been added to the sidebar of the package manager screen. When this button is pressed, an OTRS Daemon task will be scheduled to update all packages. Alternatively, this action can be also issued from the command line interface by using the `Admin::Package::UpgradeAll` console command.

Figure 4.73. Package Manager Update All Installed Packages Button



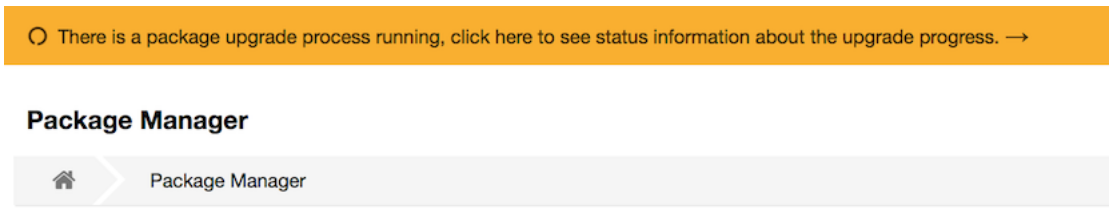
This feature reads the information of all defined package repositories and determines if there is a new version for every installed package in the system and calculates the correct order to update the packages respecting all other package dependencies, even if new versions of existing packages require new packages not yet installed in the system.

Note

If there are packages installed that do not have a corresponding repository defined in the system, they can not be updated by this feature and will be marked as failed (due to the missing on-line repository).

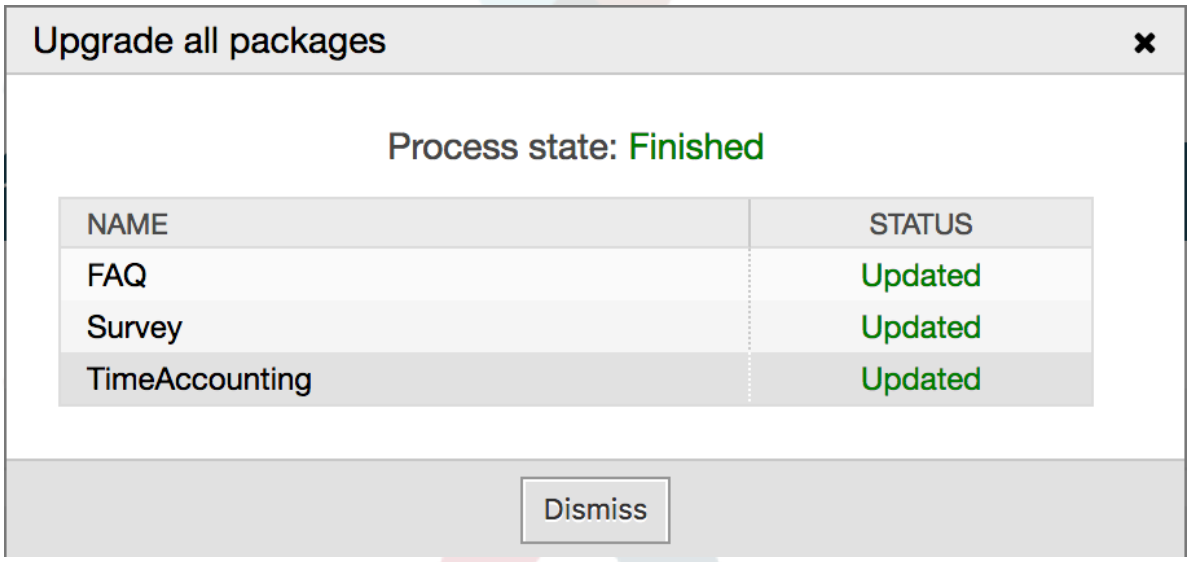
When the process to update all packages is running, a notification bar is added to the package manager screen for easier identification. When notification link is clicked, a progress summary is displayed with the current progress. Also, when the process is running package actions such as "Install", "Update", "Uninstall" and "ReInstall" some actions on the screen might be temporarily disabled in order to avoid conflicts.

Figure 4.74. Package Manager Update All Installed Packages In Progress Notification



When the process finishes (only if it was started in the graphical user interface) the progress notification will change to indicate the new state: it becomes green if all packages was correctly updated or red if there where any failures. Clicking on this notification will show the final summary. In the summary table, a tooltip for the status column of every package can indicate more details about the state. After closing this window, the package manager screen will refresh to show the new version of the installed packages.

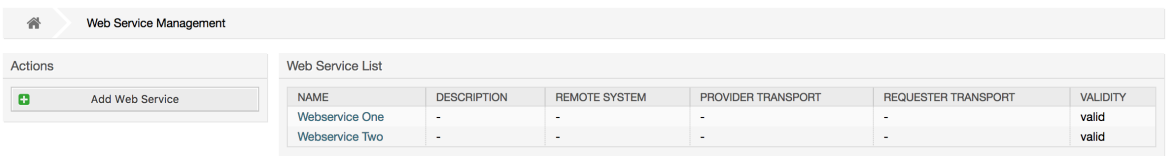
Figure 4.75. Package Manager Update All Installed Packages Summary



1.23. Huduma za Tovuti

The Web Services link leads to the graphical interface where web services (for the OTRS Generic Interface) are created and maintained (see figure below).

Figure 4.76. Kiolesura mchoro cha huduma za tovuti

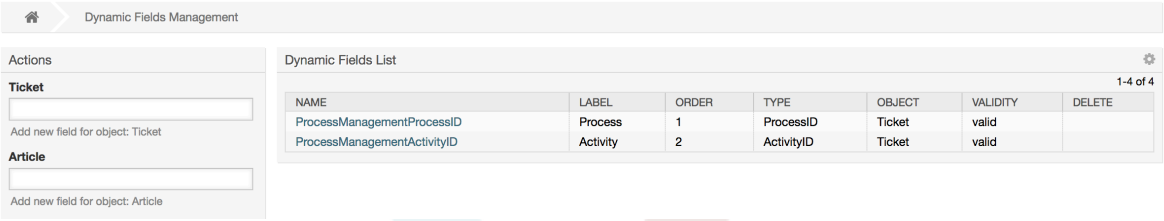


Kiolesura michoro cha huduma za wavuti kinaelezewa kwa undani zaidi katika kifungu "Kiolesura Michoro cha Huduma ya Tovuti".

1.24. Sehemu zinazobadilika

Sehemu Zinazobadilika ni sehemu ambayo unaseti n akusimamia sehemu zilizogeuzwa kukufaa kwa ajili ya tiketi n amakala (on akielelezo chini).

Figure 4.77. The dynamic fields overview screen with some dynamic fields



Usanidi wa sehemu zinazobadilika unaelezewa kwa undani zaidi katika kifungu "Usanidi wa Sehemu Zinazobadilika".

Kila aina ya sehemu zinazobadilika ina usanidi wa mpangilio wake na hivyo skrini yake pekee ya usanidi.

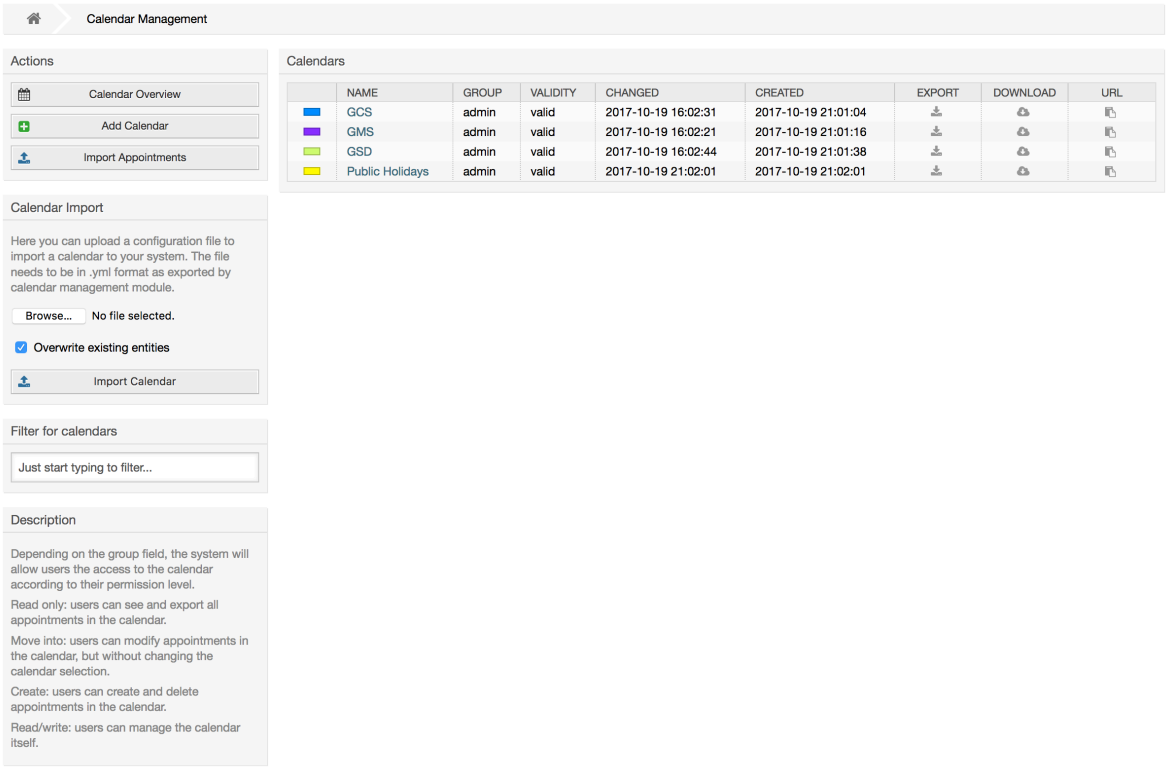
Note

Katika kiunzi cha OTRS, sehemu zinazobadilika zinaweza kuunganishwa tu kwenye tiketi na makala kama chaguo-msingi, lakini zinaweza kupanuliwa kwenda kwenye vitu vingine.

1.25. Calendars

Via calendar management interface it is possible to add and edit multiple calendars.

Figure 4.78. The calendar management screen with some calendars



The calendar management is described in more detail in the section Calendar Management.

2. Usanidi wa Mfumo

2.1. Mafaili ua usanidi wa OTRS

All OTRS configuration files are stored in the directory `Kernel` and in its subdirectories. There is no need to manually change any other file than `Kernel/Config.pm`, because the rest of the files will be changed when the system gets updated. Just copy the configuration parameters from other files into `Kernel/Config.pm` and change them as per your needs. This file will never be touched during the update process, so your manual changes are safe.

The configuration can be rebuilt either manually by executing `perl bin/otrs.Console.pl Maint::Config::Rebuild` or automatically by the installer, package operations (install, update, reinstall and uninstall), etc. All `.xml` files located in `Kernel/Config/Files/XML/` are parsed and their content is transferred to the OTRS database. Most of the `.xml` files which are part of this directory by default belong to OTRS Free, but OTRS Free Features such as FAQ or Survey (or any other OTRS extension) will add their own configuration files to this directory as well.

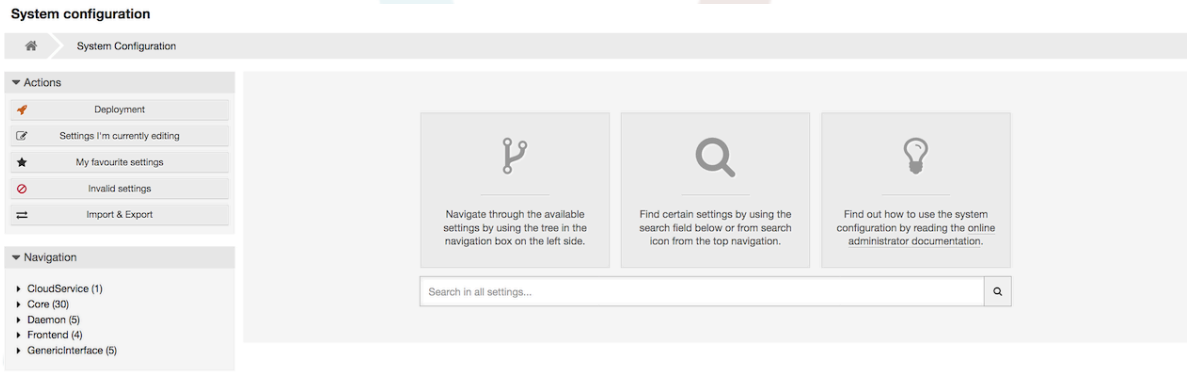
To apply any sort of changes to the configuration, it is necessary to deploy them. The deployment process will extract all settings and the according values from the OTRS database, convert them to a format that OTRS can understand naturally and put them into `Kernel/Config/Files/ZZZAAuto.pm`.

If the OTRS web interface is accessed, the settings contained in the files `Kernel/Config/Files/ZZZAAuto.pm`, `Kernel/Config/Files/ZZZACL.pm` (if existing), `Kernel/Con-`

`fig/Files/ZZZProcessManagement.pm` (if existing) and any other custom `.pm` file will be evaluated alphabetically. These files are used by the graphical user interface for caching purposes and should never be changed manually. Lastly, the file `Kernel/Config.pm` that contains your individual settings and manually changed configuration parameters will be parsed. Reading the configuration files in this order makes sure that your specific configuration settings are considered correctly by the system.

2.2. Configuring the System Through the Web Interface

Figure 4.79. Kiolesura michoro cha usanidi wa mfumo



OTRS Free currently brings more than 1700 configuration settings, and there are different ways to quickly access a specific one. With the full text search, all configuration settings can be scanned for one or more keywords. The full text search not only searches through the names of the configuration settings, but also the descriptions and values. This allows an element to be found easily even if its name is unknown.

Furthermore, each configuration setting is classified by a category and a navigation group. Navigation groups are individual elements in the main navigation tree. By selecting one of these navigation entries, all settings assigned to the selected group will be shown. As long as no extensions are installed, the category selection is automatically hidden, but as soon as a package is installed which brings its own configuration settings (such as FAQ or Survey), the category selection will be revealed. Selecting a category makes the main navigation tree show only the navigation groups belonging to the selected category.

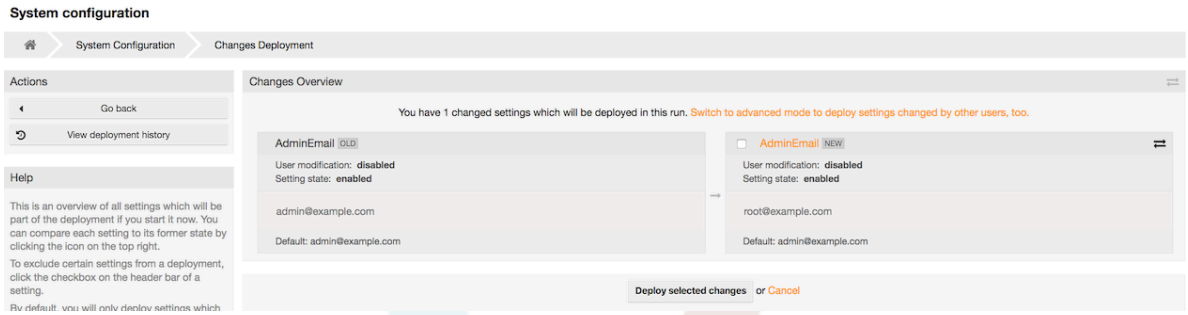
All configuration settings are shown as read only by default. To edit a setting, click the *Edit this setting* button that appears on hovering your mouse cursor over a setting. Once edit mode has been entered, changes made to the fields from within the setting can be saved by clicking the *Save* button on the right (or by hitting the *Enter* key on your keyboard). If a setting is currently edited by another administrator, it is not possible to get access to the edit mode for that setting until the other administrator finished their work. Editing can be cancelled by clicking the *Cancel* button on the right or hitting the *Escape* key on your keyboard. When editing is cancelled, all changes made during the current editing session are discarded.

Clicking the setting name or the menu icon on the top right of each setting will reveal a menu with some more options (e.g. enable/disable a setting, reset a setting values to their defaults, copy a direct link to a setting or add a setting to a list of favorites for quick access).

To bring changes into effect, a deployment has to be started. The system configuration deployment screen shows a list of the settings which are to be deployed. Clicking the arrow icon on the top left of each setting or in the outer *Changes Overview* box will show a

one to one comparison between the settings current state (which is about to be deployed) and the previous (or default) state.

Figure 4.80. System configuration deployment



If you would like to save all the changes you made to your system configuration (for example to quickly set up a new instance) you can use the *Export settings* button, which will provide a `.yml` file for downloading. To restore your own settings, use *Import settings* and select the `.yml` file you have created before.

Note

For security reasons, the configuration settings for the database connection cannot be changed in the graphical user interface of the system configuration. These have to be set manually in `Kernel/Config.pm`.

3. Backing Up the System

Hii sura inaelezea chelezo na urejeshaji wa data za OTRS.

3.1. Chelezo

Kuna aina mbili za data za kuweka kwenye chelezo: mafaili ya programu-tumizi (mf. mafaili ya kwenye `/opt/otrs`), na data zilizohifadhiwa kwenye hifadhidata.

Kurahisisa chelezo, hati `scripts/backup.pl` imejumuishwa katika kila usakinishaji wa OTRS. Inaweza kuanzishwa ili kuweka chelezo la kila data muhimu (ona Hati chini).

```
linux:/opt/otrs# cd scripts/
linux:/opt/otrs/scripts# ./backup.pl --help
backup.pl - backup script
Copyright (C) 2001-2021 OTRS AG, https://otrs.com/
usage: backup.pl -d /data_backup_dir/ [-c gzip|bzip2] [-r 30] [-t fullbackup|nofullbackup|
dbonly]
linux:/opt/otrs/scripts#
```

Hati: Kupata usaidizi wa utaratibu wa chelezo la OTRS.

Tekeleza amri zilizowekwa bayana kwenye hati hapo chini kutengeneza chelezo:

```
linux:/opt/otrs/scripts# ./backup.pl -d /backup/
Backup /backup//2010-09-07_14-28/Config.tar.gz ... done
Backup /backup//2010-09-07_14-28/Application.tar.gz ... done
Dump MySQL rdbms ... done
Compress SQL-file... done
linux:/opt/otrs/scripts#
```

Hati: Kutengeneza chelezo.

Data zote zimehifadhiwa kwenye mpangilio orodha `/chelezo/2010-09-07_14-28/` (ona hati hapo chini). Kwa zaidi, data zilihifadhiwa kwenye faili la .tar.gz

```
linux:/opt/otrs/scripts# ls /backup/2010-09-07_14-28/
Application.tar.gz  Config.tar.gz  DatabaseBackup.sql.gz
linux:/opt/otrs/scripts#
```

Hati: Kukagua mafaili ya chelezo.

3.2. Rejesha

Kurejesha chelezo, data zilizohifadhiwa za programu-tumizi zina andikwa upya kwenye mpangilio orodha wa usanikishaji, mf. `/opt/otrs`. Pia hifadhidata inabidi irejeshwe.

Hati `hati/rejesha.pl` (ona hati chini), ambayo inarahisisha mchakato wa kurejesha, inasambazwa na kila usanikishaji wa OTRS. Ina usaidizi kwa MySQL na PostgreSQL.

```
linux:/opt/otrs/scripts# ./restore.pl --help
restore.pl - restore script
Copyright (C) 2001-2021 OTRS AG, https://otrs.com/
usage: restore.pl -b /data_backup/<TIME>/ -d /opt/otrs/
linux:/opt/otrs/scripts#
```

Hati: Kupata usaidizi wa utaratibu wa urejeshaji.

Data ambazo zimehifadhiwa, kwa mfano, kwenye mpangilio orodha `/chelezo/2010-09-07_14-28/`, inaweza kurejeshwa na amri zilizo kwenye hati hapa chini, kwa kuamini usanikishaji wa OTRS upo kwenye `/opt/otrs`.

```
linux:/opt/otrs/scripts# ./restore.pl -b /backup/2010-09-07_14-28 -d /opt/otrs/
Restore /backup/2010-09-07_14-28//Config.tar.gz ...
Restore /backup/2010-09-07_14-28//Application.tar.gz ...
create MySQL
decompresses SQL-file ...
cat SQL-file into MySQL database
compress SQL-file...
linux:/opt/otrs/scripts#
```

Hati: Kurejesha data za OTRS .

4. Mipangilio ya barua pepe

4.1. Sending/Receiving Emails

4.1.1. Sending Emails

4.1.1.1. Via Sendmail (Default)

OTRS can send out emails via Sendmail, Postfix, Qmail or Exim. The default configuration is to use Sendmail and should work out-of-the-box.

You can configure the sendmail settings via the graphical configuration frontend (`Framework::Core::Sendmail`).

4.1.1.2. Via SMTP Server or Smarthost

OTRS can send emails via SMTP (Simple Mail Transfer Protocol / RFC 821) or Secure SMTP.

The SMTP server settings can be configured via the SysConfig (`Framework::Core::SendMail`). If you don't see SMTPS available as an option, the required Perl modules are missing. In that case, please refer to "Installation of Perl modules required for OTRS" for instructions.

4.1.1.3. Mail Queue

Before sending, OTRS will queue all emails and let a Daemon task asynchronously handle them in due time. On a normal installation, the emails will be sent out every minute by the OTRS Daemon.

To check the status of email sending, you can use the `bin/otrs.Console.pl Maint::Email::MailQueue` console command with `--list` switch.

```
shell> cd /opt/otrs/
shell> bin/otrs.Console.pl Maint::Email::MailQueue --list
  +----+-----------+----------+----------------+--------------------+----------
+----------------+-------------------+
  | ID | ArticleID | Attempts | Sender         | Recipient          | Due Time | Last SMTP
 Code | Last SMTP Message |
  +----+-----------+----------+----------------+--------------------+----------
+----------------+-------------------+
  | 28 | 284       | 0        | otrs@localhost | marketing@otrs.com | -        | -
    | -                 |
  | 29 | 285       | 0        | otrs@localhost | feedbac@otrs.com   | -        | -
    | -                 |
  +----+-----------+----------+----------------+--------------------+----------
+----------------+-------------------+

  Mail queue contains 2 message(s)
```

In order to filter the table, you can use `--filter` argument, for example with ID of the send job.

```
shell> bin/otrs.Console.pl Maint::Email::MailQueue --list --filter ID::28
  +----+-----------+----------+----------------+--------------------+----------
+----------------+-------------------+
  | ID | ArticleID | Attempts | Sender         | Recipient          | Due Time | Last SMTP
 Code | Last SMTP Message |
  +----+-----------+----------+----------------+--------------------+----------
+----------------+-------------------+
  | 28 | 284       | 0        | otrs@localhost | marketing@otrs.com | -        | -
    | -                 |
  +----+-----------+----------+----------------+--------------------+----------
+----------------+-------------------+

  Mail queue contains 1 message(s)

Done.
```

To delete emails queued for sending, specify either `--delete-all` switch, or `--delete` with some filter active.

```
shell> bin/otrs.Console.pl Maint::Email::MailQueue --delete --filter ID::28
Deleted messages from mail queue.
Done.
```

You can also manually send email without waiting for OTRS Daemon task to kick in. Simply specify the `--send` switch.

```
shell> bin/otrs.Console.pl Maint::Email::MailQueue --send
```

```
1 message(s) successfully sent!
Done.
```

4.1.2. Receiving Emails

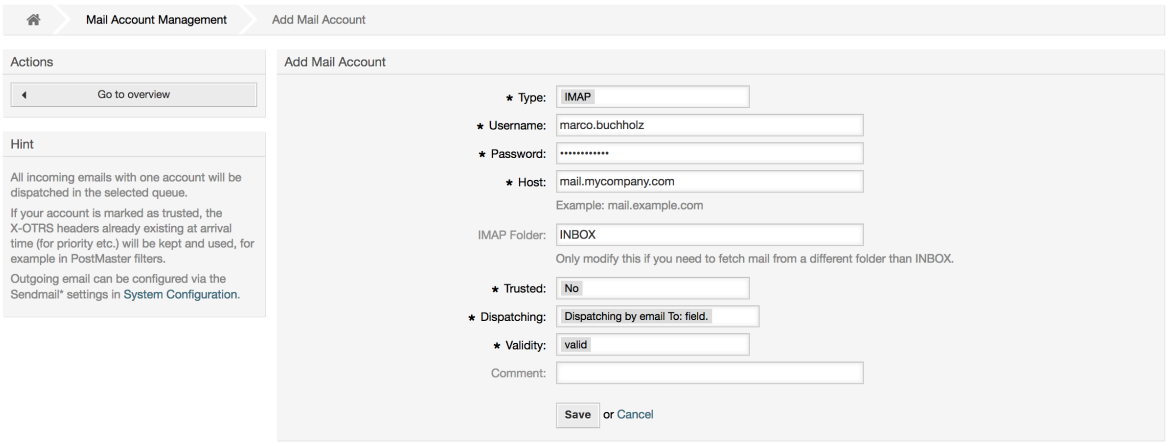
4.1.2.1. Mail Accounts Configured via the OTRS GUI

OTRS is able to receive emails from POP3, POP3S, IMAP and IMAPS mail accounts.

Configure your mail accounts via the *PostMaster Mail Accounts* link on the Admin page.

If a new mail account is to be created (see figure below), then its mail server name, login name and password must be specified. Also, you need to select the mail server type, which can be POP3, POP3S, IMAP or IMAPS. If you don't see your server type available as an option, the required Perl modules are missing on your system. In that case, please refer to Installation of Perl modules required for OTRS for instructions.

Figure 4.81. Kuongeza akaunti ya barua pepe



If you select Yes for the value of the Trusted option, any X-OTRS headers attached to an incoming message are evaluated and executed. Because the X-OTRS header can execute some actions in the ticket system, you should set the *Trusted* option to *Yes* only for known senders. X-OTRS-Headers are used by the filter module in OTRS. The X-OTRS headers are explained in this table in more detail. Any postmaster filter rules created are executed, irrespective of the Trusted option's setting.

The distribution of incoming messages can be controlled if they need to be sorted by queue or by the content of the *To:* field. For the *Dispatching* field, if *Dispatching by selected queue* is selected, all incoming messages will be sorted into the specified queue. The address where the mail was sent to is disregarded in this case. If *Dispatching by email To: field* is selected, the system checks if a queue is linked with the address in the *To:* field of the incoming mail. You can link an address to a queue in the E-mail address management section of the Admin page. If the address in the *To:* field is linked with a queue, the new message will be sorted into the linked queue. If no link is found between the address in the *To:* field and any queue, then the message flows into the *Raw* queue in the system, which is the PostmasterDefaultQueue after a default installation.

All data for the mail accounts are saved in the OTRS database. The `bin/otrs.Console.pl Maint::PostMaster::MailAccountFetch` command uses the settings in the database and fetches the mail. You can execute it manually to check if all your mail settings are working properly.

On a normal installation, the mail will be fetched every 10 minutes by the OTRS Daemon.

Note

Wakati wa kutafuta barua pepe, OTRS inafuta barua hiyo kutoka kwenye seva ya POP au IMAP. Hakuna njia ya kuweka nakala kwenye seva. Kama unataka kubakiwa na nakala kwenye seva, unatakiwa utengeneze sheria za kupeleka mbele katika seva yako ya barua. Tafadhali tembelea nyaraka zako za seva ya barua kwa undani.

4.1.2.2. Via Command Line Program and Procmail (`otrs.Console.pl Maint::PostMaster::Read`)

If you cannot use mail accounts to get the email into OTRS, the command line program `bin/otrs.Console.pl Maint::PostMaster::Read` might be a way around the problem. It takes the mails via STDIN and pipes them directly into OTRS. That means email will be available in your OTRS system if the MDA (mail delivery agent, e.g. procmail) executes this program.

To test `bin/otrs.Console.pl Maint::PostMaster::Read` without an MDA, execute the command of the following script.

```
linux:/opt/otrs# cd bin
linux:/opt/otrs/bin# cat ../doc/sample_mails/test-email-1.box | ./otrs.Console.pl
 Maint::PostMaster::Read
linux:/opt/otrs/bin#
```

Hati: Kujaribisha MkuuWaPosta bila MDA.

Kama barua pepe imeonyeshwa kwenye MuonekanoFoleni, basi mpangilio wako unafanya kazi.

Example 4.2. Routing via Procmail Using `otrs.Console.pl`

In order to route mails in a specific queue using `otrs.Console.pl` use the following example.

```
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read --target-queue=QUEUENAME
```

When sorting to a subqueue, you must separate the parent and child queue with a `::`.

```
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read --target-queue=QUEUENAME::SUBQUEUE
```

Procmail ni kichujio cha barua pepe kinachojulikana sana katika mazingira ya Linux. Inasakinishwa katika mifumo mingi. Kama siyo, angalia katika *ukurasa wa nyumbani wa procmail*.

Kusanidi procmail kwa ajili ya OTRS (kutegemeana na MTA iliyosanidiwa na procmail kama sendmail, postfix, exim au qmail), tumia faili `~otrs/.procmailrc.dist` na nakili kwenda kwenye `.procmailrc` na ongeza mistari ya hati chini.

```
SYS_HOME=$HOME
PATH=/bin:/usr/bin:/usr/local/bin
# --
# Pipe all email into the PostMaster process.
# --
:0 :
| $SYS_HOME/bin/otrs.Console.pl Maint::PostMaster::Read
```

Hati: Kusanidi procmail kwa ajili ya OTRS.

All email sent to the local OTRS user will be piped into `bin/otrs.Console.pl Maint::PostMaster::Read` and then shown in your QueueView.

4.1.2.3. Fetching emails via POP3 or IMAP and fetchmail for `otrs.Console.pl Maint::PostMaster::Read`

In order to get email from your mail server, via a POP3 or IMAP mailbox, to the OTRS machine/local OTRS account and to procmail, use fetchmail.

> **Note**
>
> Usanidi wa SMTP unaofanya kazi unahitajika kwenye mashine ya OTRS.

You can use the `.fetchmailrc.dist` in the home directory of OTRS and copy it to `.fetchmailrc`. Modfiy/change it for your needs (see the Example below).

Example 4.3. `.fetchmailrc`

```
#poll (mailserver) protocol POP3 user (user) password (password) is (localuser)
poll mail.example.com protocol POP3 user joe password mama is otrs
```

Don't forget to set the `.fetchmailrc` to 710 (**chmod 710 .fetchmailrc**)!

With the `.fetchmailrc` from the Example above, all email will be forwarded to the local OTRS account, if the command **fetchmail -a** is executed. Set up a cronjob with this command if you want to fetch the mails regularly.

4.1.2.4. Filtering/Dispatching by OTRS/PostMaster Modules (for More Complex Dispatching)

If you use the `bin/otrs.Console.pl Maint::PostMaster::Read` or `bin/otrs.Console.pl Maint::PostMaster::MailAccountFetch` method, you can insert or modify X-OTRS header entries with the PostMaster filter modules. With the X-OTRS headers, the ticket system can execute some actions on incoming mails, sort them into a specific queue, change the priority or change the customer ID, for example. More information about the X-OTRS headers are available in the section about adding mail accounts from the OTRS Admin page.

Kuna baadhi ya moduli chaguo-msingi za kuchuja:

> **Note**
>
> Jina la kazi (mf. $Self->{'MkuuWaPosta::ModuliUchujaji'}->{'JinaKazi'}) linahitaji kuwa la kipekee!

`Kernel::System::PostMaster::Filter::Match` is a default module to match on some email header (e.g. From, To, Subject, ...). It can set new email headers (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam) if a filter rule matches. The jobs of the Example below can be inserted in `Kernel/Config.pm`.

Example 4.4. Example jobs for the filter module `Kernel::System::PostMaster::Filter::Match`

```
# Job Name: 1-Match
# (block/ignore all spam email with From: noreply@)
$Self->{'PostMaster::PreFilterModule'}->{'1-Match'} = {
    Module => 'Kernel::System::PostMaster::Filter::Match',
    Match => {
        From => 'noreply@',
```

```
    },
    Set => {
        'X-OTRS-Ignore' => 'yes',
    },
};
# Job Name: 2-Match
# (sort emails with From: sales@example.com and Subject: **ORDER**
# into queue 'Order')
$Self->{'PostMaster::PreFilterModule'}->{'2-Match'} = {
    Module => 'Kernel::System::PostMaster::Filter::Match',
    Match => {
        To => 'sales@example.com',
        Subject => '**ORDER**',
    },
    Set => {
        'X-OTRS-Queue' => 'Order',
    },
};
```

`Kernel::System::PostMaster::Filter::CMD` is a default module to pipe the email into an external command. The output is given to STDOUT and if the result is true, then set new email header (e.g. X-OTRS-Ignore: yes or X-OTRS-Queue: spam). The Example below can be used in `Kernel/Config.pm`.

Example 4.5. Kazi ya mfano kwa moduli ya kuchuja Kiini::Mfumo::MkuuWaPosta::Kichujio::CMD

```
# Job Name: 5-SpamAssassin
# (SpamAssassin example setup, ignore spam emails)
$Self->{'PostMaster::PreFilterModule'}->{'5-SpamAssassin'} = {
    Module => 'Kernel::System::PostMaster::Filter::CMD',
    CMD => '/usr/bin/spamassassin | grep -i "X-Spam-Status: yes"',
    Set => {
        'X-OTRS-Ignore' => 'yes',
    },
};
```

`Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition` is a default module that adds the possibility to parse external identifiers, in the email subject, the body or both using regular expressions. It then stores this value in a defined dynamic field. When an email comes in, OTRS will first search for an external identifier and when it finds one, query OTRS on the pre-defined dynamic field. If it finds an existing ticket, it will update this ticket, otherwise it will create a new ticket with the external reference number in the separate field.

OTRS SysConfig already provide 4 different settings to setup different external ticket numbers. If more settings are needed they need to be added manually. The following example can be used in `Kernel/Config.pm` to extend SysConfig settings.

Example 4.6. Example job for the filter module `Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition`

```
# Job Name: ExternalTicketNumberRecognition
# External Ticket Number Reconition, check for Incident-<number> in incoming mails subject
 and
# body from the addeesses <sender>@externalticket.com, if number is found it will be stored
 in
# the dynamic field 'ExternalNumber' (that need to be setup in the Admin Panel).
$Self->{'PostMaster::PreFilterModule'}->{'000-ExternalTicketNumberRecognition'} = {
    'FromAddressRegExp' => '\\s*@externalticket.com',
    'NumberRegExp'      => 'Incident-(\\d.*)',
    'SearchInSubject'   => '1',
    'SearchInBody'      => '1',
```

```
    'TicketStateTypes'  => 'new;open'
    'DynamicFieldName'  => 'ExternalNumber',
    'Module'            =>
 'Kernel::System::PostMaster::Filter::ExternalTicketNumberRecognition',
    'Name'              => 'Test External Ticket Number',
    'SenderType'        => 'system',
};
```

Machaguo ya Usanidi

- `FromAddressRegExp`

  This is an optional setting. Only mails matching this *From:* address will be considered for this filter. You can adjust this setting to the sender address your external system uses for outgoing mails. In case this address can differ, you can set this option to empty. OTRS will in that case not check the sender address.

- `NumberRegExp`

  Huu ni mpangilio wa lazma. Huu mpangilio una semi za kawaida ambazo OTRS itatumia kupata nambari ya tiketi kutoka kwenye somo na/au kiini cha tiketi. Usemi wa kawaida utafanana na matukio ya kwa mfano 'Tukio-12354' na itaweka sehemu iliyo kwenye mabano katika sehemu inayobadilika, kwa kesi hii '12354'.

- `SearchInSubject`

  Kama hii imesetiwa kuwa '1', mada ya barua pepe inatafutwa kwa ajili ya nambari ya tiketi.

- `SearchInBody`

  Kama hii imesetiwa kuwa '1', kiini cha barua pepe kinatafutwa kwa ajili ya nambari ya tiketi.

- `TicketStateTypes`

  Huu ni mpangilio wa hiari. Kama imetolewa, itatafuta OTRS kwa ajili ya tiketi za nje zilizo wazi tu kwa aina fulani ya hali. Aina za hali zinagawanywa na nukta mkato.

- `DynamicField`

  Huu ni mpangilio unaohitajika. Unafafanua sehemu inayobadilika ambayo inatumika kuhifadhi nambari ya nje (jina la sehemu lazima liwepo kwenye mfumo na inabidi liwe halali).

- `SenderType`

  Hii inafafanua aina ya mtumaji wa makala zilizotengenezwa katika OTRS.

`Kernel::System::PostMaster::Filter::Decrypt` is a default module that is capable to decrypt an encrypted incoming email message (S/MIME or PGP) placing the unencrypted message body in the email header X-OTRS-BodyDecrypted to be processed later. Additionally it can also update the email body to the unencrypted version.

In order to decrypt the emails the system needs to be properly configured for S/MIME and/or PGP and have the needed private keys to decrypt the information.

This module is disabled by default and it can be configured directly in the System Configuration in the Admin Panel.

Machaguo ya Usanidi

- `StoreDecryptedBody`

Set this option to "1" to update the email body to the unencrypted version if the decryption was successful. Be aware that using this the emails will be stored unencrypted and there is no possible way to revert this action.

Pia inawezekana kutengeneza moduli zako za kuchuja za MkuuWaPosta.

4.1.2.5. Troubleshooting Email Filtering

This section shows some common issues and things to consider when troubleshooting Postmaster filters.

- The filters are worked in order of their alphabetically sorted filter names. The last filter wins for a certain field to be set, when the criteria match twice.
- *Stop After Match* can prevent a second match.
- Make sure the regular expression is valid.
- Headers can be set as to control OTRS, but are not written in the mail itself.
- When matching one From, CC, TO, use EMAILADDRESS: <your@address>
- The Mailbox must be trusted.
- The match criteria are AND conditions.
- Ticket properties can not be matched by the postmaster filter.

Note

Details about Postmaster filter processing are also present in communication logs. Make sure to check Communication Log in the Admin area.

4.2. Secure Email with PGP

OTRS ina uwezo wa kusaini au kusimba fiche ujumbe unaotoka kwa PGP. Zaidi, ujumbe unaoingia ulio simbwa fiche unaweza kusimbua fiche. Kusimba na kusimbua fiche unafanyika na kifaa cha GPL GnuPG. Kuseti GnuPG kwa ajili ya OTRS, hatua zifwatazo inabidi zifanyike:

1. Sakinisha GnuPG, kupitia meneja kifurushi wa mfumo endeshi wako.
2. Sanidi GnuPG ili utumie pamoja na OTRS. Mipangilio orodha ya lazima ya GnuPG na ufunguo binafsi lazima vitengenezwe. Amri iliyoonyeshwa chini lazima itekelezwe kama mtumiaji 'otrs' kutoka kwenye sheli.

```
linux:~# su otrs
linux:/root$ cd
linux:~$ pwd
/opt/otrs
linux:~$ gpg --gen-key
gpg (GnuPG) 1.4.2; Copyright (C) 2005 Free Software Foundation, Inc.
This program comes with ABSOLUTELY NO WARRANTY.
This is free software, and you are welcome to redistribute it
under certain conditions. See the file COPYING for details.

gpg: directory `/opt/otrs/.gnupg' created
gpg: new configuration file `/opt/otrs/.gnupg/gpg.conf' created
gpg: WARNING: options in `/opt/otrs/.gnupg/gpg.conf' are not yet active during t
his run
gpg: keyring `/opt/otrs/.gnupg/secring.gpg' created
gpg: keyring `/opt/otrs/.gnupg/pubring.gpg' created
Please select what kind of key you want:
   (1) DSA and Elgamal (default)
```

```
   (2) DSA (sign only)
   (5) RSA (sign only)
Your selection? 1
DSA keypair will have 1024 bits.
ELG-E keys may be between 1024 and 4096 bits long.
What keysize do you want? (2048)
Requested keysize is 2048 bits
Please specify how long the key should be valid.
     0 = key does not expire
  <n>  = key expires in n days
  <n>w = key expires in n weeks
  <n>m = key expires in n months
  <n>y = key expires in n years
Key is valid for? (0)
Key does not expire at all
Is this correct? (y/N) y

You need a user ID to identify your key; the software constructs the user ID
from the Real Name, Comment and Email Address in this form:
    "Heinrich Heine (Der Dichter) <heinrichh@duesseldorf.de>"

Real name: Ticket System
Email address: support@example.com
Comment: Private PGP Key for the ticket system with address support@example.com
You selected this USER-ID:
"Ticket System (Private PGP Key for the ticket system with address support@examp
le.com) <support@example.com>"

Change (N)ame, (C)omment, (E)mail or (O)kay/(Q)uit? O
You need a Passphrase to protect your secret key.

Passphrase: secret
Repeat passphrase: secret

We need to generate a lot of random bytes. It is a good idea to perform
some other action (type on the keyboard, move the mouse, utilize the
disks) during the prime generation; this gives the random number
generator a better chance to gain enough entropy.
++++++++++.++++++++++++++++++++++++....+++++.+++++...++++++++++++++++++++++++.
++++++++++++++++++++++++.+++++.+++++.++++++++++++++++++++++++>++++++++++>+++++
.......>+++++<+++++.............................+++++

Not enough random bytes available.  Please do some other work to give
the OS a chance to collect more entropy! (Need 280 more bytes)

++++++++++.+++++..++++++++++..+++++....++++++++++++++++++++.+++++++++++++++.++++
++++++++++++++++++++++++.++++++++++.+++++++++++++++.++++++++++.+++++++++++++++
..+++++>.+++++....>+++++.......................................................
.......................................................>+++++<+++++.........
.............+++++^^^
gpg: /opt/otrs/.gnupg/trustdb.gpg: trustdb created
gpg: key 7245A970 marked as ultimately trusted
public and secret key created and signed.

gpg: checking the trustdb
gpg: 3 marginal(s) needed, 1 complete(s) needed, PGP trust model
gpg: depth: 0  valid:   1  signed:   0  trust: 0-, 0q, 0n, 0m, 0f, 1u
pub   1024D/7245A970 2006-02-03
      Key fingerprint = 2ED5 BC36 D2B6 B055 7EE1  5833 1D7B F967 7245 A970
 uid                  Ticket System (Private pgp key for ticket system with addre
ss support@example.com) <support@example.com>
sub   2048g/52B97069 2006-02-03

linux:~$
```

Hati: Kusanidi GnuPG.

Kama ilivyoonyeshwa kwenye hati chini, mipangilio chaguo-msingi inaweza kutumika kwa parameta nyingi zinazotakiwa. Thamani za mmiliki wa ufunguo tu ndio zinatakiwa kuingizwa kwa usahihi, na nywila sahihi kuwekwa kwa ajili ya funguo.

3. In the screen for the PGP settings, PGP should be activated for OTRS (first option). Also, the path to the gpg program should be set and checked.

   Mpangilio unaofwata wa config (PGP::Options) unaweza kuhitaji mabadiliko pia. Kupitia mpangilio huu wa config, parameta ambazo zinatumika kwa kila utekelezaji wa gpg kwa mtumiaji wa 'otrs' unaweza kuwekwa bayana. Hasa, mpangilio orodha wa mafaili ya config ya GnuPG ya mtumiaji wa 'otrs' ni muhimu. Kwenye mfano `/opt/otrs/.gnupg` imetumika. Huu mpangilio orodha ulitengenezwa mapema wakati wa usanidi wa PGP.

   Kwa kupitia chaguo linalofwata la usanidi (PGP::Ufunguo::Nywila) inawezekana kubainisha jozi ya Vitambulisho vya funguo na nywila zake kwa ajili ya funguo binafsi. Kwa sababu mawasiliano ya wabia kutoka nje wanaandika kwenye mfumo wa tiketi na ujumbe wao kufanyiwa usimbaji fiche kwa kutumia funguo zako za umma, OTRS inaweza kusimbua fiche huu ujumbe kwa kutumia Kitambulisho/nywila zilizobainishwa hapa.

   Jinsi ya kupata kitambulisho cha ufunguo wako binafsi? Kitambulisho cha ufunguo wako binafsi tayari kinaonyeshwa wakati wa uzalishaji funguo (ona hatua 1 hapo juu). Pia inawezekana kupata Kitambulisho kama amri itakayoonyeshwa kwenye hati ifuatayo itatekelezwa kama mtumiaji 'otrs':

   ```
   linux:~# su otrs
   linux:/root$ cd
   linux:~$ pwd
   /opt/otrs
   linux:~$ gpg --list-keys
   /opt/otrs/.gnupg/pubring.gpg
   ----------------------------
   pub   1024D/7245A970 2006-02-03
   uid                  Ticket System (Private pgp key for ticket system with
   address support@example.com) <support@example.com>
   sub   2048g/52B97069 2006-02-03

   linux:~$
   ```

   Hati: Kupata Kitambulisho cha ufunguo wako binafsi.

   Kitambulisho cha ufunguo binafsi kinaweza kupatikana katika mstari uanoanza na "sub". Ni tungo iliyo katika hexadecimal ambayo ina urefu wa herufi nane, katika mfano juu ni "52B97069". Nywila unayotakiwa kuweka bayana kwa ajili ya huu ufunguo katika mfumo wa tiketi ni sawa na uliotolewa wakati wa uzalishaji ufunguo.

   Baada ya hii data kuingizwa, kitufe cha ku "sasisha" kinaweza kutumika kuhifadhi mipangilio. OTRS iko tayari kupokea na kusimbua fiche ujumbe uliofanyiwa usimbaji.

4. Hatimaye, agiza ufunguo wa umma wa mteja. Hii inahakikisha kwamba ujumbe uliofanyiwa usimbaji fiche unaweza kutumwa nje kwa huyu mteja. Kuna njia mbili za kuagiza ufunguo wa umma wa mteja.

   Njia ya kwanza ni kubainisha ufunguo wa umma wa mteja katika kiolesura cha usimamizi wa mteja.

   Njia ya pili ni kuweka bayana ufunguo kupitia mipangilio ya PGP, inafikika kutoka kwenye kurasa ya Msimamizi. Katika upande wa kulia wa hii skrini, funguo za umma za wateja zilizoagizwa kutoka nje zinaonyeshwa. Baada ya PGP kuamilishwa na kusanidiwa kwa ajili ya OTRS, funguo yako mwenyewe ya umma itaorodheshwa hapa. Kwenye upande wa kushoto wa skrini ya mipangilio ya PGP inawezekana kutafuta funguo. Pia ufunguo mpya wa umma unaweza kupakiwa kwenye mfumo kutoka kwenye faili.

   Mafaili yenye ufunguo wa umma ambayo yanahitaji kuagizwa kwenye OTRS inabidi yawe tangamanifu na mafaili ya ufunguo ya GnuPGP. Katika kesi nyingi, ufunguo ulio-

hifadhiwa katika faili ni "ufunguo unaolindwa na ASCII". OTRS inaweza kushughulika na umbizo hili.

4.3. Secure Email with S/MIME

Kwa muonekano wa kwanza, usimbaji fiche kwa S/MIME unaonekana mgumu kulinganisha na PGP. Kwanza inabidi uanzishe Mamlaka ya Uhalalishaji (CA) kwa ajili ya mfumo wa OTRS. Hatua zinazofuata ni kama zile zinazohitajika na PGP: sanidi OTRS, sakinisha hati yako mwenyewe, agiza hati nyingine za umma kama zinavyohitajika, na kadh.

Usanidi wa S/MIME unafanyika nje ya kiolesura cha tovuti cha OTRS kwa asilimia kubwa, na unatakiwa ufanyike kwenye sheli na mtumiaji wa 'otrs'. Usanidi wa MIME chini ya Linux unajikita katika SSL (OpenSSL). Kwahiyo kwanza kabisa kagua kama kifurudhi cha OpenSSL kimesakinishwa kwenye mfumo wako. Kifurushi cha OpenSSL kinajumuisha hati iitwayo CA.pl, ambamo ndani yake hatua za muhimu za utengenezaji wa hati zinaweza kufanyika. Kurahisisha mchakato, tafuta wapi kwenye mfumo wa mafaili hati ya CA.pl imehifadhiwa na ingiza mahali inapopatikana katika kishika nafasi NJIA cha sheli (ona Hati chini).

```
otrs@linux:~> rpm -ql openssl | grep CA
/usr/share/ssl/misc/CA.pl
otrs@linux:~> export PATH=$PATH:/usr/share/ssl/misc
otrs@linux:~> which CA.pl
/usr/share/ssl/misc/CA.pl
otrs@linux:~> mkdir tmp; cd tmp
otrs@linux:~/tmp>
```

Hati: Usanidi wa S/MIME.

Hati hapo juu inaonyesha kwamba mpangilio orodha mpya wa muda ~/tmp umetengenezwa, ambapo ndani yake hati itazalishwa.

Kutengeneza hati, fanya operesheni zifuatazo katika tungo amri (tunaamini msimamizi wa OTRS inabidi atengeneze hati ya SSL kwa ajili ya kujaribisha na kujifunza. Kama tayari una hati ya SL iliyothibitishwa kwa ajili ya usimbaji fiche, itumie na ruka hizi hatua):

1. Anzisha Mamlaka yako ya Uhalalishaji kwa ajili ya SSL. unahitaji kuthibitisha maombi ya hati yako ya SSL (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -newca
CA certificate filename (or enter to create)

Making CA certificate ...
Generating a 1024 bit RSA private key
...++++++
......++++++
writing new private key to './demoCA/private/cakey.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS Admin
```

```
Email Address []:otrs@your-domain.tld
otrs@linux:~/tmp> ls -la demoCA/
total 8
-rw-r--r--  1 otrs otrs 1330 2006-01-08 17:54 cacert.pem
drwxr-xr-x  2 otrs otrs   48 2006-01-08 17:53 certs
drwxr-xr-x  2 otrs otrs   48 2006-01-08 17:53 crl
-rw-r--r--  1 otrs otrs    0 2006-01-08 17:53 index.txt
drwxr-xr-x  2 otrs otrs   48 2006-01-08 17:53 newcerts
drwxr-xr-x  2 otrs otrs   80 2006-01-08 17:54 private
-rw-r--r--  1 otrs otrs   17 2006-01-08 17:54 serial
otrs@linux:~/tmp>
```

Hati: Kuweka Mamlaka ya Uhalalishaji kwa ajili ya SSL.

2. Zalisha maombi ya cheti (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -newreq
Generating a 1024 bit RSA private key
.........................................++++++
....++++++
writing new private key to 'newreq.pem'
Enter PEM pass phrase:
Verifying - Enter PEM pass phrase:
-----
You are about to be asked to enter information that will be incorporated
into your certificate request.
What you are about to enter is what is called a Distinguished Name or a DN.
There are quite a few fields but you can leave some blank
For some fields there will be a default value,
If you enter '.', the field will be left blank.
-----
Country Name (2 letter code) [AU]:DE\keyreturn
State or Province Name (full name) [Some-State]:OTRS-state
Locality Name (eg, city) []:OTRS-town
Organization Name (eg, company) [Internet Widgits Pty Ltd]:Your company
Organizational Unit Name (eg, section) []:
Common Name (eg, YOUR name) []:OTRS admin
Email Address []:otrs@your-domain.tld

Please enter the following 'extra' attributes
to be sent with your certificate request
A challenge password []:
An optional company name []:
Request (and private key) is in newreq.pem
otrs@linux:~/tmp> ls -la
total 4
drwxr-xr-x  6 otrs otrs  232 2006-01-08 17:54 demoCA
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

Hati: Kutengeneza maombi ya cheti.

3. Kusaini maombi ya hati. Maombi ya hati yanaweza kusainiwa na kuthibitishwa na Mamlaka yako ya Uhalalishaji, au ili kuaminika zaidi kwa kusainiwa na Mamlaka nyingine ya Uhalalishaji iliyothibitishwa. (ona chini).

```
otrs@linux:~/tmp> CA.pl -signreq
Using configuration from /etc/ssl/openssl.cnf
Enter pass phrase for ./demoCA/private/cakey.pem:
Check that the request matches the signature
Signature ok
Certificate Details:
        Serial Number:
            fd:85:f6:9f:14:07:16:c8
        Validity
            Not Before: Jan  8 17:04:37 2006 GMT
            Not After : Jan  8 17:04:37 2007 GMT
```

```
        Subject:
            countryName               = DE
            stateOrProvinceName       = OTRS-state
            localityName              = OTRS-town
            organizationName          = Your Company
            commonName                = OTRS administrator
            emailAddress              = otrs@your-domain.tld
        X509v3 extensions:
            X509v3 Basic Constraints:
                CA:FALSE
            Netscape Comment:
                OpenSSL Generated Certificate
            X509v3 Subject Key Identifier:
                01:D9:1E:58:C0:6D:BF:27:ED:37:34:14:D6:04:AC:C4:64:98:7A:22
            X509v3 Authority Key Identifier:
                keyid:10:4D:8D:4C:93:FD:2C:AA:9A:B3:26:80:6B:F5:D5:31:E2:8E:DB:A8
                DirName:/C=DE/ST=OTRS-state/L=OTRS-town/O=Your Company/
                CN=OTRS admin/emailAddress=otrs@your-domain.tld
                serial:FD:85:F6:9F:14:07:16:C7

Certificate is to be certified until Jan  8 17:04:37 2007 GMT (365 days)
Sign the certificate? [y/n]:y

1 out of 1 certificate requests certified, commit? [y/n]y
Write out database with 1 new entries
Data Base Updated
Signed certificate is in newcert.pem
otrs@linux:~/tmp>
```

Hati: Kusaini maombi ya cheti.

4. Zalisha hati yako mwenyewe, na data zote zinaoendana nazo, kwa kutumia maombi ya hati yaliyosainiwa (ona Hati chini).

```
otrs@linux:~/tmp> CA.pl -pkcs12 "OTRS Certificate"
Enter pass phrase for newreq.pem:
Enter Export Password:
Verifying - Enter Export Password:
otrs@linux:~/tmp> ls -la
total 12
drwxr-xr-x  6 otrs otrs  328 2006-01-08 18:04 demoCA
-rw-r--r--  1 otrs otrs 3090 2006-01-08 18:13 newcert.p12
-rw-r--r--  1 otrs otrs 3791 2006-01-08 18:04 newcert.pem
-rw-r--r--  1 otrs otrs 1708 2006-01-08 18:04 newreq.pem
otrs@linux:~/tmp>
```

Hati: Kuzalisha cheti kipya.

Sasa kwa kuwa hizi operesheni zimefanyika, kuseti S/MIME lazima kukamilike katika OTRS.

hiki kipande cha kuseti kinafanyika katika ukurasa wa Msimamizi, kuchagua kiungo "SMIME". Ikiwa msaada wa S/MIME wa kawaida kwenye OTRS haujawezeshwa, barakoa itanbainisha hii kwa msimamizi na kutoa kiungo cha kuiwezesha.

With the SysConfig group "Crypt::SMIME", you can also enable and configure the general S/MIME support.

Hana unweza kuamilisha msaada wa S/MIME, na kufafanua njia za anri ya OpenSSL na mpangilio orodha wa hati. Faili la ufunguo lililo tengnezwa hapo juu lazima lihifadhiwe kwenye mpangilio orodha ulioonyeshwa hapa. La sivyo OpenSSL haiwezi kulitumia.

Hatua inayofwata inafanywa kwenye usanidi wa S/MIME katika ukurasa wa Msimamizi wa OTRS. Hapa unaweza kuagiza ufunguo binafsi wa (za) mfumo wa OTRS na funguo za umma za mawasiliano ya wabia wengine. Ingiza ufunguo wa umma ambao umetengenezwa mwanzoni mwa kifungu hiki na kuongezwa kwenye OTRS.

Obviously, all public S/MIME keys of communication partners can be imported using the customer user administration tool as well.

4.3.1. Fetch S/MIME Certificates from Customer User Backends

It is possible to use a Customer User Backed (such as LDAP) as the source of public S/MIME certificates. This certificates could be imported into the system and be displayed in S/MIME configuration on the OTRS Admin page and they can be used from OTRS to send encrypted emails to the customers.

In order to enable this feature is needed to:

1. Enable `SMIME` in SysConfig
2. Enable `SMIME::FetchFromCustomer` in SysConfig
3. Configure a customer user backend to provide the attribute `UserSMIMECertificate` with the customer user S/MIME certificate (there is an example for LDAP customer user mapping in `$OTRS_HOME/Kernel/Config/Defaults.pm`).

This feature can be used in three different ways:

1. Incoming Emails:

   A dedicated Postmaster filter (`PostMaster::PreFilterModule###000-SMIMEFetchFromCustomer` in SysConfig) will extract the email address of each incoming email and will try to find the email address is the list of customers. If found it will try get the S/MIME certificate from customer user attributes. If a certificate is found it will try to import it (unless it was already imported).

2. Specific email address or all customers:

   The console command `Maint::SMIME::CustomerCertificate::Fetch` can be used to import the S/MIME certificate of one customer email address as:

   ```
   shell> perl /opt/otrs/bin/otrs.Console.pl Maint::SMIME::CustomerCertificate::Fetch --
   email customer@example.com
   ```

   In this case the console command will try to match the supplied email address with one of the customer users. If found it will try add to the system the S/MIME certificate found in customer user properties (if the certificate is not already added).

   The same console command can be used to import the S/MIME certificates of all customer users (limited to `CustomerUserSearchListLimit` property from the customer user backend). This option is discouraged specially for systems with a large number of customer users as it might require too much time to execute and depending on the limit it might be possible that not all customer certificates will be fetch. Execute the console command in this mode as:

   ```
   shell> perl /opt/otrs/bin/otrs.Console.pl Maint::SMIME::CustomerCertificate::Fetch --add-
   all
   ```

   For this option the console command will query the customer user backends to get all possible customers and for each it will check if there is a S/MIME certificate. If a certificate is found, it will try to add it to the system (if the certificate is not already added).

3. Renew existing certificates:

Another console command `Maint::SMIME::CustomerCertificate::Renew` can be used to check for all existing certificates in the system. This verifies that the existing certificates from customer users matches the ones that are retrieved by the customer user properties. Any new certificate in the customer user backend will be added into the system (no certificates are deleted in this process).

This console command is executed once a day by the OTRS daemon automatically with the task `Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIME-Certificates` (as seen in SysConfig), but it can be also executed manually on demand as:

```
shell> perl /opt/otrs/bin/otrs.Console.pl Maint::SMIME::CustomerCertificate::Renew
```

5. Using External backends

5.1. Customer Data

OTRS works with many customer data attributes such as username, email address, phone number, etc. These attributes are displayed in both the Agent and the Customer frontends, and also used for the authentication of customers.

Data za mteja zinazotumika au kuonyeshwa kwenye OTRS zinauwezekano mkubwa wa kugeuzwa kukufaa. Taarifa ifuatayo hata hivyo inahitajika muda wote kwa ajili ya uthibitisho wa mteja:

- Mtumiaji ingia
- Anwani ya barua pepe
- Kitambulisho cha mteja

Tumia parameta zifuatazo za SysConfig kama unataka kuonyesha taarifa za mteja katika kiolesura cha wakala wako.

```
    # Ticket::Frontend::CustomerInfo*
    # (show customer info on Compose (Phone and Email), Zoom and
    # Queue view)
    $Self->{'Ticket::Frontend::CustomerInfoCompose'} = 1;
    $Self->{'Ticket::Frontend::CustomerInfoZoom'} = 1;
```

Hati: parameta za usanidi za SysConfig.

5.2. Customer User Backend

Unaweza kutumia aina mbili za mazingira ya nyuma ya mtumiaji, DB na LDAP. Kama tayari una mazingira mengine ya nyuma ya mteja (mf. SAP), inawezekana pia kuandika moduli ambayo inaitumia.

5.2.1. Hifadhidata (Chaguo-msingi)

The Example below shows the configuration of a DB customer backend, which uses customer data stored in the OTRS database.

Example 4.7. Usanidi wa hifadhidata ya mazingira ya nyuma ya mteja

```
# CustomerUser (customer database backend and settings)
```

```
$Self->{CustomerUser} = {
    Name => 'Database Datasource',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the required settings
#            DSN => 'DBI:odbc:yourdsn',
#            Type => 'mssql', # only for ODBC connections
#            DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#            User => '',
#            Password => '',
            Table => 'customer_user',

            # CaseSensitive will control if the SQL statements need LOWER()
            #   function calls to work case insensitively. Setting this to
            #   1 will improve performance dramatically on large databases.
            CaseSensitive => 0,
        },
# customer unique id
CustomerKey => 'login',

# customer #
CustomerID => 'customer_id',
CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title','first_name','last_name'],
    CustomerUserEmailUniqCheck => 1,
#    # show not own tickets in customer panel, CompanyTickets
#    CustomerUserExcludePrimaryCustomerID => 0,
#    # generate auto logins
#    AutoLoginCreation => 0,
#    AutoLoginCreationPrefix => 'auto',
#    # admin can change customer preferences
#    AdminSetPreferences => 1,
#    # cache time to live in sec. - cache any database queries
#    CacheTTL => 0,
#    # just a read only source
#    ReadOnly => 1,
    Map => [
        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target, link class(es)
        [ 'UserTitle',      'Title',      'title',      1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'first_name', 1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'last_name',  1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'login',      1, 1, 'var', '', 0 ],
        [ 'UserPassword',   'Password',   'pw',         0, 0, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'email',      1, 1, 'var', '', 0 ],
#        [ 'UserEmail',      Translatable('Email'), 'email',           1, 1, 'var', '[%
 Env("CGIHandle") %]?Action=AgentTicketCompose;ResponseID=1;TicketID=[% Data.TicketID | uri
 %];ArticleID=[% Data.ArticleID | uri %]', 0, '', 'AsPopup OTRSPopup_TicketAction' ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
#        [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
        [ 'UserPhone',        'Phone',       'phone',        1, 0, 'var', '', 0 ],
        [ 'UserFax',          'Fax',         'fax',          1, 0, 'var', '', 0 ],
        [ 'UserMobile',       'Mobile',      'mobile',       1, 0, 'var', '', 0 ],
        [ 'UserStreet',       'Street',      'street',       1, 0, 'var', '', 0 ],
        [ 'UserZip',          'Zip',         'zip',          1, 0, 'var', '', 0 ],
        [ 'UserCity',         'City',        'city',         1, 0, 'var', '', 0 ],
        [ 'UserCountry',      'Country',     'country',      1, 0, 'var', '', 0 ],
        [ 'UserComment',      'Comment',     'comments',     1, 0, 'var', '', 0 ],
        [ 'ValidID',          'Valid',       'valid_id',     0, 1, 'int', '', 0 ],

        # Dynamic field example
#        [ 'DynamicField_Name_X', undef, 'Name_X', 0, 0, 'dynamic_field', undef, 0, undef,
 undef, ],
    ],
    # default selections
```

```
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};
```

Ukitaka kugeuza data za mteja kukufaa, badili vichwa vya safuwima au ongeza mpya kwenye jedwali la mteja_mtumiaji kwenye hifadhidata ya OTRS. Kama mfano, hati hapa chini inaonyesha jinsi ya kuongeza sehemu mpya kwa ajili ya nambari ya chumba.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 116 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (250);
Query OK, 1 rows affected (0.01 sec)
Records: 1  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

Hati: Kuongeza sehemu ya chumba katika jedwali la mteja_mtumiaji.

Sasa ongeza safuwima mpya kwenye mkusanyiko wa RAMANI katika `Kernel/Config.pm`, kama inavyoonyeshwa katika hati inayofuata.

```
    # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly, http-link-target, link class(es)
    [...]
    [ 'UserRoom',       'Room',       'room',        0, 1, 'var', '', 0 ],
```

Hati: Kuongeza sehemu ya chumba kweye faili Kernel/Config.pm.

Pia inawezekana kuhariri taarifa zote za mteja kupitia kiungo cha mteja kwenye kiolesura cha Wakala.

Note

Please note that you may omit `http-link-target` and `link class` keys in map array elements, if they are not to be used. These keys add `target=""` and `class=""` attributes to the HTTP link element, respectively. They are ignored if `http-link` is not set.

5.2.1.1. Customer with Multiple IDs (Company Tickets)

Inawezekana kugawia zaidi ya kitambulisho cha mteja kimoja kwa mteja. Hii inakuwa na manufaa kama mteja anatakiwa kufikia tiketi za wateja wengine, mf. msimamizi anataka kuangalia tiketi za wasaidizi wake. Kama mteja anaweza kufikia tiketi za mteja mwingine, kipengele cha tiketi za kampuni cha OTRS kinatumika. Tiketi za kampuni zinaweza kufikiwa kupitia kiungo "Tiketi za Kampuni" katika paneli ya wateja.

Kutumia tiketi za kampuni, safuwima mpya yenye Vitambulisho ambavyo vinaweza kufikiwa na mteja, inabidi viongezwe kwenye jedwali la mteja_mtumiaji katika hifadhidata ya OTRS (ona Hati chini).

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 124 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD customer_ids VARCHAR (250);
Query OK, 1 rows affected (0.02 sec)
Records: 1  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

Hati: Kuongeza sehemu ya mteja_vitambulisho kwenye jedwali la mteja_mtumiaji.

Sasa safuwima mpya inabidi iongezwe kwenye mkusanyiko wa RAMANI katika Kernel/Config.pm, kama ilivyoonyeshwa kwenye hati chini.

```
   # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly, http-link-target, link class(es)
   [...]
   [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

Hati: Kuongeza sehemu ya Vitambulisho vya MtumiajiMteja kwenye faili Kernel/Config.pm.

Sasa safuwima mpya kwa ajili ya Vitambulisho vingi vya mteja inaweza kuhaririwa kupitia kiolesura cha Wakala, katika kifungu cha usimamizi wa mteja.

To ensure that one customer can access the tickets of other customers, add the IDs of these other users into the new field for the multiple customer IDs. Each ID has to be separated by a semicolon (see Example below).

Example 4.8. Using Company Tickets with a DB Backend

Wateja A,B na C wapo kwenye mfumo wako, na A anataka kufikia tiketi za B na C kupitia paneli ya mteja. B na C hawatakiwi kufikia tiketi za watumiaji wengine.

Kutambua mpangilio huu, badilisha jedwali la mteja_mtumiaji na miunganiko katika Kernel/Config.pm kama ilivyoelezwa hapo juu. Kisha pakia mipangilio ya mteja A kupitia kiungo cha Mteja katika kiolesura cha Wakala au kupitia kurasa ya Msimamizi. Kama mipangilio imeonyeshwa, ongeza kwenye sehemu ya Vitambulisho vya Wateja thamani "B;C".

5.2.2. LDAP

If you have an LDAP directory with your customer data, you can use it as the customer backend with OTRS, as shown in Example below.

Example 4.9. Usanidi wa LDAP ya mazingira yanyuma ya mteja

```
# CustomerUser
# (customer ldap backend and settings)
$Self->{CustomerUser} = {
    Name => 'LDAP Data Source',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
```

```
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
        # search scope (one|sub)
        SSCOPE => 'sub',
        # The following is valid but would only be necessary if the
        # anonymous user does NOT have permission to read from the LDAP tree
        UserDN => '',
        UserPw => '',
        # in case you want to add always one filter to each ldap query, use
        # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
 '(objectclass=user)'
        AlwaysFilter => '',
            # if the charset of your ldap server is iso-8859-1, use this:
#            SourceCharset => 'iso-8859-1',

            # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
            Params => {
                port => 389,
                timeout => 120,
                async => 0,
                version => 3,
            },
    },
    # customer unique id
    CustomerKey => 'uid',
    # customer #
    CustomerID => 'mail',
    CustomerUserListFields => ['cn', 'mail'],
    CustomerUserSearchFields => ['uid', 'cn', 'mail'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['mail'],
    CustomerUserNameFields => ['givenname', 'sn'],
    # show not own tickets in customer panel, CompanyTickets
    CustomerUserExcludePrimaryCustomerID => 0,
    # add an ldap filter for valid users (expert setting)
#    CustomerUserValidFilter => '(!(description=locked))',
    # administrator can't change customer preferences
    AdminSetPreferences => 0,
#    # cache time to live in sec. - cache any database queries
#    CacheTTL => 0,
    Map => [
        # note: Login, Email and CustomerID are mandatory!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target, link class(es)
        [ 'UserTitle',      'Title',      'title',           1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'givenname',       1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'sn',              1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'uid',             1, 1, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'mail',            1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'mail',            0, 1, 'var', '', 0 ],
#        [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
        [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
        [ 'UserAddress',    'Address',    'postaladdress',   1, 0, 'var', '', 0 ],
        [ 'UserComment',    'Comment',    'description',     1, 0, 'var', '', 0 ],
    ],
};
```

Kama sifa za ziada za mteja zimehifadhiwa kwenye mpangilio orodha wa LDAP yako, kwa mfano jina la meneja, namba ya simu ya mkononi, au idara, na kama unataka kuonyesha taarifa hizi kwenye OTRS, panua mkusanyiko wa RAMANI kwenye `Kernel/Config.pm` na maingizo kwa sifa hizi, kama ilivyoonyeshwa kwenye hati ifuatayo.

```
   # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
 readonly, http-link-target, link class(es)
   [...]
   [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
```

Hati: Kuongeza sehemu mpya kwenye Kernel/Config.pm file.

5.2.2.1. Customer with Multiple IDs (Company Tickets)

Inawezekana kugawia zaidi ya Kitambulisho kimoja cha Mteja kwa mteja, ukiwa unatumia mazingira ya nyuma ya LDAP. Kutumia tiketi za kampuni, sehemu mpya inabidi iongezwe kwenye mpangilio orodha wa LDAP ambayo ina vitambulisho vinavyofikika na mteja.

Kama sehemu mpya kwenye mpangilio orodha wa LDAP imetengenezwa, ingizo jipya inabidi liongezwe kwenye mkusanyiko wa RAMANI katika `Kernel/Config.pm`, kama ilivyoonyeshwa kwenye hati chini.

```
   # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-link,
readonly
   [...]
   [ 'UserCustomerIDs', 'CustomerIDs', 'customer_ids', 1, 0, 'var', '', 0 ],
```

Hati: Kuunganisha sehemu mpya kwenye Kernel/Config.pm file.

Sehemu kwa ajili ya vitambulisho vingi vya mteja inabidi kuhaririwa moja kwa moja katika mpangilio orodha wa LDAP. OTRS inaweza kusoma tu kutoka kwenye LDAp, sio kuandika.

To ensure access by a customer to the tickets of other customers, add the customer IDs of the customers whose tickets should be accessed to the new field in your LDAP directory. Each ID has to be separated by a semicolon (see Example below).

Example 4.10. Kutumia tiketi za Kampuni na mazingira ya nyuma ya LDAP

Wateja A,B na C wapo kwenye mfumo wako, na A anataka kufikia tiketi za B na C kupitia paneli ya mteja. B na C hawatakiwi kufikia tiketi za watumiaji wengine.

Kutambua mpangilio huu, badilisha mpangilio orodha wa LDAP na miunganiko katika `Kernel/Config.pm` kama ilivyoelezwa juu. Kisha ongeza kwenye sehemu ya Vitambulisho vya wateja thamani "B;C" kwa mteja A katika mpangilio orodha wa LDAP.

5.2.3. Using More than One Customer Backend with OTRS

If you want to utilize more than one customer data source used with OTRS (e.g. an LDAP and a database backend), the CustomerUser config parameter should be expanded with a number, e.g. "CustomerUser1", "CustomerUser2" (see Example below).

Example 4.11. Kutumia zaidi ya mazingira ya nyuma ya mteja ya aina moja na OTRS

Mfano unaofuata wa usanidi unaonyesha matumizi ya mazingira ya nyuma ya mteja ya LDAP na hifadhidata katika OTRS.

```
# 1. Customer user backend: DB
# (customer database backend and settings)
$Self->{CustomerUser1} = {
    Name => 'Customer Database',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the
        # required settings
#        DSN => 'DBI:odbc:yourdsn',
#        Type => 'mssql', # only for ODBC connections
#        DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#        User => '',
#        Password => '',
```

```
        Table => 'customer_user',
    },
    # customer unique id
    CustomerKey => 'login',
    # customer #
    CustomerID => 'customer_id',
    CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title','first_name','last_name'],
    CustomerUserEmailUniqCheck => 1,
#    # show not own tickets in customer panel, CompanyTickets
#    CustomerUserExcludePrimaryCustomerID => 0,
#    # generate auto logins
#    AutoLoginCreation => 0,
#    AutoLoginCreationPrefix => 'auto',
#    # admin can change customer preferences
#    AdminSetPreferences => 1,
#    # cache time to live in sec. - cache any database queries
#    CacheTTL => 0,
#    # just a read only source
#    ReadOnly => 1,
    Map => [

        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
        [ 'UserTitle',      'Title',      'title',        1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'first_name',   1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'last_name',    1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'login',        1, 1, 'var', '', 0 ],
        [ 'UserPassword',   'Password',   'pw',           0, 0, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'email',        1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id',  0, 1, 'var', '', 0 ],
        [ 'UserPhone',      'Phone',      'phone',        1, 0, 'var', '', 0 ],
        [ 'UserFax',        'Fax',        'fax',          1, 0, 'var', '', 0 ],
        [ 'UserMobile',     'Mobile',     'mobile',       1, 0, 'var', '', 0 ],
        [ 'UserStreet',     'Street',     'street',       1, 0, 'var', '', 0 ],
        [ 'UserZip',        'Zip',        'zip',          1, 0, 'var', '', 0 ],
        [ 'UserCity',       'City',       'city',         1, 0, 'var', '', 0 ],
        [ 'UserCountry',    'Country',    'country',      1, 0, 'var', '', 0 ],
        [ 'UserComment',    'Comment',    'comments',     1, 0, 'var', '', 0 ],
        [ 'ValidID',        'Valid',      'valid_id',     0, 1, 'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};

# 2. Customer user backend: LDAP
# (customer ldap backend and settings)
$Self->{CustomerUser2} = {
    Name => 'LDAP Datasource',
    Module => 'Kernel::System::CustomerUser::LDAP',
    Params => {
        # ldap host
        Host => 'bay.csuhayward.edu',
        # ldap base dn
        BaseDN => 'ou=seas,o=csuh',
        # search scope (one|sub)
        SSCOPE => 'sub',
        # The following is valid but would only be necessary if the
        # anonymous user does NOT have permission to read from the LDAP tree
        UserDN => '',
```

```
        UserPw => '',
        # in case you want to add always one filter to each ldap query, use
        # this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter =>
 '(objectclass=user)'
        AlwaysFilter => '',
        # if the charset of your ldap server is iso-8859-1, use this:
#        SourceCharset => 'iso-8859-1',

        # Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
        Params => {
            port => 389,
            timeout => 120,
            async => 0,
            version => 3,
        },
    },
    # customer unique id
    CustomerKey => 'uid',
    # customer #
    CustomerID => 'mail',
    CustomerUserListFields => ['cn', 'mail'],
    CustomerUserSearchFields => ['uid', 'cn', 'mail'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['mail'],
    CustomerUserNameFields => ['givenname', 'sn'],
    # show not own tickets in customer panel, CompanyTickets
    CustomerUserExcludePrimaryCustomerID => 0,
    # add a ldap filter for valid users (expert setting)
#    CustomerUserValidFilter => '(!(description=locked))',
    # admin can't change customer preferences
    AdminSetPreferences => 0,
    Map => [
        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly
        [ 'UserTitle',      'Title',      'title',           1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'givenname',       1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'sn',              1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'uid',             1, 1, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'mail',            1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'mail',            0, 1, 'var', '', 0 ],
#        [ 'UserCustomerIDs', 'CustomerIDs', 'second_customer_ids', 1, 0, 'var', '', 0 ],
        [ 'UserPhone',      'Phone',      'telephonenumber', 1, 0, 'var', '', 0 ],
        [ 'UserAddress',    'Address',    'postaladdress',   1, 0, 'var', '', 0 ],
        [ 'UserComment',    'Comment',    'description',     1, 0, 'var', '', 0 ],
    ],
};
```

Inawezekana kuunganisha mpaka mazingira ya nyuma 10 tofauti ya mteja. Tumia kiolesura cha usimamizi cha mteja katika OTRS kuona au kuhariri (tukiamini utawala data umewezeshwa) data zote za mteja.

5.2.4. Storing CustomerUser Data in Dynamic Fields

Mara nyingine inaweza kuwa na manufaa kuhifadhi data za MtejaMtumiaji katika sehemu zinazobadilika za tiketi, kwa fano kutengeneza takwimu muhimu kwenye data hizi.

Thamani za sehemu zinazobadilika zinasetiwa tiketi inapotengenezwa au pale mteja wa tiketi anapobadilishwa. Thamani za sehemu zinazobadilika zinachukuliwa kutoka kwenye data za mteja. Hii inafanya kazi kwa mazingira yoye ya nyuma, lakini ni ya manufaa zaidi kwa mazingir aya nyuma ya LDAP.

To activate this optional feature of OTRS, please activate the settings `Ticket::EventModulePost###950-DynamicFieldFromCustomerUser` and `DynamicFieldFromCustomerUser::Mapping`. The latter setting contains the configuration of which `CustomerUser` field entry should be stored in which ticket dynamic field. The fields must be

present in the system and should be enabled for `AgentTicketFreeText`, so that they can be set manually. They mustn't be enabled for `AgentTicketPhone`, `AgentTicketEmail` and `AgentTicketCustomer`. If they were, they would have precedence over the automatically set values.

5.3. Backends to Authenticate Agents and Customers

OTRS inatoa chaguo la kuthibitisha mawakala na wateja katika mazingira tofauti ya nyuma.

5.3.1. Mazingira ya nyuma ya kuthibitisha Mawakala

5.3.1.1. DB (Chaguo-msingi)

The backend to authenticate agents which is used by default is the OTRS database. Agents can be added and edited via the agent management interface in the Admin page (see Example below).

Example 4.12. Thibitisha mawakala katika mazingira ya nyuma ya DB.

```
    $Self->{'AuthModule'} = 'Kernel::System::Auth::DB';
```

5.3.1.2. LDAP

If an LDAP directory has all your agent data stored, you can use the LDAP module to authenticate your users in OTRS (see Example below). This module has only read access to the LDAP tree, which means that you cannot edit your user data via the agent management interface.

Example 4.13. Thibitisha mawakala katika mazingira ya nyuma ya LDAP.

```
# This is an example configuration for an LDAP auth. backend.
# (Make sure Net::LDAP is installed!)
$Self->{'AuthModule'} = 'Kernel::System::Auth::LDAP';
$Self->{'AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'AuthModule::LDAP::GroupDN'} = 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
#  $Self->{'AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (with full user dn)
#  $Self->{'AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user do NOT have permission to read from the LDAP tree
$Self->{'AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each login name, then
# you can use this option. e. g. user just want to use user but
```

```
# in your ldap directory exists user@domain.com
#    $Self->{'AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'AuthModule::LDAP::Params'} = {
    port => 389,
    timeout => 120,
    async => 0,
    version => 3,
};
```

Mipangilio ya usanidi iliyoonyeshwa kwenye hati hapo chini inaweza kutumika kulandanisha data zote za mtumiaji kutoka kwenye mpangilio orodha wako wa LDAP kwenda kwenye hifadhidata yako ya OTRS ya ndani. Hii inapunguza idadi ya maombi kwenda kwenye seva yako ya LDAP na inaongeza kasi ya uthibitisho na OTRS. Ulandanishi wa data unafanyika pale wakala anapojithibitisha kwa mara ya kwanza. Hata hivyo hiyo data inaweza kulandanishwa na hifadhidata ya ndani ya OTRS, mpangilio orodha wa LDAP ni mfano wa mwisho wa uthibitisho, kwa hiyo mtumiaji aliye lemaa aliye katika matawi ya LDAP hawezi kujithibitisha kwenye OTRS, hata kama data za akaunti tayari zimehifadhiwa kwenye hifadhidata ya OTRS. Data za wakala kwenye mpangilio orodha wa LDAP haziwezi kuhaririwa kupitia kiolesura cha tovuti cha OTRS, kwa hiyo data inabidi isimamiwe moja kwa moja katika matawi ya LDAP.

```
# defines AuthSyncBackend (AuthSyncModule) for AuthModule
# if this key exists and is empty, there won't be a sync.
# example values: AuthSyncBackend, AuthSyncBackend2
$Self->{'AuthModule::UseSyncBackend'} = 'AuthSyncBackend';

# agent data sync against ldap
$Self->{'AuthSyncModule'} = 'Kernel::System::Auth::Sync::LDAP';
$Self->{'AuthSyncModule::LDAP::Host'} = 'ldap://ldap.example.com/';
$Self->{'AuthSyncModule::LDAP::BaseDN'} = 'dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::UID'} = 'uid';
$Self->{'AuthSyncModule::LDAP::SearchUserDN'} = 'uid=sys, ou=user, dc=otrs, dc=org';
$Self->{'AuthSyncModule::LDAP::SearchUserPw'} = 'some_pass';
$Self->{'AuthSyncModule::LDAP::UserSyncMap'} = {
    # DB -> LDAP
    UserFirstname => 'givenName',
    UserLastname  => 'sn',
    UserEmail     => 'mail',
};
[...]

# AuthSyncModule::LDAP::UserSyncInitialGroups
# (sync following group with rw permission after initial create of first agent
# login)
$Self->{'AuthSyncModule::LDAP::UserSyncInitialGroups'} = [
    'users',
];
```

Hati: Kulandanisha data za mtumiaji kutoka kwenye mpangilio orodha wa LDAP kwenda kwenye hifadhidata ya OTRS.

Alternatively, you can use LDAP groups to determine group memberships or roles in OTRS. For more information and examples, see `Kernel/Config/Defaults.pm`. Here is an example for synchronizing from LDAP into OTRS groups.

```
# Attributes needed for group syncs
# (attribute name for group value key)
$Self->{'AuthSyncModule::LDAP::AccessAttr'} = 'memberUid';
# (select the attribute for type of group content UID/DN for full ldap name)
# $Self->{'AuthSyncModule::LDAP::UserAttr'} = 'UID';
# $Self->{'AuthSyncModule::LDAP::UserAttr'} = 'DN';

AuthSyncModule::LDAP::UserSyncGroupsDefinition
# (If "LDAP" was selected for AuthModule and you want to sync LDAP
```

```
# groups to otrs groups, define the following.)
$Self->{'AuthSyncModule::LDAP::UserSyncGroupsDefinition'} = {
    # your ldap group
    'cn=agent,o=otrs' => {
        # otrs group(s)
        'admin' => {
            # permission
            rw => 1,
            ro => 1,
        },
        'faq' => {
            rw => 0,
            ro => 1,
        },
    },
    'cn=agent2,o=otrs' => {
        'users' => {
            rw => 1,
            ro => 1,
        },
    }
};
```

5.3.1.3. HTTPBasicAuth za Wakala

If you want to implement a "single sign on" solution for all your agents, you can use HTTP basic authentication (for all your systems) and the HTTPBasicAuth module for OTRS (see Example below).

Example 4.14. Halalisha Wakala kwa kutumia HTTPBasic

```
# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a singe login through
# apache http-basic-auth
$Self->{'AuthModule'} = 'Kernel::System::Auth::HTTPBasicAuth';

# Note:
#
# If you use this module, you should use as fallback
# the following configuration settings if the user is not authorized
# apache ($ENV{REMOTE_USER})
$Self->{LoginURL} = 'http://host.example.com/not-authorised-for-otrs.html';
$Self->{LogoutURL} = 'http://host.example.com/thanks-for-using-otrs.html';
```

5.3.1.4. Nusukipenyo

The configuration parameters shown in Example below can be used to authenticate agents against a Radius server.

Example 4.15. Thibitisha mawakala katika mazingira ya nyuma ya Radius.

```
# This is example configuration to auth. agents against a radius server
$Self->{'AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'AuthModule::Radius::Host'} = 'radiushost';
$Self->{'AuthModule::Radius::Password'} = 'radiussecret';
```

5.3.2. Authentication Backends for Customers

5.3.2.1. Hifadhidata (Chaguo-msingi)

The default user authentication backend for customers in OTRS is the OTRS database. With this backend, all customer data can be edited via the web interface of OTRS (see Example below).

Example 4.16. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya DB

```
# This is the auth. module against the otrs db
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::DB';
$Self->{'Customer::AuthModule::DB::Table'} = 'customer_user';
$Self->{'Customer::AuthModule::DB::CustomerKey'} = 'login';
$Self->{'Customer::AuthModule::DB::CustomerPassword'} = 'pw';
#$Self->{'Customer::AuthModule::DB::DSN'} =
 "DBI:mysql:database=customerdb;host=customerdbhost";
#$Self->{'Customer::AuthModule::DB::User'} = "some_user";
#$Self->{'Customer::AuthModule::DB::Password'} = "some_password";
```

5.3.2.2. LDAP

If you have an LDAP directory with all your customer data, you can use the LDAP module to authenticate your customers to OTRS (see Example below). Because this module has only read-access to the LDAP backend, it is not possible to edit the customer data via the OTRS web interface.

Example 4.17. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya LDAP

```
# This is an example configuration for an LDAP auth. backend.
# (make sure Net::LDAP is installed!)
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::LDAP';
$Self->{'Customer::AuthModule::LDAP::Host'} = 'ldap.example.com';
$Self->{'Customer::AuthModule::LDAP::BaseDN'} = 'dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::UID'} = 'uid';

# Check if the user is allowed to auth in a posixGroup
# (e. g. user needs to be in a group xyz to use otrs)
$Self->{'Customer::AuthModule::LDAP::GroupDN'} =
 'cn=otrsallow,ou=posixGroups,dc=example,dc=com';
$Self->{'Customer::AuthModule::LDAP::AccessAttr'} = 'memberUid';
# for ldap posixGroups objectclass (just uid)
$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'UID';
# for non ldap posixGroups objectclass (full user dn)
#$Self->{'Customer::AuthModule::LDAP::UserAttr'} = 'DN';

# The following is valid but would only be necessary if the
# anonymous user does NOT have permission to read from the LDAP tree
$Self->{'Customer::AuthModule::LDAP::SearchUserDN'} = '';
$Self->{'Customer::AuthModule::LDAP::SearchUserPw'} = '';

# in case you want to add always one filter to each ldap query, use
# this option. e. g. AlwaysFilter => '(mail=*)' or AlwaysFilter => '(objectclass=user)'
$Self->{'Customer::AuthModule::LDAP::AlwaysFilter'} = '';

# in case you want to add a suffix to each customer login name, then
# you can use this option. e. g. user just want to use user but
# in your ldap directory exists user@domain.com
#$Self->{'Customer::AuthModule::LDAP::UserSuffix'} = '@domain.com';

# Net::LDAP new params (if needed - for more info see perldoc Net::LDAP)
$Self->{'Customer::AuthModule::LDAP::Params'} = {
    port => 389,
    timeout => 120,
    async => 0,
    version => 3,
};
```

5.3.2.3. HTTPBasicAuth for Customers

If you want to implement a "single sign on" solution for all your customer users, you can use HTTPBasic authentication (for all your systems) and use the HTTPBasicAuth module with OTRS (no login is needed with OTRS any more). See Example below.

Example 4.18. Uthibitisho wa Mteja kwa kutumia HTTPBasic

```
# This is an example configuration for an apache ($ENV{REMOTE_USER})
# auth. backend. Use it if you want to have a singe login through
# apache http-basic-auth
$Self->{'Customer::AuthModule'} = 'Kernel::System::CustomerAuth::HTTPBasicAuth';

# Note:
# If you use this module, you should use the following
# config settings as fallback, if user isn't login through
# apache ($ENV{REMOTE_USER})
$Self->{CustomerPanelLoginURL} = 'http://host.example.com/not-authorised-for-otrs.html';
$Self->{CustomerPanelLogoutURL} = 'http://host.example.com/thanks-for-using-otrs.html';
```

5.3.2.4. Nusukipenyo

The settings shown in Example below can be used to authenticate your customers against a Radius server.

Example 4.19. Uthibitisho wa mtumiaji mteja katika mazingira ya nyuma ya Radius

```
# This is a example configuration to auth. customer against a radius server
$Self->{'Customer::AuthModule'} = 'Kernel::System::Auth::Radius';
$Self->{'Customer::AuthModule::Radius::Host'} = 'radiushost';
$Self->{'Customer::AuthModule::Radius::Password'} = 'radiussecret';
```

5.4. Customizing the Customer Self-Registration

Inawezekana kugeuza kukufaa usajili binafsi kwa ajili ya wateja wapya, inafikika kupitia paneli ya customer.pl. Sehemu mpya za hiari au zinazohitajika, kama nambari ya chumba, anwani au hali zinaweza kuongezwa.

Mfano ufwatao unaonyesha jinsi unaweza kubainisha sehemu inayohitajika katika hifadhidata ya mteja, katika kesi hii hifadhi nambari ya chumba cha mteja.

5.4.1. Customizing the Web Interface

To display the new field for the room number in the customer.pl web interface, the .tt file responsible for the layout in this interface has to be modified. Edit the `Kernel/Output/HTML/Templates/Standard/CustomerLogin.tt` file, adding the new field around line 130 (see Script below).

```
[...]
<div class="NewLine">
    <label for="Room">[% Translate("Room{CustomerUser}") | html %]</label>
    <input title="[% Translate("Room Number") | html %]" name="Room" type="text"
 id="UserRoom" maxlength="50" />
</div>
[...]
```

Hati: Kuonyesha sehemu mpya katika kiolesura cha wavuti.

5.4.2. Customer Mapping

Katika hatua inayofuata, muunganiko wa mteja inabidi upanuliwe na ingizo jipya kutoka kwenye nambari mpya. Kuhakikisha kwamba mabadiliko hayapotei baada ya usasishaji, weka mipangilio ya "MtumiajiMteja" kutoka kwenye `Kernel/Config/Defaults.pm` kwenda kwenye `Kernel/Config.pm`. Sasa badilisha mkusanyiko wa RAMANI na ongeza sehemu mpya ya nambari ya chumba, kama ilivyoonyeshwa kwenye hati chini.

```
# CustomerUser
# (customer database backend and settings)
$Self->{CustomerUser} = {
    Name => 'Database Backend',
    Module => 'Kernel::System::CustomerUser::DB',
    Params => {
        # if you want to use an external database, add the
        # required settings
#        DSN => 'DBI:odbc:yourdsn',
#        Type => 'mssql', # only for ODBC connections
#        DSN => 'DBI:mysql:database=customerdb;host=customerdbhost',
#        User => '',
#        Password => '',
        Table => 'customer_user',
    },
    # customer unique id
    CustomerKey => 'login',
    # customer #
    CustomerID => 'customer_id',
    CustomerValid => 'valid_id',
    CustomerUserListFields => ['first_name', 'last_name', 'email'],
#    CustomerUserListFields => ['login', 'first_name', 'last_name', 'customer_id', 'email'],
    CustomerUserSearchFields => ['login', 'last_name', 'customer_id'],
    CustomerUserSearchPrefix => '',
    CustomerUserSearchSuffix => '*',
    CustomerUserSearchListLimit => 250,
    CustomerUserPostMasterSearchFields => ['email'],
    CustomerUserNameFields => ['title', 'first_name', 'last_name'],
    CustomerUserEmailUniqCheck => 1,
#    # show not own tickets in customer panel, CompanyTickets
#    CustomerUserExcludePrimaryCustomerID => 0,
#    # generate auto logins
#    AutoLoginCreation => 0,
#    AutoLoginCreationPrefix => 'auto',
#    # admin can change customer preferences
#    AdminSetPreferences => 1,
#    # cache time to live in sec. - cache database queries
#    CacheTTL => 0,
#    # just a read only source
#    ReadOnly => 1,
    Map => [

        # note: Login, Email and CustomerID needed!
        # var, frontend, storage, shown (1=always,2=lite), required, storage-type, http-
link, readonly, http-link-target
        [ 'UserTitle',      'Title',      'title',       1, 0, 'var', '', 0 ],
        [ 'UserFirstname',  'Firstname',  'first_name',  1, 1, 'var', '', 0 ],
        [ 'UserLastname',   'Lastname',   'last_name',   1, 1, 'var', '', 0 ],
        [ 'UserLogin',      'Username',   'login',       1, 1, 'var', '', 0 ],
        [ 'UserPassword',   'Password',   'pw',          0, 0, 'var', '', 0 ],
        [ 'UserEmail',      'Email',      'email',       1, 1, 'var', '', 0 ],
        [ 'UserCustomerID', 'CustomerID', 'customer_id', 0, 1, 'var', '', 0 ],
        [ 'UserPhone',      'Phone',      'phone',       1, 0, 'var', '', 0 ],
        [ 'UserFax',        'Fax',        'fax',         1, 0, 'var', '', 0 ],
        [ 'UserMobile',     'Mobile',     'mobile',      1, 0, 'var', '', 0 ],
        [ 'UserRoom',       'Room',       'room',        1, 0, 'var', '', 0 ],
        [ 'UserStreet',     'Street',     'street',      1, 0, 'var', '', 0 ],
        [ 'UserZip',        'Zip',        'zip',         1, 0, 'var', '', 0 ],
        [ 'UserCity',       'City',       'city',        1, 0, 'var', '', 0 ],
```

```
        [ 'UserCountry',    'Country',    'country',     1, 0, 'var', '', 0 ],
        [ 'UserComment',    'Comment',    'comments',    1, 0, 'var', '', 0 ],
        [ 'ValidID',        'Valid',      'valid_id',    0, 1, 'int', '', 0 ],
    ],
    # default selections
    Selections => {
        UserTitle => {
            'Mr.' => 'Mr.',
            'Mrs.' => 'Mrs.',
        },
    },
};
```

Hati: Kubadilisha miunganiko ya mkusanyiko.

5.4.3. Customizing the `customer_user` Table in the OTRS DB

Hatua ya mwisho ni kuongeza nambari mpya ya safuwima ya chumba katika jedwali la mteja_mtumiaji kwenye hifadhidata ya OTRS (ona Kielelezo chini). Katika safuwima hii, maingizo ya nambari ya chumba yatahifadhiwa.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 6 to server version: 5.0.18-Debian_7-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> ALTER TABLE customer_user ADD room VARCHAR (200);
Query OK, 3 rows affected (0.01 sec)
Records: 3  Duplicates: 0  Warnings: 0

mysql> quit
Bye
linux:~#
```

Hati: Kuongeza safuwima mpya kwenye jedwali la mteja_mtumiaji.

Now the new field for the room should be displayed in the Customer Information panel if filled, and in the Customer User administration screens. Also, new customers should have to insert their room number if they register a new account.

6. Mipangilio ya tiketi

6.1. Hali za Tiketi

6.1.1. Hali zilizofasiliwa kabla

OTRS inakuruhusu kubadilisha hali ya tiketi iliyofafanuliwa tayari na aina zake, au hata kuongeza mpya. Sifa mbili ni muhimu kwa ajili ya hali: jina la hali na aina ya hali.

Hali chaguo-msingi ya OTRS ni: 'imefungwa kwa mafanikio', 'imefungwa pasipo mafanikio', 'unganishwa', 'mpya', 'wazi', 'inasubiri kufunga otomatiki+', 'inasubiri kufunga otomatiki-', 'inasumbiri kikumbusho' na 'ondolewa'.

6.1.1.1. Mpya

Tiketi huwa katika hali hii kama zimetengenezwa kutoka kwenye barua pepe zinazoingia.

6.1.1.2. Wazi

Hii ndio chaguo-msingi la hali ya tiketi zilizo chini ya foleni na wakala.

6.1.1.3. Kikumbusho kinachosubiri

Baada ya muda wa kusubiri kuisha, mmiliki wa tiketi atapokea kikumbusho cha barua pepe kuhusu tiketi. Kama tiketi haijafungwa, kikumbusho kitatumwa kwa mawakala wote kwenye foleni. Tiketi za ukumbusho zitatumwa tu katika masaa ya biashara, na kurudia kutumwa kila masaa 24 mpaka hali ya tiketi itakapobadilishwa na wakala. Muda uliotumika na tiketi katika hali hii utajumlishwa kwenye mahesabu ya muda wa kupanda.

6.1.1.4. Funga otomatiki inasubiri-

Tiketi katika hali hii zitasetiwa kuwa "Hazijafungwa Kikamilifu" kama muda wa kusubiri umeisha. Muda uliotumiwa na tiketi katika hali hii utaongezwa kwenye mahesabu ya muda wa kupanda.

6.1.1.5. Funga otomatiki inasubiri+

Tiketi katika hali hii zitasetiwa kuwa "Zimefungwa Kikamilifu" kama muda wa kusubiri umeisha. Muda uliotumiwa na tiketi katika hali hii utaongezwa kwenye mahesabu ya muda wa kupanda.

6.1.1.6. Unganishwa

Hii ni hali ya tiketi zilizounganishwa na tiketi nyingine.

6.1.1.7. Removed

This is the state for tickets that have been removed by the customer. Tickets will not really be deleted, they are just no longer shown as open. In order to enable this state in the customer interface you need to add the state type "removed" to the sysconfig setting "Ticket::Frontend::CustomerTicketZoom###StateType".

6.1.1.8. Imafungwa kwa Mafanikio

Hii ni hali ya mwisho kwa tiketi ambazo zimesuluhishwa kwa mafanikio. Kutegemeana na usanidi wako, unaweza au usiweze kufungua upya tiketi zilizofungwa.

6.1.1.9. Imefungwa Pasipo Mafanikio

Hii ni hali ya mwisho kwa tiketi ambazo HAZIJASULUHISHWA kwa mafanikio. Kutegemeana na usanidi wako, unaweza au usiweze kufungua upya tiketi zilizofungwa.

6.1.2. Kugeuza hali kukufaa

Every state has a name (state-name) and a type (state-type). Click on the States link on the Admin page and press the button "Add state" to create a new state. You can freely choose the name of a new state. The state types can not be changed via the web interface. The database has to be directly modified if you want to add new types or change existing names. The default state types should typically not be modified as this can yield unpredictable results. For instance, escalation calculations and the unlock feature are based on specific state types.

Jina la hali iliyopo tayari linaweza kubadilishwa, au hali mpya zilizoongezwa kupitia hii skrini. Kama hali "mpya" imebadilishwa kupitia hiki kiolesura cha tovuti, haya mabadi-

liko pia lazima yafanyiwe usanidi kupitia faili la usanidi `Kernel/Config.pm` au kupitia kiolesura cha SysConfig. Mipangilio iliyowekwa bayana katika hati chini lazima ibadilishwe kuhakikisha OTRS inafanya kazi na hali iliyobadilishwa kwa ajili ya "mpya".

```
    [...]
    # PostmasterDefaultState
    # (The default state of new tickets.) [default: new]
    $Self->{PostmasterDefaultState} = 'new';

    # CustomerDefaultState
    # (default state of new customer tickets)
    $Self->{CustomerDefaultState} = 'new';
    [...]
```

Hati: Kubadilisha mipangilio ya Kernel/Config.pm.

Kama aina mpya ya hali inatakiwa kuongezwa, Jedwali la tiketi_hali_aina katika hifadhidata ya OTRS inahitaji kubadilishwa na programu ya hifadhidata ya mteja, kama ilivyoonyeshwa kwenye hati chini.

```
linux:~# mysql -p
Enter password:
Welcome to the MySQL monitor.  Commands end with ; or \g.
Your MySQL connection id is 23 to server version: 5.0.16-Debian_1-log

Type 'help;' or '\h' for help. Type '\c' to clear the buffer.

mysql> use otrs;
Reading table information for completion of table and column names
You can turn off this feature to get a quicker startup with -A

Database changed
mysql> insert into ticket_state_type (name,comments) values ('own','Own
state type');
Query OK, 1 row affected (0.00 sec)

mysql> quit
Bye
linux:~#
```

Hati: Kurekebisha hifadhidata ya OTRS .

Sasa inawezekana kutumia aina mpya za hali ulizotengeneza. Baada ya hali kuunganishwa na hii aina mpya ya hali, usanidi wa OTRS pia unatakiwa kunadilishwa kuhakikisha hali mpya inatumika. Badilisha machaguo yafuatayo tu kupitia SysConfig:

Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateDefault - to define the default next state for new phone tickets.

Frontend::Agent::Ticket::ViewPhoneNew > AgentTicketPhone###StateType - to define the available next states for new phone tickets.

Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateDefault - to define the default next state for new email tickets.

Frontend::Agent::Ticket::ViewEmailNew > AgentTicketEmail###StateType - to define the available next states for new email tickets.

Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###State - to define the default next state for new phone articles.

Frontend::Agent::Ticket::ViewPhoneOutbound > AgentTicketPhoneOutbound###StateType - to define the available next states for new phone articles.

Frontend::Agent::Ticket::ViewMove > AgentTicketMove###State - to define the default next state for moving a ticket.

Frontend::Agent::Ticket::ViewMove > AgentTicketMove###StateType - to define the available next states for moving a ticket.

Frontend::Agent::Ticket::ViewBounce > StateDefault - to define the default next state after bouncing a ticket.

Frontend::Agent::Ticket::ViewBounce > StateType - to define the available next states in the bounce screen.

Frontend::Agent::Ticket::ViewBulk > StateDefault - to define the default next state in a bulk action.

Frontend::Agent::Ticket::ViewBulk > StateType - to define the available next states in the bulk action screen.

Frontend::Agent::Ticket::ViewClose > StateDefault - to define the default next state after closing a ticket.

Frontend::Agent::Ticket::ViewClose > StateType - to define the available next states in the close screen.

Frontend::Agent::Ticket::ViewCompose > StateDefault - to define the default next state in the Compose (reply) screen.

Frontend::Agent::Ticket::ViewCompose > StateType - to define the available next states in the Compose (reply) screen.

Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state after forwarding a ticket.

Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the Forward screen.

Frontend::Agent::Ticket::ViewForward > StateDefault - to define the default next state of a ticket in the free text screen.

Frontend::Agent::Ticket::ViewForward > StateType - to define the available next states in the free text screen.

Core::PostMaster > PostmasterDefaultState - to define the state of tickets created from emails.

Core::PostMaster > PostmasterFollowUpState - to define the state of tickets after a follow-up has been received.

Core::PostMaster > PostmasterFollowUpStateClosed - to define the state of tickets after a follow-up has been received on an already closed ticket.

Core::Ticket > ViewableStateType - to define the state types that are displayed at various places in the system, for example in the Queueview.

Core::Ticket > UnlockStateType - to define the state types for unlocked tickets.

Core::Ticket > PendingReminderStateType - to define the state type for reminder tickets.

Core::Ticket > PendingAutoStateType - to define the state type for Pending Auto tickets.

Core::Ticket > StateAfterPending - to define the state a ticket is set to after the Pending Auto timer of the configured state has expired.

6.2. Ticket Priorities

OTRS inakuja na ngazi tano za chaguo-msingi la vipaumbele ambavyo vinaweza kubadilishwa kupitia kiubgo "Vipaumbele" katika ukurasa wa Msimamizi. Wakati wa kutengeneza orodha iliyogeuzwa kukufaa ya vipaumbele, tafadhali weka akilini kwamba zimepangwa kwa alfabeti katika kisanduku cha kuchagua kipaumbele katika kiolesura cha mtumiaji. Pia, OTRS ina agiza tiketi kwa Vitambulisho vya ndani vya hifadhidata katika MuonekanoWaFoleni.

Note

Kama ilivyo kwa vyombo vingine vya OTRS, vipaumbele haviwezi kufutwa, vinalemazwa tu kwa kuseti chaguo Halali kuwa *batili* au *batili-kwa muda*.

Important

Kama kipaumbele kipya kimeongezwa au kama kilichopo kimebadilishwa, unaweza kutaka kubadilisha baadhi ya thamani katika SysConfig:

- Core::Postmaster::PostmasterDefaultPriority - defines the default priority for all incoming emails.
- Frontend::Agent:Ticket::ViewPhoneNew:Priority - defines the default priority in the New Phone Ticket screen for agents.
- Frontend::Agent:Ticket::ViewEmailNew:Priority - defines the default priority in the New Email Ticket screen for agents.
- Frontend::Customer:Ticket::ViewNew:PriorityDefault - defines the default priority in the New Ticket screen in the Customer frontend.

6.3. Jukumu la Tiketi & Kuangalia Tiketi

Kutoka OTRS 2.1 na kuendelea, inawezekana kumuweka mtu kama mhusika wa tiketi, zaidi ya mmiliki wake. Zaidi, shughuli zote zilizounganishwa na tiketi zinaweza kuangaliwa na mtu zaidi ya mmiliki wa tiketi. Hizi kazi mbili zinatekelezwa na sifa TiketiMhusika na TiketiMuangalizi, na kuwezesha ugawaji wa kazi na kufanya kazi ndani ya miundo msonge ya makundi.

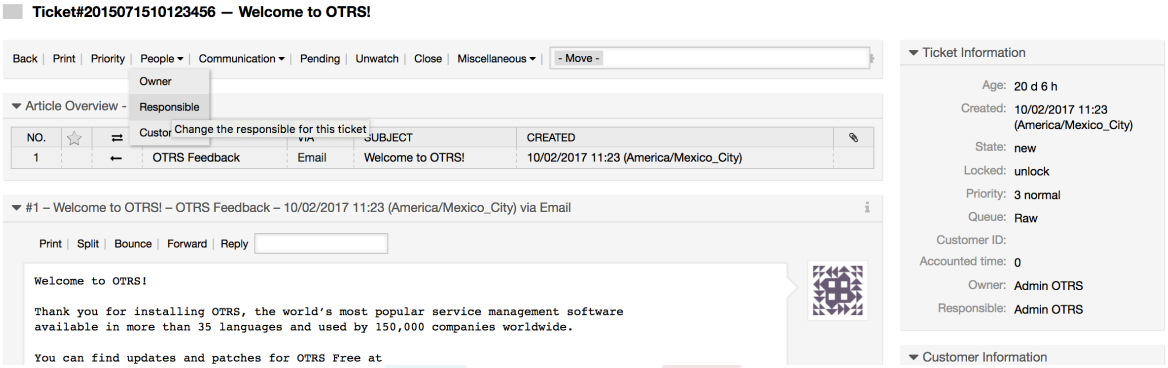
6.3.1. Jukumu la Tiketi

The ticket responsibility feature facilitates the complete processing of a ticket by an agent other than the ticket owner. Thus an agent who has locked a ticket can pass it on to another agent, who is not the ticket owner, in order for the second to respond to a customer request. After the request has been dealt with, the first agent can withdraw the ticket responsibility from the second agent.

With the configuration parameter Ticket::Responsible, the ticket responsibility feature can be activated. This will cause 3 new links to appear in the ticket activities menu of a zoomed ticket in the agent interface.

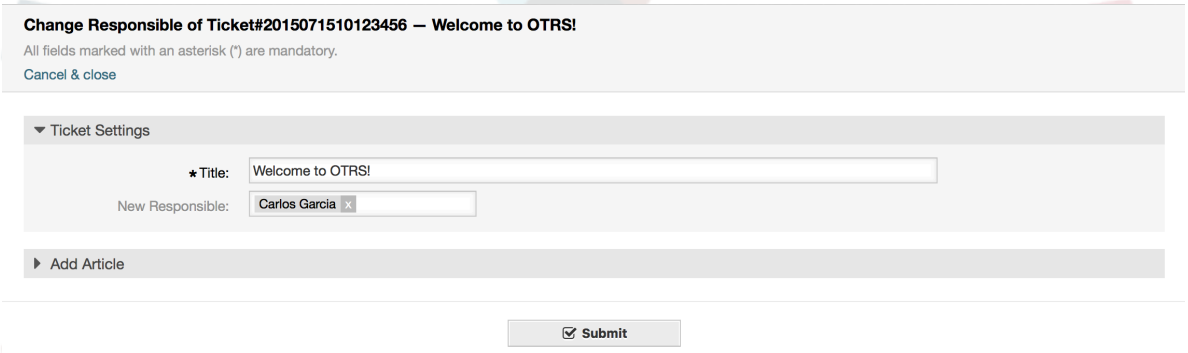
Majukumu ya tiketi yanaweza kugawiwa kwa kuita maudhui ya tiketi na kubofya kwenye kiungo "Jukumu" katika menyu ya shughuli za tiketi kwenye tiketi iliyokuzwa katika kiolesura cha wakala (ona kielelezo chini).

Figure 4.82. Changing the Responsibility of a ticket in its zoomed view



After clicking on "Responsible", a pop-up dialog to change the responsibility of that ticket will open (see figure below). This dialog can also be used to send a message to the new responsible agent.

Figure 4.83. Pop-up dialog to change a ticket's responsibility



Orodha ya tiketi zote ambazo wakala anawajibika, zinaweza kufikiwa kupitia muonekaano wa Majukumu wa kiolesura cha wakala wa OTRS, baada tu ya kipengele cha jukumu la tiketi kuamilishwa.

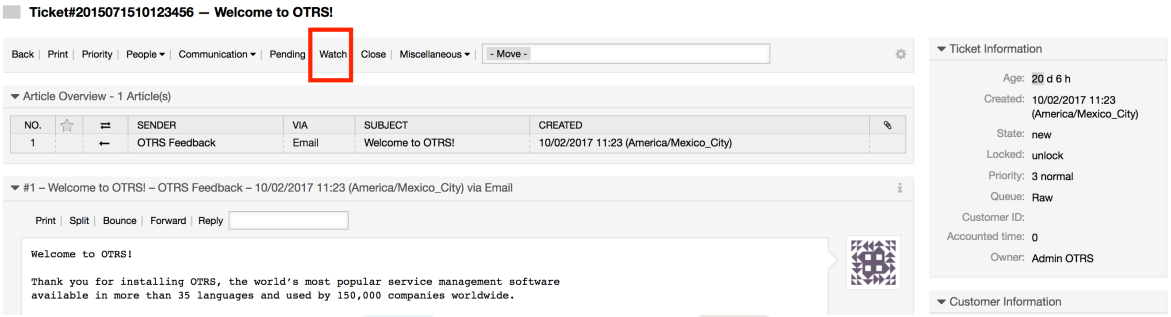
6.3.2. Uangalizi wa tiketi

Kutoka OTRS 2.1 na kuendelea, chagua mawakala kama wasimamizi wanaweza kuangalia baadhi ya tiketi ndani ya mfumo bila kuzichakatisha, kwa kutumia kipengele TiketiMwangalizi.

The TicketWatcher feature can be activated with the configuration parameter Ticket::Watcher which adds new links to your actions toolbar. Using Ticket::WatcherGroup, one or more user groups with permission to watch tickets can also be defined.

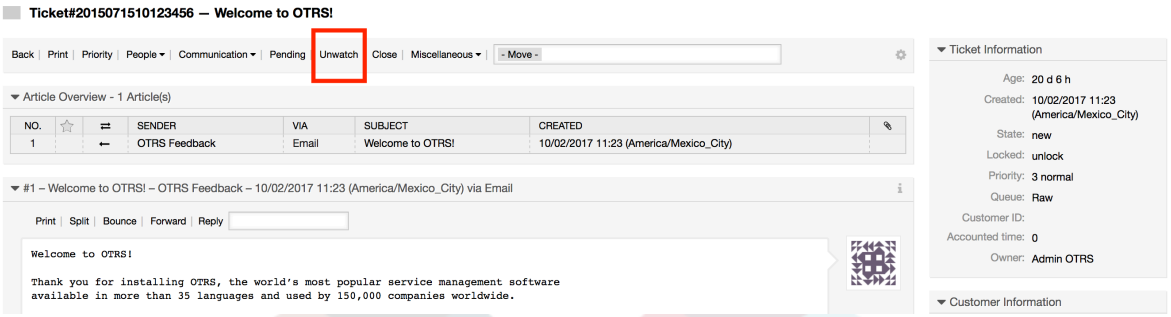
In order to watch a ticket, go to its zoomed view and click on the "Subscribe" link in the ticket activities menu (see figure below).

Figure 4.84. Subscribing to watching a ticket in its zoomed view



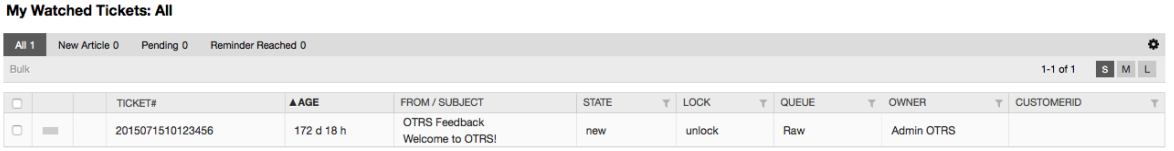
If you no longer want to watch a specific ticket, go to its zoomed view and click on the "Unsubscribe" link in the ticket activities menu (see figure below).

Figure 4.85. Unsubscribing from watching a ticket in its zoomed view



The list of all watched tickets can be accessed through the Watched view of the OTRS agent interface (see figure below), as soon as the ticket watcher feature gets activated.

Figure 4.86. Watched tickets view



7. Date and Time Related Functions

7.1. Kuseti masaa, sikuku na majira ya bi-ashara

Some functions in OTRS, like escalations and automatic unlocking of tickets, depend on a proper configuration of business hours, time zones and holidays. You can define these via the SysConfig interface, in Core::Time. You can also specify different sets of business hours, holidays and time zones as separate 'Calendars' in Core::Time::Calendar1 through Core::Time::Calendar9. Calendars can be defined by queue settings, or on SLA levels. This means that, for example, you can specify a calendar with 5 x 8 business hours for your 'standard' SLA, but create a separate calendar with 7 x 24 support for your 'gold' SLA; as well as set a calendar for your 'Support-USA' queue with a different time window than your 'Support-Japan' queue. OTRS can handle up to 99 different calendars.

7.1.1. Time zones

OTRS needs to know which time zone should be used to store date and time related data in the database. You can set this in Core::Time:OTRSTimeZone. The default is UTC and if you set up a new OTRS it is strongly recommended to leave it at this. If you updated from an OTRS older than version 6, you must ensure that `OTRSTimeZone` is being set to a time zone that matches your previous setup. Otherwise new data will be stored with a different time zone than your existing data. Once you decided on a time zone and data was stored (tickets, etc.), you shouldn't change the time zone anymore because otherwise you would end up with data stored in different time zones.

You can set a default time zone for new agents and customer users via Core::Time:UserDefaultTimeZone. This time zone will be used for all users that don't have selected a time zone in their preferences.

7.1.2. Masaa ya Biashara

Set up the working hours for your system in SysConfig Core::Time:TimeWorkingHours, or for your specific calendar in the calendar's configuration. OTRS can handle a granularity of one hour. Checking the marks in the boxes 8, 9, 10 ... 17 corresponds with business hours of 8:00 AM - 6:00 PM.

Katika masaa ya biashara tu ndio tiketi zinaweza kupanda, taarifa za tiketi zilizopandishwa na tiketi zinazosubiri zinatumwa, na tiketi zinafunguliwa.

7.1.3. Fixed Date Holidays

Holidays that are on a fixed date every year, such as New Year's Day or the Fourth of July, can be specified in TimeVacationDays, or in the corresponding section for the calendars 1-9.

Tiketi hazitapandishwa wala kufunguliwa katika siku zilizofafanuliwa kama MudaSikuZaSikukuu.

Note

Kwa chaguo-msingi OTRS inasafirishwa na sikukuu za *German* zimesakinishwa.

7.1.4. Floating Holidays

Holidays such as Easter that do not have a yearly fixed date but instead vary each year, can be specified in TimeVacationDaysOneTime.

Tiketi hazitapandishwa na hazitafunguliwa katika tarehe zilizofafanuliwa katika MudaSikuZaSikukuuMaraMoja

Note

OTRS haisafirishwi na sikukuu yoyote ya Wakati-Mmoja ikiwa imesakinishwa. Hii ina maanisha unatakiwa kuongeza sikukuu, kama Pasaka au Sikuku ya Shukrani, kwenye mfumo wakati wa kusanidi OTRS.

7.2. Ufunguaji Otomatiki

Tiketi zilizofungwa zinaweza kufunguliwa kiotomatiki na mfumo. Hiki kipengele kinaweza kuwa cha muhimu, kwa mfano, wakala amefunga tiketi ambazo zinatakiwa kuchakatishwa, lakini hawezi kuzifanyia kazi kwa sababu fulani, tuseme yuko nje ya ofisi kwa dharura. Kipengele otomatiki cha kufungua kinafungua tiketi baada ya muda fulani kuhakik-

isha hakuna tiketi zilizofungwa zitakazosahaulika, hivyo kuruhusu mawakala wengine kuzichakatisha.

The amount of time before a ticket is unlocked can be specified in the queue settings for every queue. The command `bin/otrs.Console.pl Maint::Ticket::Unlock`, which is executed periodically as a cron job, performs the automated unlocking of tickets.

Taarifa kuhusu tiketi zilizofunguliwa zinatumwa nje kwa wale mawakala wenye foleni zilizosetiwa tiketi zilizofunguliwa kwenye 'Foleni zangu', na wame amilisha taarifa kwenye tiketi zilizofunguliwa katika mapendeleo yao binafsi.

Tiketi zitafunguliwa kama masharti yote yafuatayo yamefikiwa:

- Kuna *muda wa mwisho wa kufungua* umefafanuliwa kwenye foleni ambayo tiketi imo.
- Tiketi imesetiwa kuwa *imefungwa*.
- Hali ya tiketi ni *wazi*.

Muda wa kufungua utasetiwa upya kama wakala akiongeza makala mpya ya nje kwenye tiketi. Inaweza kuwa ya aina yoyote kati ya zifuatazo: *barua pepe-nje*, *simu*, *faksi*, *sms*, au *notisi-nje*.

Pia, kama makala ya mwisho katika tiketi imetengenezwa na wakala, na mteja akaongeza nyingine, aidha kwa kupitia majibu ya tovuti au barua pepe, muda wa kufungua utasetiwa upya.

Tukio la mwisho ambalo lita seti upya muda wa kufungua ni pale tiketi imegawiwa kwa wakala mwingine.

8. Customizing the PDF Output

Hiki kifungu kinashughulikia machaguo yanayoweza kusanidiwa kwa ajili ya matokeo ya PDF kwenye OTRS.

If you use the Print action from anywhere within the OTRS interface, it will generate a formatted PDF file.

You can adjust the look of the files generated by OTRS by creating your own logo and adding it to PDF::LogoFile. You can use PDF::PageSize to define the standard page size of the generated PDF file (DIN-A4 or Letter), and also PDF::MaxPage to specify the maximum number of pages for a PDF file, which is useful if a user generates a huge output file by mistake.

9. Takwimu

The OTRS statistics module holds features to track operational statistics and generates custom reports associated with OTRS usage. The OTRS system uses the term "statistic" generically to refer to a single report presenting various indicators.

Note

For **OTRS Business Solution™** customers, there is also a reports generator available. Here "report" refers to a collection of several statistics in one PDF document that can be easily configured and automatically generated and distributed. Please find more details in the **OTRS Business Solution™** manual.

Proper configuration of the OTRS statistics module is associated with a multitude of requirements and considerations. These include the various OTRS modules to be evaluated, user permission settings, indicators to be calculated and their complexity levels, ease of

configuration of the statistics module, speed and efficiency of calculations, and support of a rich set of output variants.

Statistical elements, i.e. files which supplement the functionality of the statistics module for specific requirements, can be integrated for calculating complex statistics.

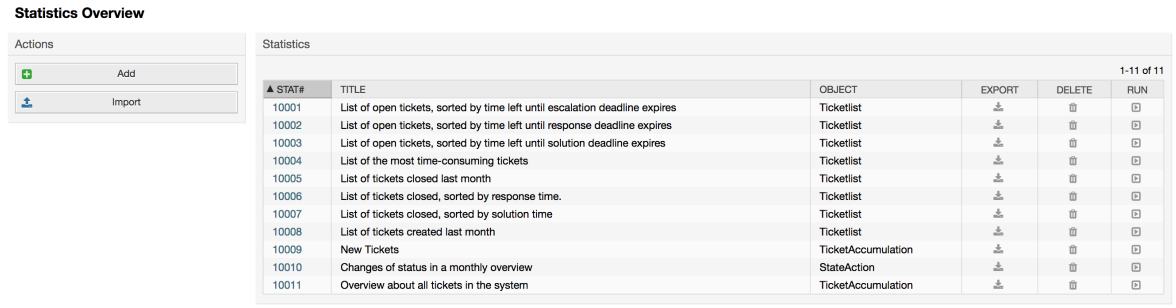
9.1. Statistics Configuration and Usage

When signed on as an agent, the statistics module can be opened by selecting "Reports" and then "Statistics" in the main menu.

9.1.1. Mapitio

Selecting the "Statistics" link in the navigation bar, and then the submenu link "Overview", calls up the Overview screen. The Overview screen presents a list of all pre-configured reports the agent can use (see figure below).

Figure 4.87. Overview of the standard statistics.

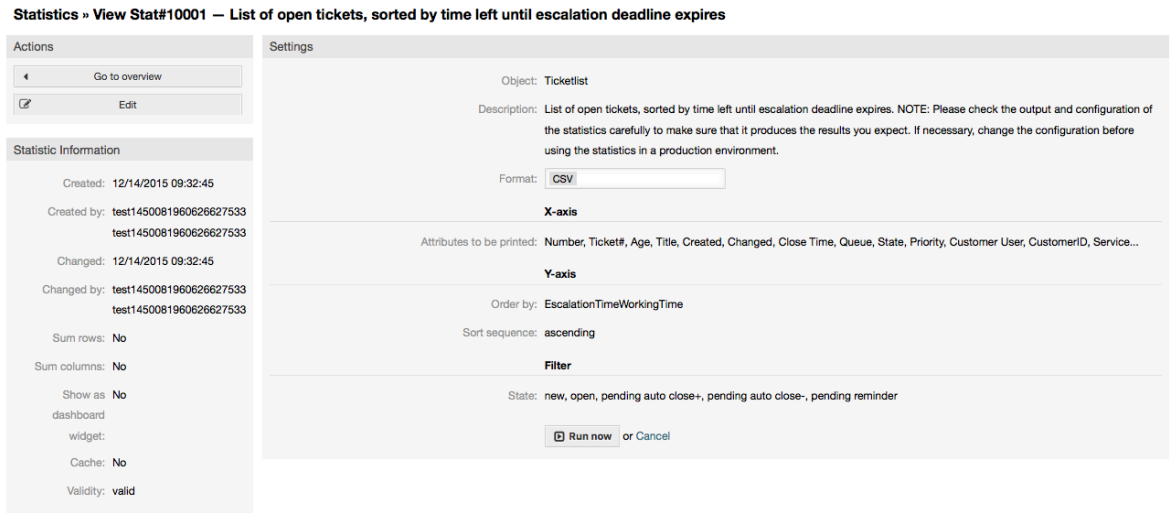


When the statistics module is installed, it comes preloaded with a few sample statistics imported into the system. These are shown as a list on the overview page. If the overview list extends to more than a single page, the agent can browse through the different pages. The list of statistics can be sorted as desired, by clicking the desired column header in the list. To generate a particular statistic, click on the statistic's "Run now" link.

9.1.2. Generation

The view user interface provides the stat's configuration settings (see figure below).

Figure 4.88. Viewing a specific statistic.



Configuration settings for a particular statistic can be set within the range of options in the View screen. Either the statistic creator or any others with the appropriate permissions can make the settings.

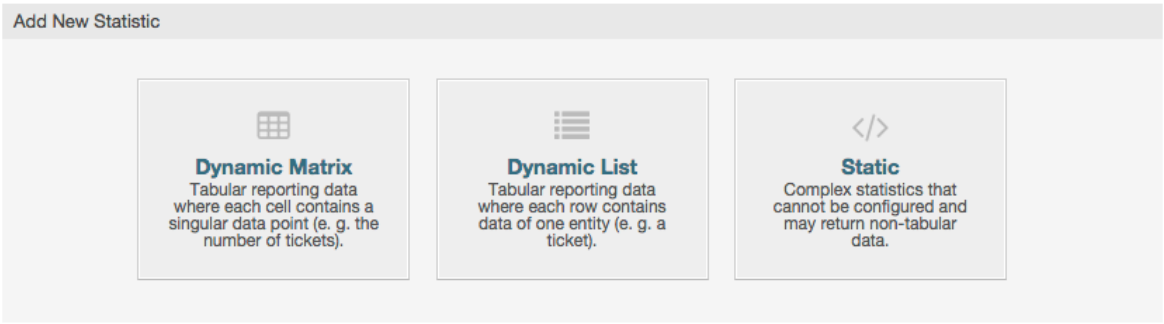
Pressing the "Start" button (at the bottom of the screen) is the last step to generate the statistic.

9.1.3. Usanidi

Agents with write rights can edit an existing report configuration by calling up the edit user interface of the statistics module. Alternately, they may create a new report.

There are four possible steps in the configuration of a statistic: the general specification data, configuring the x-axis, y-axis and possible data filters for the reported data (or restrictions). Let's create a new statistic as an example by clicking the "Add" button in the overview screen. Our goal will be to get an overview of how many tickets with very high priority are in every queue (x-axis) and state (y-axis).

Figure 4.89. Adding a new statistic, first step.



At the beginning we have to select the type of statistic we want to add. Three types are available:

Dynamic Matrix Statistics

This type of statistics will generate a matrix of computed values (e.g. new tickets per day of month and queue). All value cells in the matrix have the same type (number, average time, etc.). Values are computed from entities in the system (e.g. tickets). Some matrix statistics support a summation column and/or row (only useful for certain data).

Dynamic List Statistics

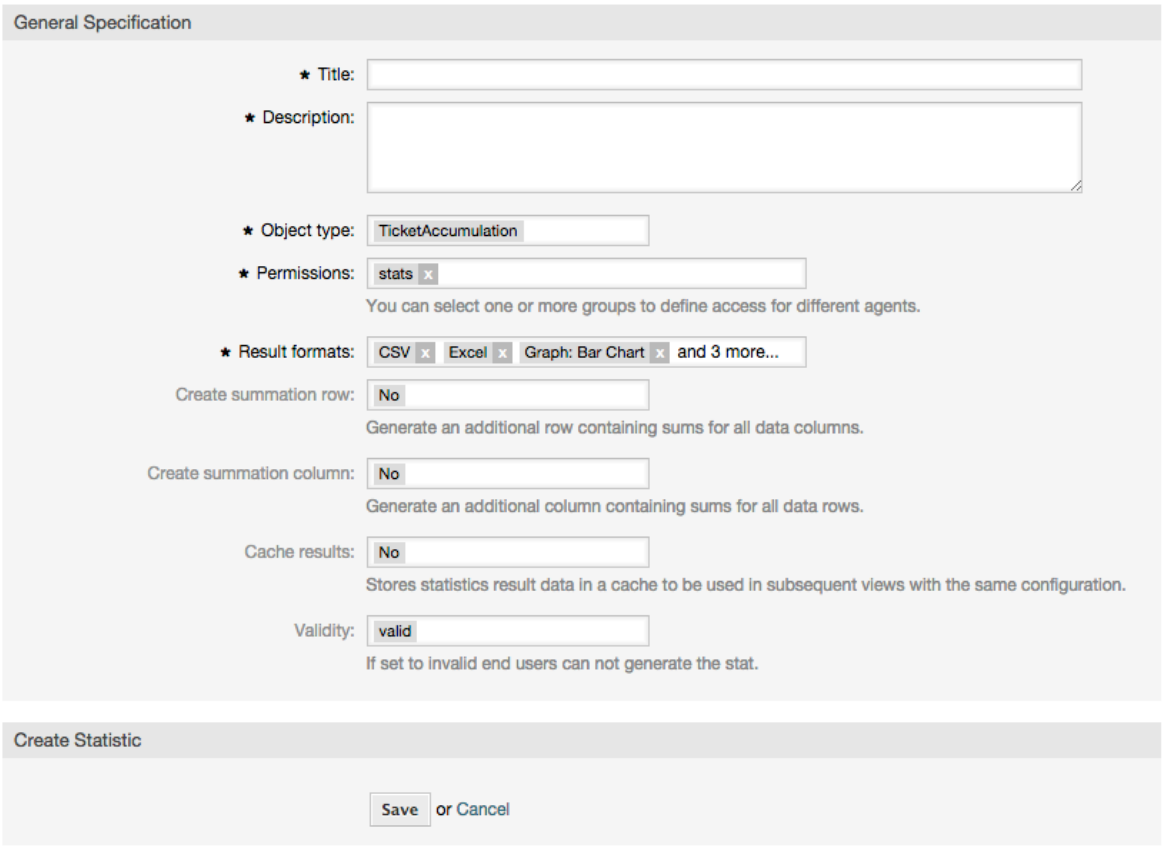
This kind of statistic will generate a table where every line (not cell) represents an entity in the system (e. g. a ticket). The columns in this row are usually configurable (x-axis, see below) and contain the data of this object (e. g. ticket attributes). All value cells in one column have the same type.

Static Statistics

This kind of statistic is not very much configurable and usually used for very special and/or complex computations.

So let's select "Dynamic Matrix" for our example. Then the "General Specifications" configuration will appear below the statistic type selection.

Figure 4.90. Adding a new statistic, second step.



After providing a title and description for the new statistic, we have to select the statistics backend that we want to use. This is the actual backend module which is responsible to collect and analyze the data for our statistic. In our case we'll select "TicketAccumulation".

By configuring permission groups, we can facilitate a restriction of the groups (and therefore, agents) who can later view and generate the pre-configured statistics. Thus the various statistics can be allocated to the different departments and work groups who need them. It is possible to allocate one statistic to various groups.

Example 4.20. Default statistics permission group

The "stats" group was selected. The report is viewable for all users having at least ro rights for the "stats" group. This access is available by default.

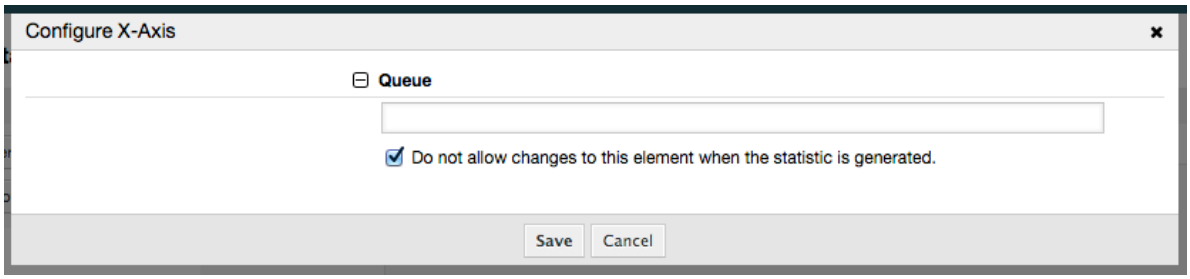
Example 4.21. Customized statistics permission group

A group named "sales" was selected. All users with ro rights for the "sales" group can see the stat in the view mode and generate it. However, the report will not be available for viewing by other users.

Additionally, possible output formats can be selected. Here we can just keep all output formats and choose the one to use when actually generating the statistic. Let's save the statistic now.

The next screen will indicate the next step with a highlighted button: we should configure the x-axis. By clicking the button, a dialog will appear where we can select the element to be used for the x-axis. In our case that will be the queue:

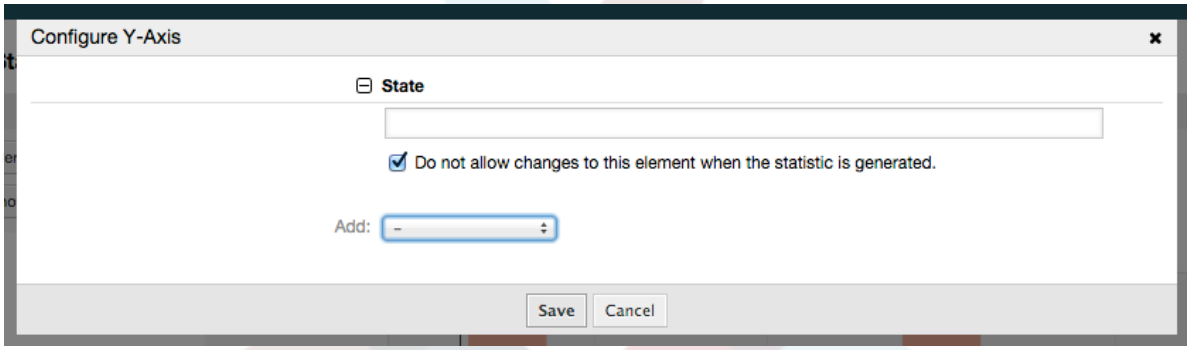
Figure 4.91. Configuring the x-axis of a statistic.



We can optionally limit the queues to be shown by selecting some in the queue field. With the checkbox we can control if the agent who generates the statistic can make changes to the queue selection. We'll keep the defaults and press "Save".

Now we can configure the y-axis in the same way: select the state field.

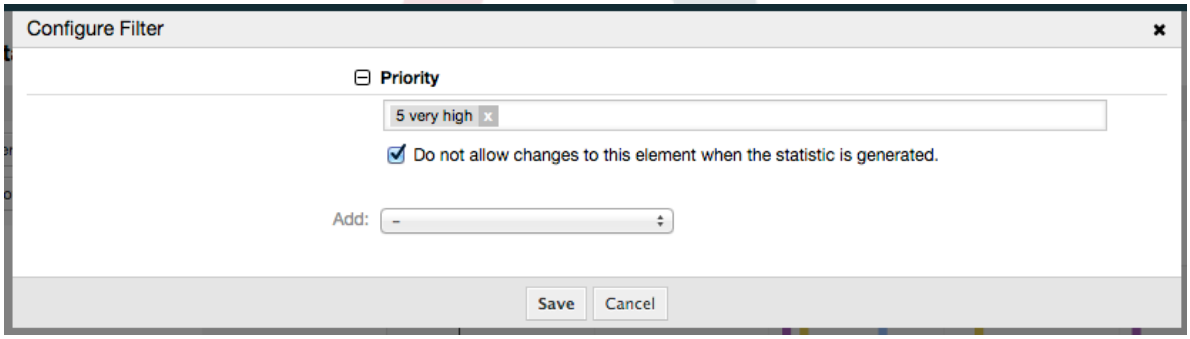
Figure 4.92. Configuring the y-axis of a statistic.



Here it is possible to select one element or two. In the first case, every value of the element will be one element on the y-axis. If two elements are selected, their permutations will be the elements on the value series. For example you could select "state" and "priority", and the resulting elements will be "new - 1 very low", "new - 2 low", ... "open - 1 very low" and so on. Let's just use the state and press "Save".

Now in the last step we could add data filters to only report tickets belonging to a certain customer, with certain priorities and so on. We'll add a filter for very high priority tickets:

Figure 4.93. Configuring the data filter of a statistic.



Now press "Save" again. The configuration is finished.

You may already have noted that in the configuration dialog there is a preview area where we can check the effect of our configuration settings.

Figure 4.94. Configuring the data filter of a statistic.

Note

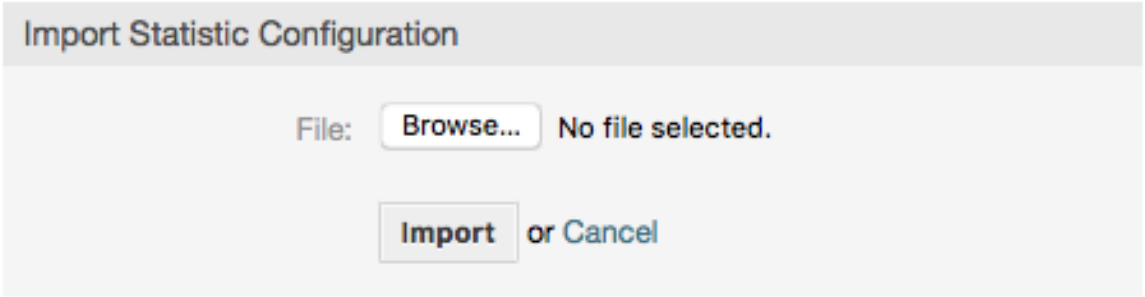
Please note that the preview uses random data and does not consider data restrictions.

The statistic is configured. By pressing the "Run now" button we can go to the View screen where the desired output format can be selected and the statistic can be generated in the different formats.

9.1.4. Agiza

The Import user interface can be accessed by pressing the "Import" button on the Overview screen. "rw" permissions for the statistics module are required.

Figure 4.95. Statistics import



Facilitates the import of reports, and when combined with the export function of the module, is a very handy functionality. Stats can be created and tested conveniently on test systems, then imported into the production system.

9.2. Statistics System Administration

This section provides information about the tasks and responsibilities of the OTRS administrator dealing with the statistics module.

9.2.1. Permission settings, Groups and Queues

The default configuration of the module registration gives all agents with "stats" group permissions access to the statistics module.

Access according to permission settings:

- *rw*. Allows configuring statistics.
- *ro*. Permits generating pre-configured statistics.

Msimamizi wa OTRS anaamua kama mawakala wenye haki za kuzalisha ripoti zilizosanidiwa kabla wanapewa haki za kusoma tu kwenye kundi la "takwimu", au kama makundi yao husika yanaongezwa katika moduli ya usajili kwenye SysCondig.

9.2.2. SysConfig Settings

The SysConfig groups Core::Stats and Frontend::Agent::View::Stats contain all configuration parameters for the basic set-up of the statistics module. Moreover, the configuration parameter `$Self->{'Frontend::Module'}->{'AgentStats'}` controls the arrangement and registration of the modules and icons within the statistics module.

9.2.3. Generating Statistics on the Command Line

Statistics can be generated on the command line with the command `bin/otrs.Console.pl Maint::Stats::Generate`. As an example, see the command line call in the following script.

```
shell> bin/otrs.Console.pl Maint::Stats::Generate --number 10004 --target-directory /tmp
Generating statistic number 10004...
  Writing file /tmp/List_of_the_most_time-consuming_tickets_Created_2015-09-08_14-51.csv.
Done.
```

A report from the statistic configuration "Stat#10004" is generated and saved as a CSV file in the `/tmp` directory.

Ripoti iliyotengenezwa pia inaweza kutumwa kama barua pepe. Taarifa zaidi zinaweza patikana kwa agizo katika hati chini.

```
shell> bin/otrs.Console.pl Maint::Stats::Generate --help
```

It usually does not make sense to generate reports manually via the command line, as the statistics module has a convenient graphical user interface. However, generating reports manually does make sense when combined with a cron job.

Imagine the following scenario: On the first day of every month, the heads of department want to receive a report for the past month. By combining a cron job and command line call the reports can be sent to them automatically by e-mail.

10. Sehemu zinazobadilika

10.1. Utangulizi

Sehemu inayobadilika ni sehemu ya aina maalumu katika OTRS, iliyotengenezwa kupanua taarifa iliyohifadhiwa katika makala au tiketi. Hizi makala si funge kwenye mfumo na zinaweza kutokea kwenye skrini maalumu tu, zinaweza kuwa za lazima au si za lazima, na uwasilishwaji wake kwenye skrini unategemeana na aina ya sehemu iliyofafanuliwa wakati wa utengenezaji wake kulingana na data inayoshikiliwa na sehemu. Kwa mfano, kuna sehemu za kushikilia nakala, tarehe, chaguo la vitu, na kadh.

Dynamic fields are the evolution of TicketFreeText, TicketFreeKey, TicketFreeTime, ArticleFreeText and ArticleFreeKey fields that where commonly used in OTRS 3.0 and before. The limitation of these "Free Fields" was that they can be defined up to 16 (text or dropdown) fields and 6 time fields for a ticket and 3 (text or dropdown) fields for each article only, not more.

Sasa kwa kutumia sehemu zinazobadilika kikomo katika nambari ya sehemu kwa tiketi au makala kimeondolewa, unaweza kutengeneza sehemu nyingi zinazobadilika unazotaka aidha kwa tiketi au makala. Na zaidi ya hapo, kiunzi nyuma ya sehemu zinazobadilika kinaandaliwa kushughulikia sehemu zilizogeuzwa kukufaa kwa ajili ya vitu vingine kuachana na tiketi na makala tu.

Kiunzi hiki ambacho kinashughulikia sehemu zinazobadilika kimetengenezwa kwa kutumia mbinu ya moduli, ambapo kila aina ya sehemu inayobadilika inaweza kuonekana kama moduli ya programu-jalizi kwa ajili ya kiunzi. Hii inamaanisha aina mbali mbali ya sehemu zinazobadilika zinaweza kupanuliwa kirahisi kwa kutumia moduli za umma za OTRS, vifaa vya nyongeza vya vipengele vya OTRS, maendeleo yaliyogeuzwa kukufaa ya OTRS, na maendeleo mengine yaliyogeuzwa kukufaa.

Aina zifuatazo za sehemu zinazobadilika zimejumuishwa kwenye toleo hili:

- Nakala (nakala ya mstari mmoja)
- Eneo la nakala (nakala za mistari mingi)
- Kisanduku tiki
- Kunjuzi (chaguo moja, thamani nyingi)
- Uchaguzi anuwai (uchaguzi nyingi, thamani nyingi)
- Tarehe
- Tarehe / Muda

10.2. Usanidi

By default, a clean installation of OTRS comes with two pre-installed internal dynamic fields, which cannot be removed. If you plan to use such fields in tickets, articles, customer users or customer companies you need to create new, custom dynamic fields.

Please note that dynamic fields for customer users and companies need to be configured accordingly in the CustomerUser and CustomerCompany mapping, usually to find in `Kernel/Config.pm` of your OTRS installation. Examples for configuring them can be found in `Kernel/Config/Defaults.pm`.

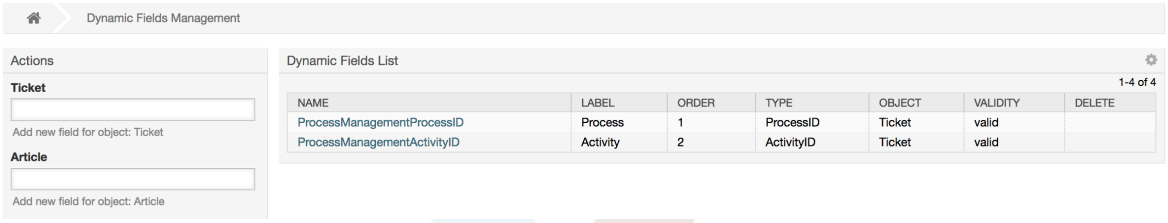
Usanidi wa sehemu zinazobadilika umegawanyika katika nyanja mbili, kuongeza sehemu mpya inayobadilika au kusimamia iliyopo unahitaji kwenda paneli ya "Msimamizi" kwenye

kiungo "Sehemu Zinazobadilika". Kuonyesha, kuonyesha kwa ulazima au kuficha sehemu inayobadilika katika skrini moja unahitaji kubadilisha mipangilio ya OTRS katika skrini ya "SysConfig".

10.2.1. Kuongeza Sehemu Inayobadilika

Click on the "Admin" button located in the navigation bar, then click on the "Dynamic Fields" link inside "Ticket Settings" box located in the lower center of the screen. The dynamic fields overview will display as follows:

Figure 4.96. Dynamic fields overview screen.



Tambua kwamba hii skrini itabadilika kadri uongezavyo sehemu zinazobadilka kuorodhesha sehemu zote zinazobadilika. Hii skrini inaweza tayari kuwa na baadhi ya sehemu kama usanikishaji ulirekebishwa kutoka toleo la zamani la OTRS.

The Actions in the side bar at the left of the screen describes four possibilities: Article, Ticket, CustomerUser and CustomerCompany, each one has its own dropdown selection of dynamic fields.

Note

Usanikishaji wa kifurushi cha OTRS unaweza kuongeza vitu katika ufito wa pembeni.

Utaratibu wa kawaida wa kutengenza sehemu zinazobadilika ni:

- Click on the desired dynamic field object dropdown in the Actions side bar.
- Bofya kwenye aina ya sehemu inayobadilika unayotaka kuongeza kutoka kwenye orodha.
- Jaza usanidi
- Hifadhi

Maongezi ya usanidi wa sehemu zinazobadilika yamegawanywa katika sehemu mbili, upande wa juu ni wa kawaida baina ya sehemu zote na upande wa chini unaweza kuwa tofauti kwa aina moja ya sehemu inayobadilika kwenda nyingine.

Mipangilio ya ujumla ya sehemu zinazobadilika:

- Jina: Lazima, kipekee, herufi na nambari tu zinaruhusiwa,

  Hili ni jina la ndani la sehemu, linatumika kwa mfano kuonyesha au kuficha sehemu katika skrini. Mabadiliko yoyote ya jina la sehemu (haishauriwi) inahitaji usasishaji kwa mikono wa mipangilio ya "SysConfig" ambapo sehemu ina rejea.

- Lebo: Lazima

  Hili ndio jina la sehemu litakaloonyeshwa kwenye skrini, ina msaada kwa tafsiri.

Note

Tafsiri za lebo inabidi ziongezwe kwa mikono kwenye mafaili ya utafsiri wa lugha.

- Oda ya sehemu: Lazima.

  Inafafanua oda tegemezi ambayo sehemu itaonyeshwa kwenye skrini, kwa chaguo-msingi kila sehemu mpya ina sehemu ya mwisho, mabadiliko katika huu mpangilio utaathiri oda ya sehemu nyingine zinazobadilika zilizotengenezwa.

- Uhalali: Lazima.

  Sehemu inayobadilika batili haitaonyeshwa katika skrini yoyote, hata kama imesanidiwa kuonyeshwa.

- Aina ya sehemu: Lazima, Soma tu.

  Inaonyesha aina ya sehemu iliyochaguliwa.

- Aina ya kitu: Lazima, Soma tu.

  Inaonyesha upeo wa sehemu.

Note

Kuonyesha mipangilio ya kila aina maalumu ya sehemu sehemu chache zitaongezwa kwenye mfano wetu. Hizi sehemu mpya zitafanyiwa marejeo kwenye vifungu vya mbele.

For the following examples all the dynamic fields will be created for the Ticket object. If you need to create a dynamic field for Article object, just choose the field from the Article dropdown list.

Table 4.6. Sehemu zifuatazo zitaongezwa kwenye mfumo:

Jina	Lebo	Aina
Sehemu1	Sehemu yangu 1	Nakala
Sehemu2	Sehemu yangu 2	Eneo la nakala
Sehemu3	Sehemu yangu 3	Kisanduku tiki
Sehemu4	Sehemu yangu 4	Kunjuzi
Sehemu5	Sehemu yangu 5	Chaguanyingi
Sehemu6	Sehemu yangu 6	Tarehe
Sehemu7	My Field 7	Tarehe / Muda

10.2.2. Nakala ya Usanidi wa Sehemu Inayobadilika

Sehemu inayobadilika ya Nakala inatumika kuhifadhi tungo ya mstari mmoja.

Nakala ya mpangilio wa sehemu inayobadilika:

- Thamani ya chaguo-msingi: Hiari.

  This is the value to be shown by default on the edit screens (like New Phone Ticket or Ticket Compose).

- Show link: Optional.

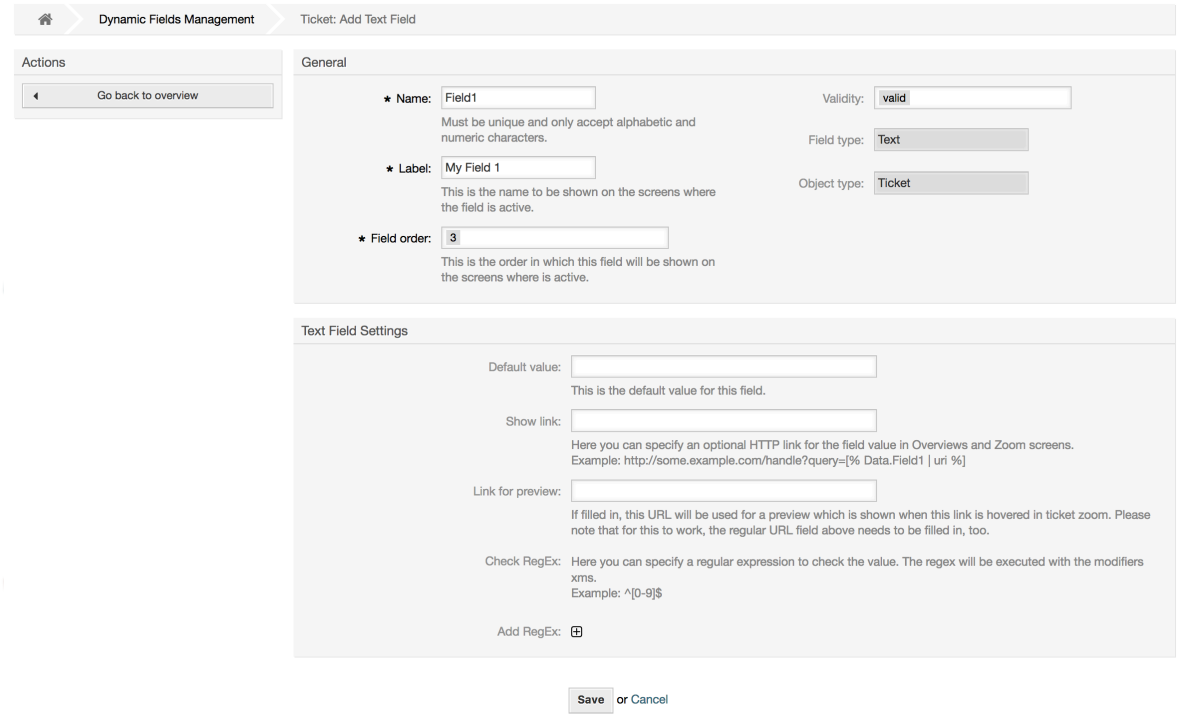
Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

Kwa mfano, kama "Onyesha kiungo" imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani ya sehemu kitafanya kivinjari chako kufungua ukurasa wa tovuti wa OTRS.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field, will add the field value as part of the link reference.

Figure 4.97. Maongezi ya usanidi wa Nakala ya Sehemu inayobadilika.



10.2.3. Textarea Dynamic Field Configuration

Textarea dynamic field is used to store a multiple line string.

Textarea dynamic field settings:

- Number of rows: Optional, integer.

  Used to define the height of the field in the edit screens (like New Phone Ticket or Ticket Compose).

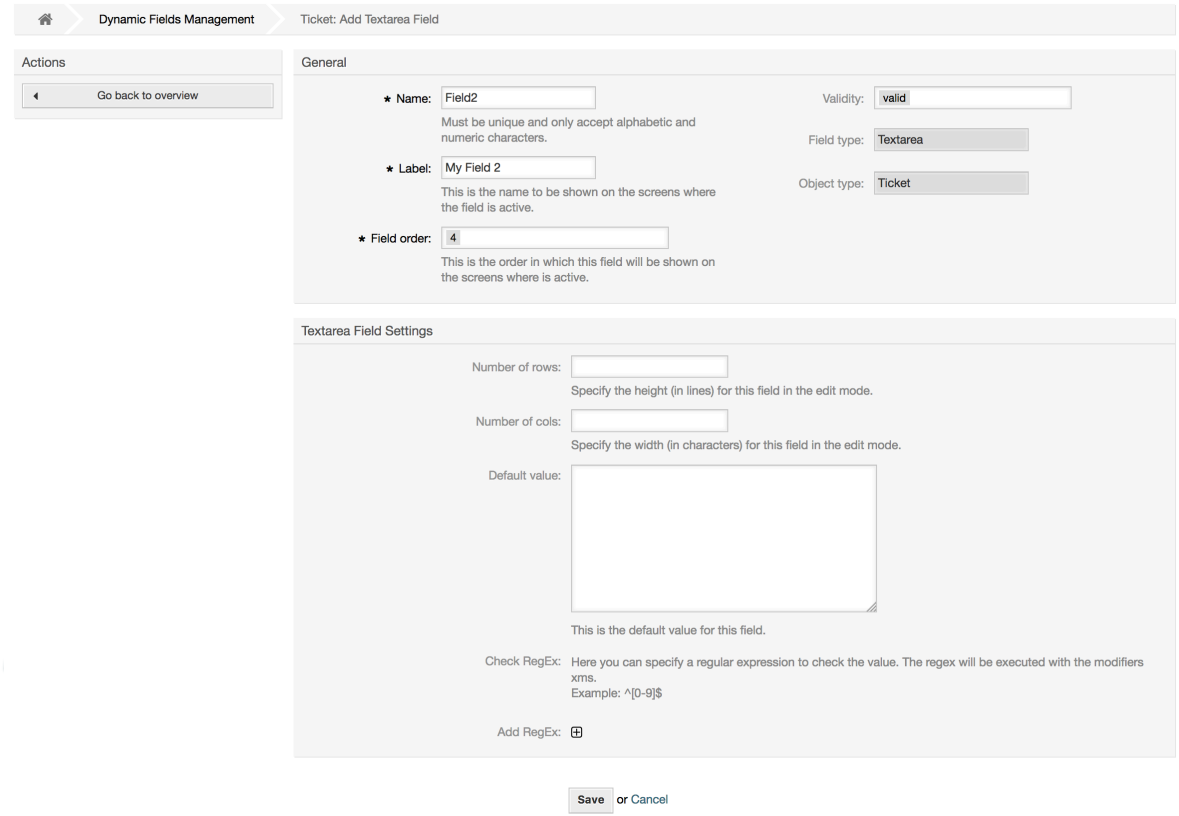
- Idadi ya safu: Hiari, namba kamili.

  Hii thamani inatumika kufafanua upana wa sehemu kwenye skrini za kuhariri.

- Thamani ya chaguo-msingi: Hiari.

  Hii ni thamani itakayo onyeshwa kwa kawaida kwenye skrini za kuhariri (inaweza kuwa nakala ya zaidi ya mstari mmoja).

Figure 4.98. Usanidi wa maongezi ya sehemu zinazobadilika za eneo la nakala



10.2.4. Usanidi wa Sehemu Inayobadilika ya Kisanduku tiki

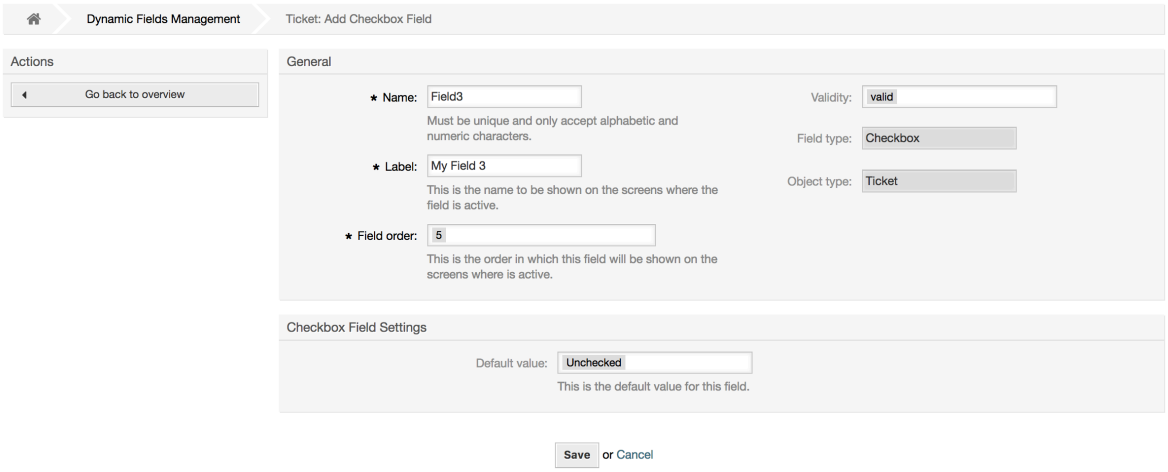
Sehemu inayobadilika ya kisanduku tiki inatumika kuhifadhi thamani ya kweli au uongo, inayowakilishwa na boksi lenye tiki au lisilo na tiki.

Mipangilio ya sehemu inayobadilika ya kisanduku tiki:

- Thama ya Kawaida: Lazima.

  Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa ambao unaweza kutikiwa au kutotikiwa.

Figure 4.99. Usanidi wa maongezi wa sehemu inayobadilika ya kisanduku tiki



10.2.5. Usanidi wa Kikunjuzi cha Sehemu Inayobadilika

Kikunjuzi cha sehemu inayobadilika kinatumika kuhifadhi thamani moja, kutoka kwenye orodha iliyofungwa.

Mipangilio ya sehemu kunjuzi inayobadilika:

- Thamani zinazowezekana: Lazima.

  Orodha ya thamani za kuchagua. Kama ikitumika, thamani mpya ni muhimu kubainisha Ufunguo (thamani ya ndani) na Thamani (thamani ya kuonyeshwa).

- Thamani ya chaguo-msingi: Hiari.

  Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa kama ulivyofafanuliwa na thamani Ziwezekanazo.

- Ongeza sehemu tupu: Lazima, (Ndio/Hapana).

  Kama hili chaguo limeamilishwa thamani ya ziada inafafanuliwa kuonyesha "-" katika orodha ya thamani ziwezekanazo. Hii thamani maalumu ni tupu ndani

- Tafsiri thamani: Lazima, (Ndio/Hapana).

  Huu mpangilio unatumika kuweka alama thamani zinazoweza kutafsiriwa za hii sehemu. Thamani zinazoonyeshwa tu ndio zita tafsiriwa, thamani za ndani hazita athiriwa, utafsiri wa thamani inabidi uongezwe kwa mikono kwenye mafaili ya lugha.

- Show link: Optional.

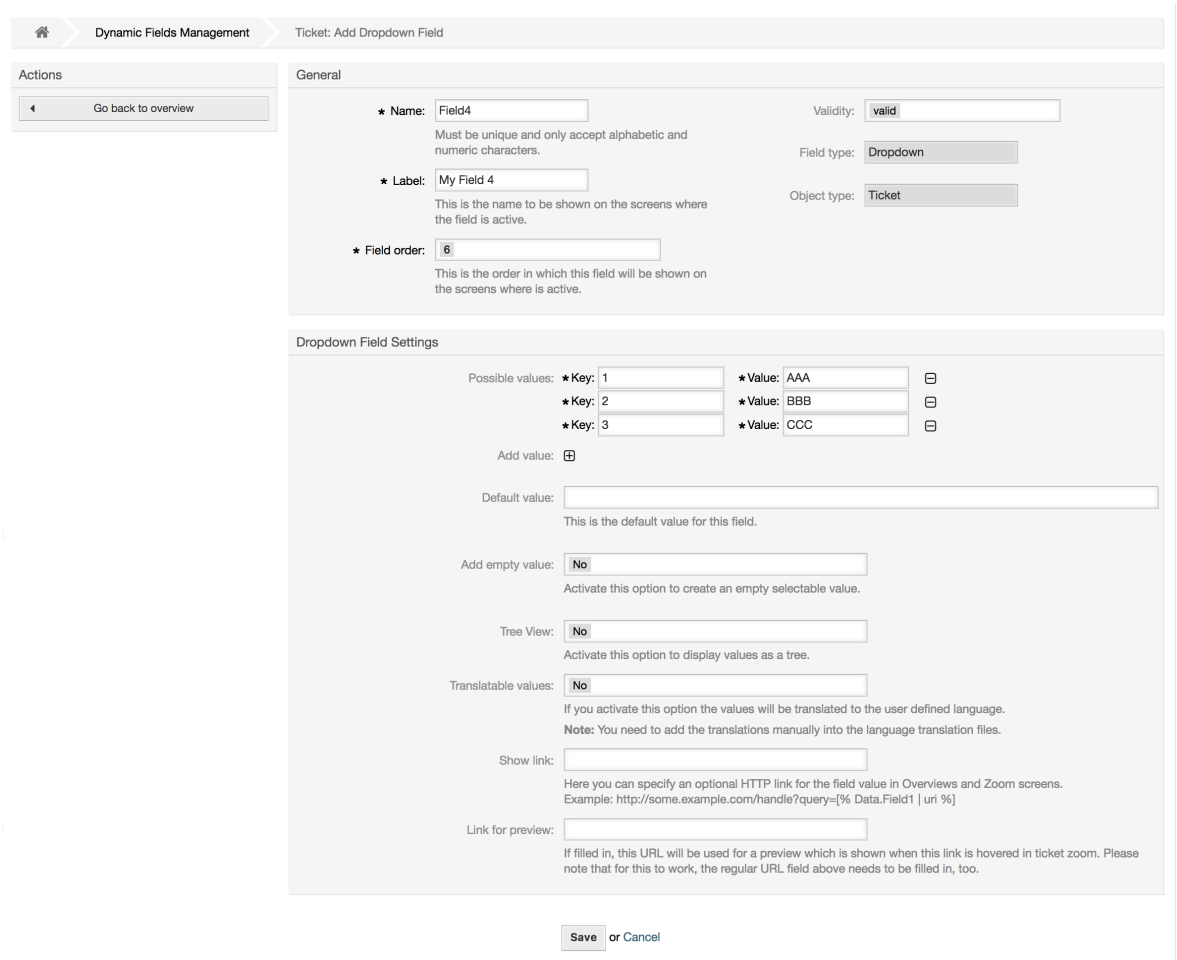
  Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

  Kwa mfano, kama "Onyesha kiungo" imesetiwa kuwa "http://www.otrs.com", kubofya kwenye thamani ya sehemu kitafanya kivinjari chako kufungua ukurasa wa tovuti wa OTRS.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field, will add the field value as part of the link reference.

Figure 4.100. Maongezi ya usanidi wa Kikunjuzi cha Sehemu inayobadilika



10.2.6. Uteuzi Anuwai wa Usanidi wa Sehemu Inayobadilika

Uteuzi Anuwai wa sehemu inayobadilika unatumika kuhifadhi thamani anuai, kutoka kwenye orodha iliyofungwa.

Mipangilio ya sehemu inayobadilika ya uteuzi anuwai:

- Thamani zinazowezekana: Lazima.

  Orodha ya thamani za kuchagua. Wakati wa kuongeza vifaa vya nyongeza kwenye orodha, ni muhimu kubainisha Ufunguo (thamani ya ndani) na Thamani (thamani ya kuonyeshwa).

- Thamani ya chaguo-msingi: Hiari.

  Hii ndiyo thamani ya kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya ya Simu au Unda Tiketi), thamani chaguo-msingi la hii sehemu ni uchaguzi uliofungwa kama ulivyofafanuliwa na thamani Ziwezekanazo.

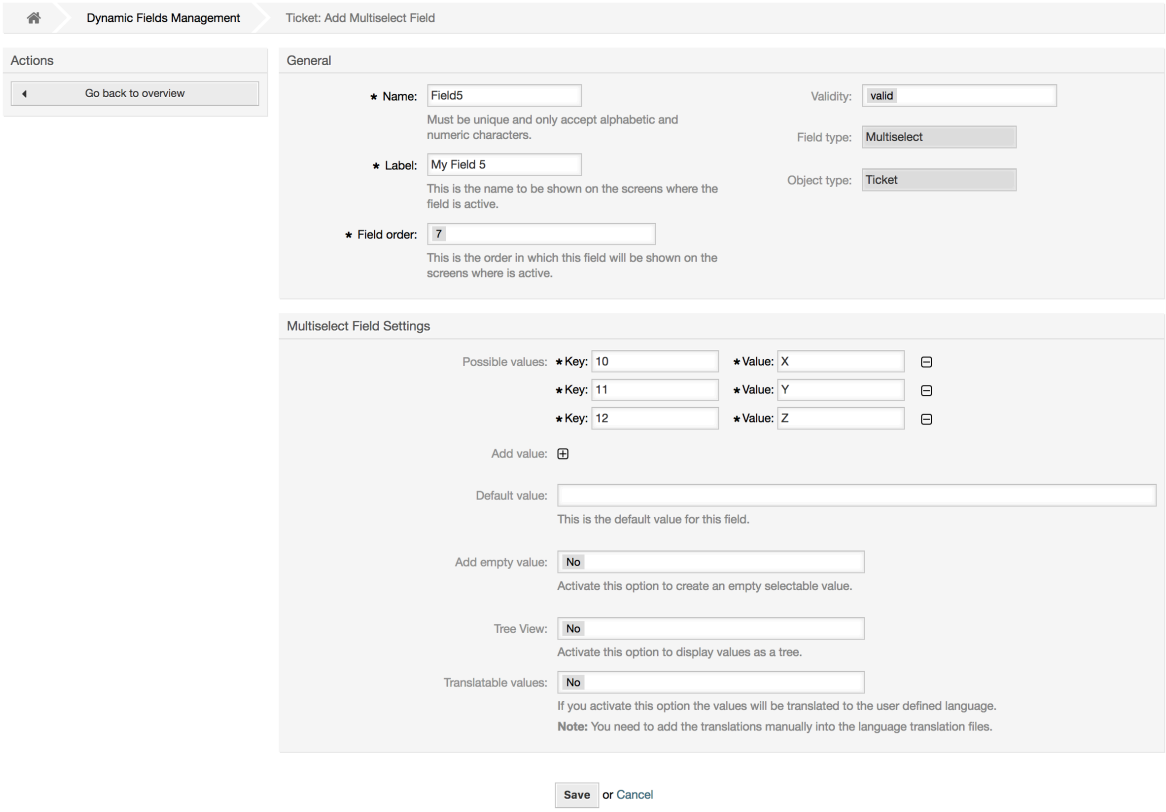
- Ongeza sehemu tupu: Lazima, (Ndio/Hapana).

  Kama hili chaguo limeamilishwa thamani ya ziada inafafanuliwa kuonyesha "-" katika orodha ya thamani ziwezekanazo. Hii thamani maalumu ni tupu ndani

- Tafsiri thamani: Lazima, (Ndio/Hapana).

  Huu mpangilio unatumika kuweka alama thamani zinazoweza kutafsiriwa za hii sehemu. Thamani zinazoonyeshwa tu ndio zita tafsiriwa, thamani za ndani hazita athiriwa, utafsiri wa thamani inabidi uongezwe kwa mikono kwenye mafaili ya lugha.

Figure 4.101. Maongezi ya usanidi wa Uteuzi Anuwai wa Sehemu inayobadilika



10.2.7. Usanidi wa Sehemu Inayobadilika ya Tarehe

Sehemu inayobadilika ya Tarehe inatumika kuhifadhi thamani ya tarehe (Siku, Mwezi na Mwaka).

Mipangilio ya sehemu inayobadilika ya tarehe:

- Chaguo-msingi la utofauti wa tarehe: Hiari, Namba kamili.

  Idadi ya sekunde (hasi au chanya) kati ya tarehe ya sasa na tarehe iliyochaguliwa kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya Simu au Unda Tiketi).

- Define years period: Mandatory, (Yes / No).

  Used to set a defined number of years in the past and the future based on the current date of the year select for this field. If set to Yes the following options are available:

  - Miaka ya nyuma: Hiari, Namba kamili chanya.

Fafanua idadi ya miaka ya nyuma kutoka siku ya sasa kuonyesha chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Miaka ya mbeleni: Hiari, Namba kamili chanya.

  Fafanua idadi ya miaka ya mbeleni kutoka siku ya sasa kuonyesha katika chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Show link: Optional.

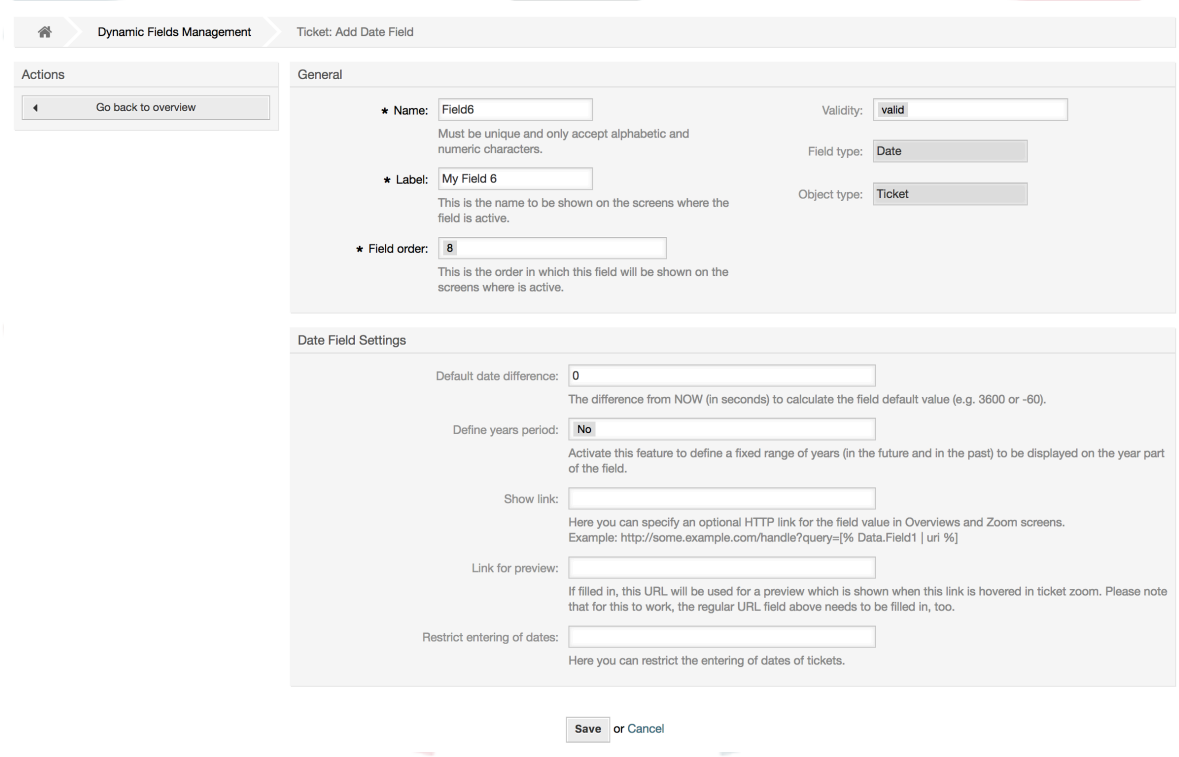
  Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

  For example, if "Show link" is set to "http://www.otrs.com", clicking on the filed value will make your browser to open the OTRS web page.

  ### Note

  The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field will add the field value as part of the link reference.

Figure 4.102. Maongezi ya usanidi wa Tarehe ya Sehemu inayobadilika



10.2.8. Usanidi wa Tarehe / Muda wa Sehemu Inayobadilika

Sehemu inayobadilika ya Tarehe / Muda inatumika kuhifadhi thamani ya ttarehe muda (Dakika, Masaa. Siku, Mwezi na Mwaka).

Mipangilio ya sehemu inayobadilika ya tarehe / muda:

- Chaguo-msingi la utofauti wa tarehe: Hiari, Namba kamili.

Idadi ya sekunde (hasi au chanya) kati ya tarehe ya sasa na tarehe iliyochaguliwa kuonyeshwa kwa chaguo-msingi katika skrini za kuhariri (kama Tiketi Mpya Simu au Unda Tiketi).

- Define years period: Mandatory, (Yes / No).

  Used to set a defined number of years in the past and the future based on the current date of the year select for this field. If set to Yes the following options are available:

  - Miaka ya nyuma: Hiari, Namba kamili chanya.

    Fafanua idadi ya miaka ya nyuma kutoka siku ya sasa kuonyesha chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

  - Miaka ya mbeleni: Hiari, Namba kamili chanya.

    Fafanua idadi ya miaka ya mbeleni kutoka siku ya sasa kuonyesha katika chaguo la mwaka kwa hii sehemu inayobadilika katika skrini za kuhariri.

- Show link: Optional.

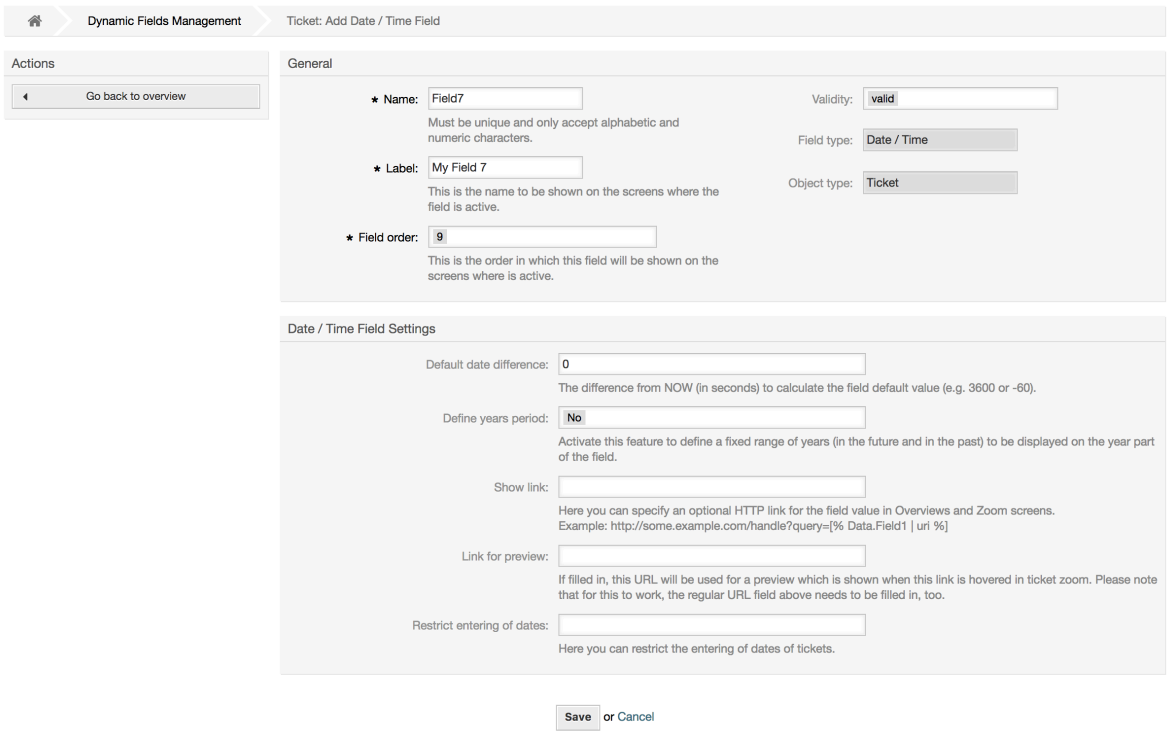
  Kama imeseetiwa, thamani ya sehemu itabadilishwa kuwa kiungo kinachobonyezeka kwa ajili ya skrini za kuonyesha (kama kuza tiketi au mapitio).

  For example, if "Show link" is set to "http://www.otrs.com", clicking on the filed value will make your browser to open the OTRS web page.

Note

The use of [% Data.NameX | uri %] in the Set link value, where NameX is the name of the field will add the field value as part of the link reference.

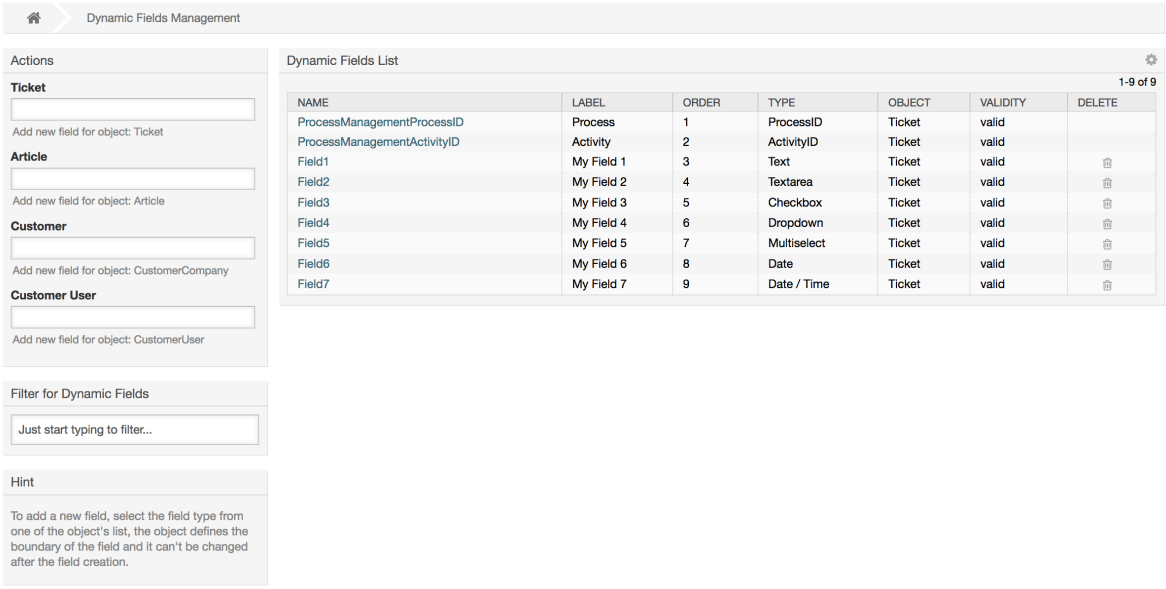
Figure 4.103. Maongezi ya usanidi wa Tarehe / Muda wa Sehemu inayobadilika



10.2.9. Kuhariri sehemu inayobadilika

Skrini ya mapitio ya sehemu inayobadilika iliyojazwa (na mifano iliyopita) inatakiwa ionekane kama:

Figure 4.104. Skrini ya mapitio ya sehemu zinazobadilika iliyojazwa na data za sampuli



Kubadilisha au kuhariri sehemu inayobadilika lazima uwe na sehemu moja iliyofafanuliwa, chagua sehemu ambayo tayari imejazwa kutoka kwenye skrini ya mapitio ya sehemu zinazobadilika na sahihisha mipangilio.

Note

Sio sehemu zote zinazobadilika zinaweza kubadilishwa, aina ya Sehemu na aina ya Kitu zimefungwa kutoka kwenye machaguo ya sehemu na haziwezi kubadilishwa.

Haishauriwi kubadilisha jina la ndani la sehemu, lakini lebo inaweza kubadilishwa mda wowote. Kama jina la ndani limebadilishwa mipangilio yote ya "SysConfig" ambayo ina marejeo kwenye sehemu hiyo yanahitaji kusasishwa na pia mapendeleo ya mtumiaji (kama imefafanuliwa).

10.2.10. Kuonyesha Sehemu Inayobadilika kwenye Skrini

Kuonyesha sehemu inayobadilika kwenye skrini fulani kuna masharti mawili ya lazima:

1. Sehemu inayobadilika lazima iwe halali.

2. Sehemu inayobadilika lazima isetiwe kuwa 1 au 2 kwenye skrini ya usanidi.

Fuata hatua hizi kuonyesha sehemu inayobadilika katika skrini

- Kuwa na uhakika kwamba sehemu inayobadilika imesetiwa kuwa halali, unaweza kuona uhalali wa sehemu kutoka kwenye skrini ya mapitio ya sehemu inayobadilika. Seti kuwa halali kwa kuhariri sehemu kama ikihitajika.

- Fungua "sysconfig" na chagua "Tiketi" kutoka kwenye orodha kunjuzi katika mwambaa upande wa Vitendo ulio katika upande wa kushoto wa skrini.

Note

Pia unaweza kutafuta "SehemuInayobadilika" katika kisanduku cha kutafuta juu au ufunguo wa "sysconfig" moja kwa moja kama unaujua.

- Tambua mpangilio kundi dogo kwa skrini unayoitafuta na kibonyeze. Kwa mfano "Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya".
- Tafuta mpangilio uanoishia na "###SehemuInayobadilika". Kwa mfano "Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika".
- Kama mpangilio uko tupu au hauna jina linalotakiwa la sehemu inayobadilika, bofya kwenye kitufe "+" kuongeza ingizo jipya. Kwa mfano Ufunguo: Sehemu1, Maudhui: 1.

  Kama mpangilio tayari una orodha ya jina la sehemu inayobadilika kuwa na uhakika kwamba imesetiwa kuwa "1" ili kuonyesha hiyo sehemu au kuwa "2" kuonyesha kwa ulazima.
- Save the configuration by clicking on the "Update" button at the bottom of the screen and navigate to the screen where you want the field to be displayed.

10.2.10.1. Onyesha Mifano

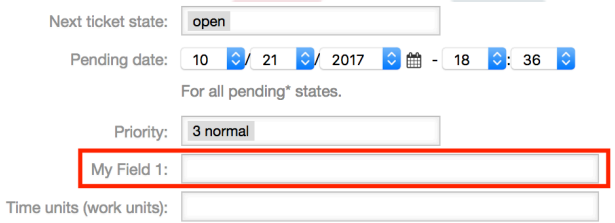
Ifuatayo ni mifano ya usanidi wa "sysconfig" kuonyesha au kuficha sehemu zinazobadilika katika skrini tofauti.

Example 4.22. Amilisha Sehemu1 katika Simu Mpya Tiketi Skrini.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
`Field1`	`1`

Figure 4.105. Field1 in New Phone Ticket Screen



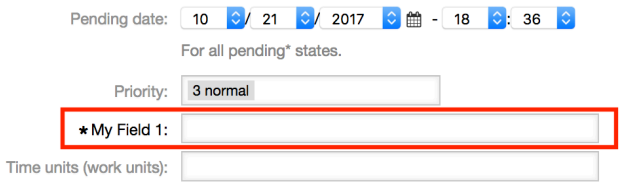
Example 4.23. Amilisha Sehemu1 katika Simu Mpya Tiketi Skrini kwa ulazima.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika

- *Thamani:*

Ufunguo	Maudhui
Field1	2

Figure 4.106. Field1 in New Phone Ticket Screen as mandatory

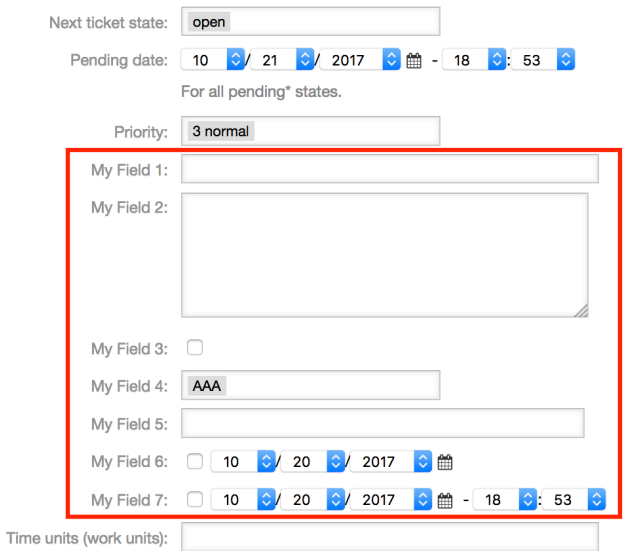


Example 4.24. Amilisha sehemu mbali mbali katika Simu Mpya Tiketi Skrini.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
Field1	1
Field2	1
Field3	1
Field4	1
Field5	1
Field6	1
Field7	1

Figure 4.107. Several fields in New Phone Ticket Screen as mandatory

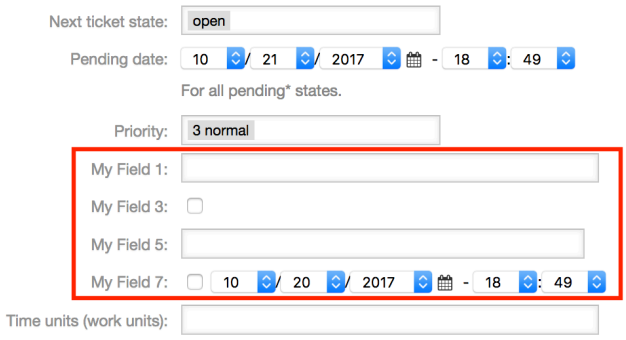


Example 4.25. Lemaza baadhi ya sehemu katika Simu Mpya Tiketi Skrini.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaSimuMpya
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiSimu###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
Field1	1
Field2	0
Field3	1
Field4	0
Field5	1
Field6	0
Field7	1

Figure 4.108. Some deactivated fields in New Phone Ticket Screen as mandatory

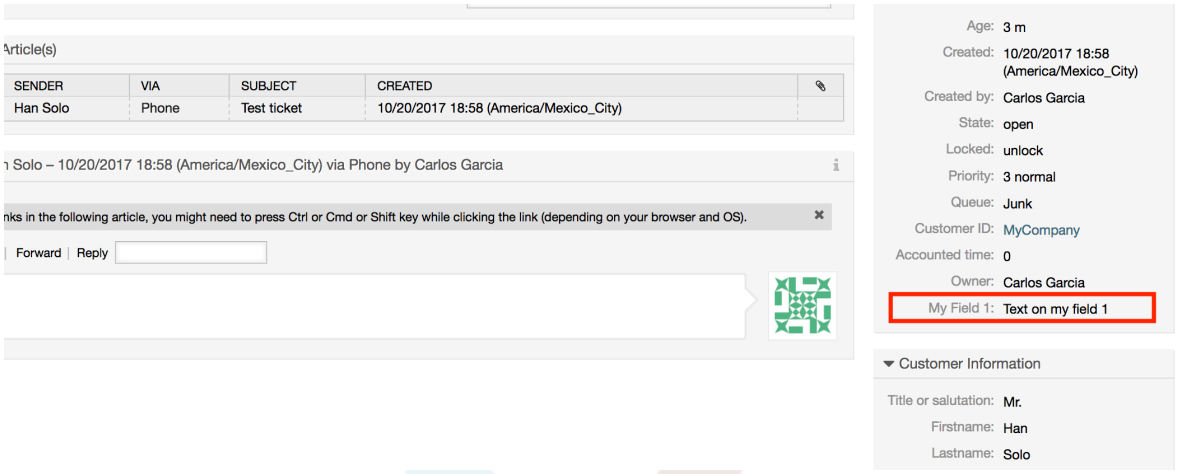


Example 4.26. Amilisha Sehemu1 katika Skrini Kuza Tiketi.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Tiketi::OnaKuza
- *Mpangilio:* Tiketi::Mazingira ya mbele::WakalaTiketiKuza###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
Field1	1

Figure 4.109. Field1 in Ticket Zoom Screen

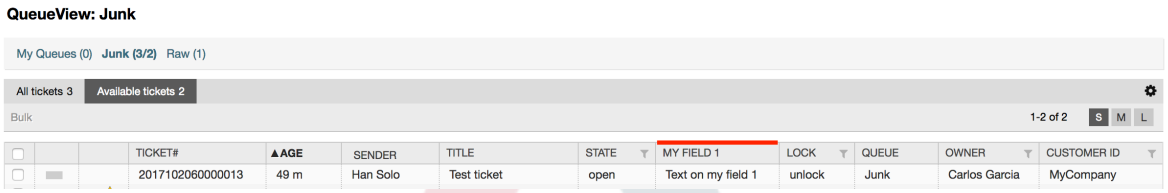


Example 4.27. Amilisha Sehemu1 katika Mapitio ya Skrini Ndogo za Tiketi.

- *Umbo: Kundi.* Tiketi
- *Kudni-dogo:* Mazingira ya mbele::Wakala::TiketiMapitio
- *Mpangilio:* Tiketi::Mazingira ya mbele::MapitioMadogo###SehemuInayobadilika
- *Thamani:*

Ufunguo	Maudhui
Field1	1

Figure 4.110. Field1 in Ticket Overview Small Screen



This setting affects: Escalation View, Locked View, Queue View, Responsible View, Status View, Service View and Watch View screens.

10.2.11. Kuweka Thamani Chaguo-msingi kwa kutumia Moduli ya Tukio la Tiketi

Tukio la tiketi (mf. TengenezaTiketi) linaweza kuchochea thamani kusetiwa kwa sehemu fulani, kama sehemu bado haina thamani.

Note

Kwa kutumia njia hii thamani chaguo-msingi, haionekani katika skrini za kuhariri (mf. Simu Mpya Tiketi) kwa kuwa thamani imesetiwa baada ya utengenezaji wa tiketi.

Kuamilisha hiki kipengele ni muhimu kuwezesha mpangilio ufwatao: "Tiketi::TukioModuli-Tuma###TiketiSehemuInayobadilikaChaguo-msingi".

Example 4.28. Amilisha Sehemu1 katika kitendo cha TengenezaTiketi.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Kiini::TiketiSehemuInayobadilikaChaguo-msingi
- *Mpangilio:* Tiketi::TiketiSehemuInayobadilikaChaguo-msingi###Elementi1

> **Note**
>
> Huu usanidi unaweza kusetiwa katika moja ya tiketi 16::TiketiSehemuInayobadilikaChaguo-msingi###Mipangilio ya elementi.
>
> Kama zaidi ya sehemu 16 zinahitajika kuaanzishwa faili la XML klililogeuzwa kukufaa lazima liwekwe kwenye mpangilio orodha $OTRS_HOME/Kernel/Config/files kuendeleza kipengele hiki.

- *Thamani:*

Ufunguo	Maudhui
Event	TengenezaTiketi
Name	Sehemu1
Value	thamani mpya

10.2.12. Seti thamani ya chaguo-msingi kwa Upendeleo wa mtumiaji

Chaguo-msingi la sehemu inayobadilika inaweza kubadilishwa na thamani ziliyofafanuliwa na mtumiaji zilizohifadhiwa kwenye mapendeleo ya mtumiaji.

Kutumia njia hii, thamani ya chaguo-msingi la hiyo sehemu litaonyeshwa kwenye skrini yoyote ambapo sehemu hiyo imeamilishwa (kama sehemu tayari haina thaamani nyingine).

Mipangilio ya "sysconfig" ya "MapendeleoMakundi###SehemuInayobadilika" inayopatikana katika Kundi dogo la "Mazingira ya mbele::Wakala::Mapendeleo". Huu mpangilio ni mfano wa jinsi ya kutengeneza ingizo katika skrini ya Mapendeleo ya Mtumiaji kuseti thamani ya chaguo-msingi la sehemu inayobadilika pweke kwa ajili ya mtumiaji aliyechaguliwa. Kiwango cha juu cha huu mpangilio ni inaruhusu matumizi ya sehemu moja tu inayobadilika. Kama sehemu mbili au zaidi zitatumia hiki kipengele, ni muhimu kutengeneza usanidi wa faili la XML uliogeuzwa kukufaa kuongeza mipangilio zaidi inayofanana na huu.

> **Note**
>
> Remember, if more settings are added in a new XML each setting name needs to be unique in the system and different than "PreferencesGroups###DynamicField". For example: PreferencesGroups###101-DynamicField-Field1, PreferencesGroups###102-DynamicField-Field2, PreferencesGroups###My-Field1, PreferencesGroups###My-Field2, etc.

Example 4.29. Amilisha Sehemu1 katika mapendeleo ya Mtumiaji.

- *Umbo: Kundi.* Tiketi
- *Kundi-dogo:* Mazingira ya mbele::Wakala::Mapendeleo
- *Mpangilio:* MakundiMapendeleo###101-SehemuInayobadilika-Sehemu1

- *Thamani:*

Ufunguo	Maudhui
Event	TengenezaTiketi
Active	1
Block	Ingizo
Column	Mipangilio mingine
Data	[% Env("UserDynamicField_Field1") %]
Key	Sehemu yangu 1
Label	Chaguo-msingi kwa: Sehemu yangu 1
Module	Kiini::Matokeo::HTML::MapendeleoUjumla
PrefKey	MtumiajiSehemuInayobadilika_Sehemu1
Prio	7000

Figure 4.111. Field1 in User preferences screen

11. Kiolesura cha Ujumla

Kiolesura cha Ujumla cha OTRS kina matabaka mengi ya viunzi ambavyo vinaruhusu OTRS kuwasiliana na mifumo mingine kupitia huduma ya tovuti. Haya mawasiliano yanweza kuwa ya pande mbili.

- *OTRS kama Mtoaji:* OTRS inakuwa kama seva inasikiliza maombi kutoka kwenye Mfumo wa Nje, inachakatisha taarifa, kufanya vitendo vilivyoombwa, na kujibu maombi.
- *OTRS kama Muombaji:* OTRS inakuwa kama mteja inakusanya taarifa, kutuma maombi kwa Mifumo ya Nje, na kusubiri majibu.

11.1. Matabaka ya Kiolesura cha Ujumla

Kiolesura cha Ujumla kimetengenezwa katika moduli ya tabaka, kuwa rahisi kubadilika na kugeuza kukufaa.

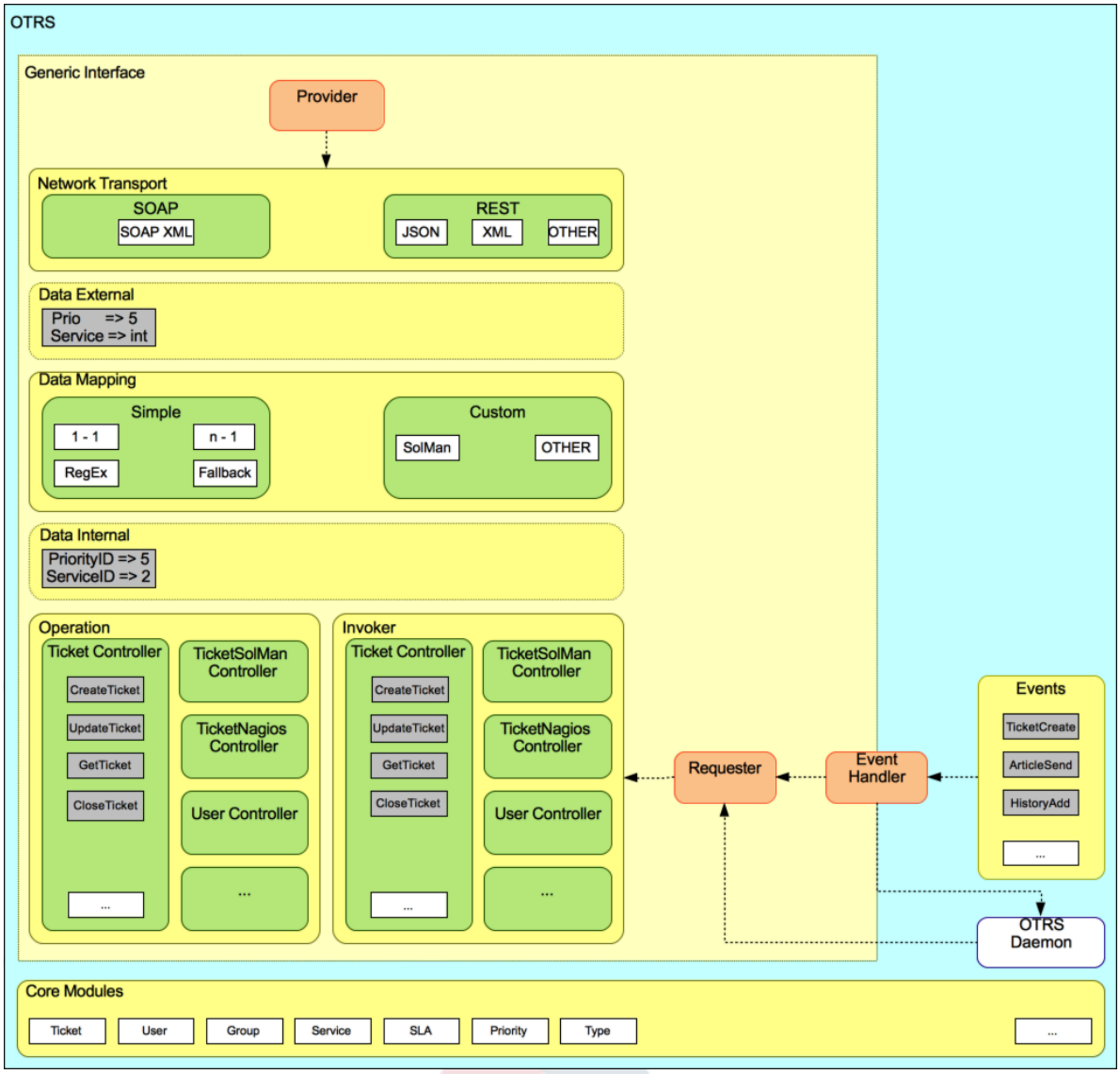
Tabaka ni seti ya mafaili, ambayo inadhibiti jinsi Kiolesura cha Ujumla kinavyotekeleza sehemu tofauti za huduma ya tovuti. Kwa kutumia usanidi sahihi, mtu anaweza kujenga huduma tofauti za tovuti kwa Mifumo tofauti ya Nje bila kutengeneza moduli mpya.

Note

Kama Mfumo wa Nje hauna usaidizi kwa furushi la moduli za sasa za Kiolesura cha Ujumla, moduli maalumu zinahitaji kutengenezwa kwa ajili ya hiyo huduma maalumu ya tovuti.

Orodha ya moduli zilizotolewa za Kiolesura cha Ujumla zilizosafirishwa na OTRS zita sasishwa na kuongezwa.

Figure 4.112. The graphical interface layers



11.1.1. Usafirishaji wa Mtandao

Hili tabaka lina jukumu la mawasiliano sahihi na Mfumo wa Mbali. Inapokea maombi na kutengeneza majibu ikiwa kama mtoaji, na kutengeneza maombi na kupokea majibu ikiwa kama muombaji.

Mawasiliano ya mtoaji yanashughulikiwa na kishiko kipya cha seva ya wavuti kiitwacho "nph-genericinterface.pl".

Requester communication could be initiated during an event triggered by a Generic Interface module or any other OTRS module. This event is catched by the event handler and depending on the configuration the event will be processed directly by the requester object or delegated to the Scheduler (a separated daemon designed to process tasks asynchronously).

11.1.2. Kuunganisha data

Tabaka hili lina jukumu la kutafsiri muundo wa data kati ya OTRS na Mfumo wa Mbali (tabaka la data za ndani na data za nje). Kwa kawaida Mifumo ya Mbali ina muundo tofauti wa data kufananisha na OTRS (ikijumuisha thamani tofauti na majina tofauti ya hizo

thamani), na hapa umuhimu wa hili tabaka unaonekana kubadilisha taarifa inayopokelewa kuwa kitu ambacho OTRS inaweza kuelewa na kwa upande mwingine kutuma taarifa kwa kila Mfumo wa Mbali kwa kutumia kamusi zao za data.

Example: "Kipaumbele" (OTRS) kinaweza kuitwa "Prio" katika mfumo wa mbali na inaweza kuwa thamani "1 Chini" (OTRS) inatakiwa kuunganishwa na "Taarifa" kwenye mfumo wa mbali.

11.1.3. Mdhibiti

Wadhibiti ni mkusanyiko wa Operesheni zinazofanana au Wachochezi. Kwa mfano, mdhibiti wa Tiketi anaweza kuwa na operesheni za kawaida za tiketi. Wadhibiti wa kawaida wanaweza kutekelezeka, kwa mfano mdhibiti "TiketiNjeKampuni" ambayo inaweza kuwa na kazi sawa na mdhibiti wa kawaida wa Tiketi, lakini ana kiolesura tofauti cha data, au majina ya kazi (ili kukabiliana na majina ya Mfumo wa Mbali) au kanuni tofauti kabisa.

Kazi moja ya Kiolesura cha Ujumla inaweza kuwa kulandanisha taarifa za Mfumo mmoja wa Mbali unaoweza kuongea na Mfumo mwingine wa Mbali unaofanana tu. Katika kesi hii wadhibiti wapya inabidi watengenezwe na Operesheni na Wachochezi inabidi waige tabia za Mfumo wa Mbali ili kiolesura ambacho OTRS itaonyesha kifanane na kiolesura cha Mfumo wa Mbali.

11.1.4. Operesheni (OTRS kama mtoaji)

Operesheni ni kitendo kimoja kinachoweza kufanywa ndani ya OTRS. Operesheni zote zina kiolesura cha kuundia programu za ngamizi kinachofanana, zinapokea data katika parameta moja maalumu, na kurudisha muundo wa data wenye hali ya mafanikio, ujumbe wa kasoro zilizotokea na kurudisha data.

Kwa kawaida operesheni zinatumia data (za ndani) ambazo tayari zimeunganika kuita moduli viini na kufanya vitendo kama: Tengeneza Tiketi, Sasisha Mtumiaji, Batilisha Foleni, Tuma Taarifa, na kadh. Operesheni ina ufikivu kamili kwenye API ya OTRS kufanya kitendo hicho.

11.1.5. Mchochezi (OTRS kama muombaji)

Mchochezi ni kitendo ambacho OTRS inafanya dhidi ya Mfumo wa Mbali. Wachochezi wanatumia moduli za kiini cha OTRS kuchakatisha na kukusanya taarifa zote zinazotakiwa kutengeneza maombi. Taarifa zikiwa tayari inabidi ziunganishwe na umbizo la Mfumo wa Mbali ili zitumwe kwenda kwenye Mfumo wa Mbali, hiyo itachakatisha taarifa itatekeleza kitendo na kutuma majibu, ili aidha kuchakatisha mafanikio au kushughulikia makosa.

11.2. Mtiririko wa Mawasiliano ya Kiolesura cha Ujumla

Kiolesura cha Ujumla kina mtiririko uliofafanuliwa kutekeleza vitendo kama mtoaji na muombaji.

Mtiririko huu unaelezewa hapa chini:

11.2.1. OTRS kama mtoaji

11.2.1.1. Maombi ya Mbali:

1. Maombi ya HTTP

   - OTRS inapokea maombi ya HTTP na kuzipitisha kwenye matabaka.

- Moduli ya mtoaji ndiyo ina mamlaka ya kutekeleza na kusimamia vitendo hivi.

2. Usafirishaji wa Mtandao

   - Moduli ya usafirishaji wa mtandao inasimbua fiche mzigo wa data na kutofautisha jina la operesheni kutoka kwenye data nyingine.

   - Jina laoperesheni na data za operesheni zinarudishwa kwa mtumaji.

3. *Data za Nje*

   - Data kama zilivyotumwa kutoka kwenye mfumo wa mbali (hili siyo tabaka linalotegemea moduli).

4. Kuunganisha

   - Data inabadilishwa kutoka muundo wa Mfumo wa Nje na kuwa muundo wa mfumo wa ndani wa OTRS kama ilivyobainishwa katika usanidi wa muunganiko wa operesheni hii (Muunganiko wa maombi ya data zinazoingia).

   - Data ambazo tayari zimebadilishwa zinarudishwa kwa mtoaji.

5. *Data za Ndani*

   - Data kama zilivyobadilishwa na kuandaliwa kupelekwa kwenye operesheni (Hili siyo tabaka la moduli).

6. Operesheni

   - Inapokea na kuthidbitisha data.

   - Inafanya udhibiti ufikivu wa mtumiaji.

   - Inatekeleza vitendo.

11.2.1.2. Majibu ya OTRS:

1. Operesheni

   - Inarudisha matokeo ya data kwa mtoaji.

2. *Data za Ndani*

   - Data kama zilivyorudishwa kutoka kwenye operesheni.

3. Kuunganisha

   - Data inabadilishwa kurudi kuwa ya Mfumo wa nje kama ilivyobainishwa katika usanidi wa muunganiko (Muunganiko wa majibu ya data zinazotoka).

   - Data ambazo tayari zimebadilishwa zinarudishwa kwa mtoaji.

4. *Data za nje*

   - Data kama ilivyobadilishwa na kuandaliwa kupitishwa kwenye Usafirishaji wa Mtandao kama majibu.

5. Usafirishaji wa Mtandao

   - Inapokea data tayari katika umbizo la mfumo wa mbali.

   - Inatengeneza majibu halali kwa hii aina ya usafirishaji wa mtandao.

6. Majibu ya HTTP

   - Majibu yanatumwa kwa mteja wa huduma ya tovuti.
   - Kama kukiwa na kosa, kosa linatumwa kwa mfumo wa mbali (mf. kosa la SOAP, kosa la HTTP, na kadhalika).

11.2.2. OTRS kama Muombaji

11.2.2.1. Maombi ya OTRS:

1. Kishiko Tukio Kichochezi

   - Kwa kutegemea usanidi wa huduma za mtandao itaamua kama maombi yatakuwa landanifu au solandanifu.
     - Landanifu
       - Simu ya moja kwa moja inapigwa kwa Muombaji ili kutengeneza ombi jipya na kulipitisha kwenye matabaka.
     - Solandanifu
       - Create a new Generic Interface (Requester) task for the OTRS Daemon (by delegating the request execution to the Scehduler Daemon, the user experience could be highly improved, otherwise all the time needed to prepare the request and the remote execution will be added to the OTRS Events that trigger those requests).
       - In its next cycle the OTRS daemon process reads the new task and creates a call to the Requester that will create a new request and then passes it through the layers.

2. Mchochezi

   - Inapokea data kutoka kwenye kitendo.
   - Inathibitisha data zilizopokelewa (kama itahitajika).
   - Inaita moduli ili kusaidia data (kama itahutajika).
   - Rudisha maombi ya muundo wa data au tuma ishara ya kusitisha mawasiliano kwa muombaji, kusitisha mawasiliano kwa nia njema.

3. *Data za Ndani*

   - Data kama ilivyopitishwa kwa mchochezi (Hii siyo tabaka linalotegemea moduli).

4. Kuunganisha

   - Data zinabadilishwa kuwa muundo wa Mfumo wa nje kama ilivyobainishwa katika usanidi wa muunganiko. (Muunganiko wa majibu ya data zinazotoka) .
   - Data ambayo imekwisha badilishwa inarudishwa kwa muombaji.

5. *Data za Nje*

   - Data kama ilivyobadilishwa na kuandaliwa kwa kutuma kwa mfumo wa mbali.

6. Usafirishaji wa Mtandao

   - Inapokea jina la operesheni ya mbali na data ambazo tayari zimekwisha badilishwa umbizo kuwa lile la mfumo wa mbali kutoka kwa muombaji.

- Inatengeneneza maombi halali ya usafirishaji wa mtandao.
- Sends the request to the remote system and waits for the response.

11.2.2.2. Majibu ya Mbali:

1. Usafirishaji wa mtandao
   - Inapokea majibu na kusimbua fiche mzigo wa data.
   - Inarudisha data kwa muombaji.
2. *Data za Nje*
   - Data as received from the Remote System.
3. Kuunganisha
   - Data inabadilishwa kutoka kwenye muunda wa Mfumo wa Nje kuwa muundo wa ndani wa OTRS kama ilivyobainishwa kwenye usanidi wa muunganiko wa operesheni hii (Muunganiko wa majibu ya data zinazotoka).
   - Data ambayo imekwisha badilishwa inarudishwa kwa muombaji.
4. *Data za Ndani*
   - Data kama ilivyobadilishwa na tayari kupitishwa kurudi kwa muombaji.
5. Mchochezi
   - Inapokea data zilizorudishwa
   - Inashughulikia data inayohitajika na mchochezi maalumu (inajumuisha ushughulikiaji wa makosa kama yapo).
   - Rudisha matokeo ya Mchochezi na data kwa Muombaji.
6. Event Handler or OTRS Daemon
   - Receives the data from the Requester. In the case of the OTRS Daemon this data might contain information to create a task in the future.

11.3. Huduma za Tovuti

Huduma ya Tovuti ni njia ya mawasiliano kati ya mifumo miwili, katika kesi yetu ni OTRS na Mifumo ya Mbali.

The heart of the Web Service is its configuration, where it is defined what actions the web service can perform internally (Operation), what actions the OTRS request can perform Remote System (Invokers), how data is converted from one system to the other (Mapping), and over which protocol the communication will take place (Transport).

The Generic Interface is the framework that makes it possible to create Web Services for OTRS in a predefined way, using already made building blocks that are independent from each other and interchangeable.

11.4. Kiolesura Michoro cha Huduma za Tovuti

Kiolesura michoro cha huduma za tovuti ni kifaa kinachoruhusu kutengeneza usanidi wa huduma za tovuti changamano katika kiolesura ambacho ni rahisi kutumika. Inaruhusu ku:

- Tengeneza na Kufuta huduma za tovuti.
- Kuagiza na Kuhamisha usanidi (katika umbizo la YAML) kwa huduna za tovuti zilizopo.
- Ona, rudisha na Hamisha usanidi wa zamani wa huduma za tovuti zilizopo katika skrini ya Historia ya Huduma za Tovuti.
- Fuatilia batli zote za mawasiliano kwa kila huduma ya tovuti kwenye skrini ya kueua.

11.4.1. Mapitio ya Huduma za Tovuti

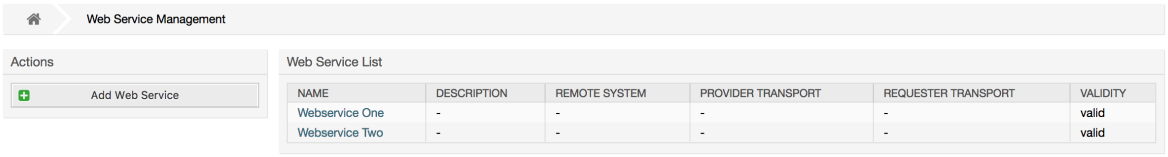
The *Web Services* link in the main screen of Admin Interface (in the System Administration box) leads to the web services overview screen, where you are able to manage your web service configurations. You can add new web services or change the configuration of the existing ones from this screen.

Every web service configuration screen has in the upper part of the screen a *bread crumbs* style navigation path. This navigation path is useful to know exactly in which part of the web service configuration we are, and also enables the user to jump back to any part of the configuration process at any time (this action will not save any changes).

Note

To create a new web service, press the button *Add web service*, and provide the required information.

Figure 4.113. Web services overview



11.4.2. Ongeza Huduma ya Tovuti

The only required field in this part is the web service *Name* that needs to be unique in the system and can not be left empty. Other fields are also necessary for the configuration like the *Debug Threshold* and *Validity* but these fields are already populated with the default value for each list.

The default value for *Debug Threshold* is *debug*. When configured in this manner all communication logs are registered in the database. Each subsequent *Debug Threshold* value is more restrictive and discards communication logs of lower order than the one set in the system.

Kizingiti cha viwango vya kueua (kutoka chini kwenda juu)

- Eua
- Maelezo
- Notisi
- Kasoro

It is also possible to define the network transport protocol for *OTRS as Provider* and *OTRS as requester*.

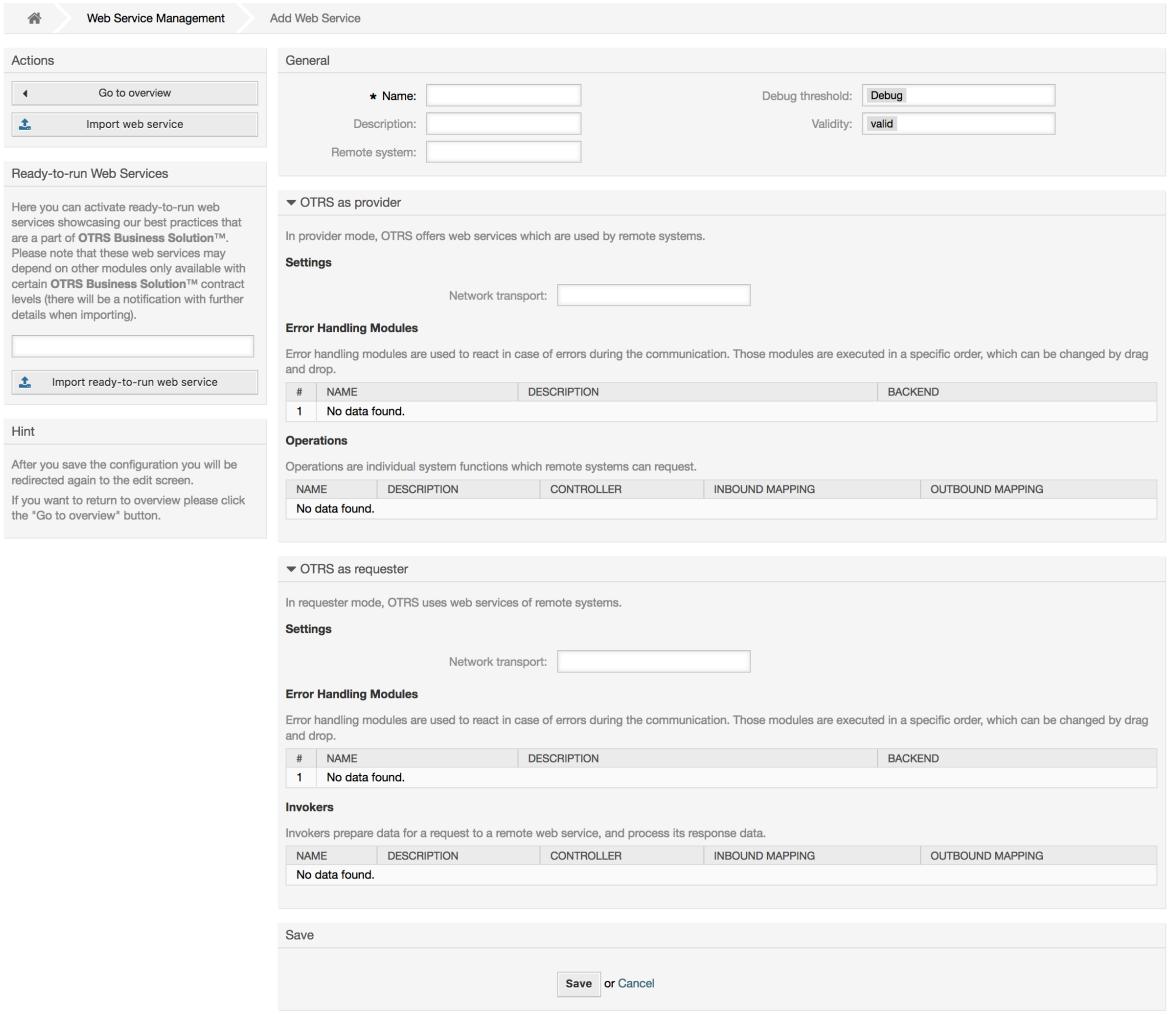
Click on the *Save* button to register the new web service in the database or click *Cancel* to discard this operation. You will now be returned to the web service overview screen.

If you already have a web service configuration file in YAML format you can click on the *Import web service* button on the left side of the screen. For more information on importing web services please check the next section *Web Service Change*.

Note

Kubadilisha au kuongeza maelezo ya huduma ya tovuti, bofya kwenye jina la huduma ya tovuti kwenye skrini ya mapitio ya huduma za tovuti.

Figure 4.114. Web services add



11.4.3. Web Service Example Import

Did you know there are example web services available in the OTRS Business Solution™?

11.4.4. Badilisha Huduma ya Tovuti

Katika skrini hii una seti kamili ya fomula saidizi kushughulikia kila kipande cha huduma ya wavuti. Upande wa kushoto katika safuwima ya kitendo unaweza kupata vitufe ambavyo vitakuruhusu kufanya vitendo vyote vinavyowezekana kwenye huduma ya wavuti:

- Nakili huduma ya tovuti.

- Hamisha huduma ya tovuti
- Agiza huduma ya tovuti
- Historia ya usanidi
- Futa huduma ya tovuti
- Anaye eua.

Note

Configuration history and *Debugger* will lead you to different screens.

11.4.4.1. Nakala ya Huduma ya Tovuti

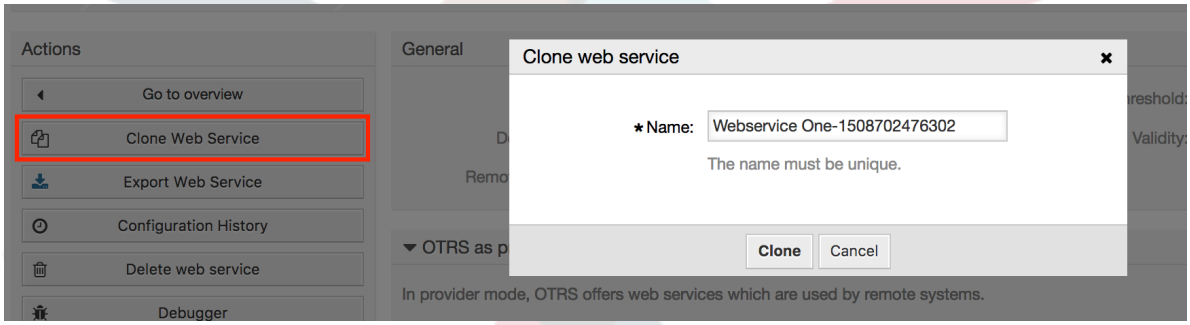
To clone a web service, you need to click on the *Clone web service* button. A dialog will be shown where you can use the default name or set a new name for the (cloned) web service.

Note

Remember that the name of the web service must be unique within the system.

Click on *Clone* button to create the web service clone or *Cancel* to close the dialog.

Figure 4.115. Nakala ya huduma ya tovuti



11.4.4.2. Hamisha Huduma ya Tovuti

The *Export web service* button gives you the opportunity to dump the configuration of the current web service into a YAML file, to download it and to store it on your file system. This can be specially useful if you want to migrate the web service from one server to another, for example from a testing environment to a production system.

Warning

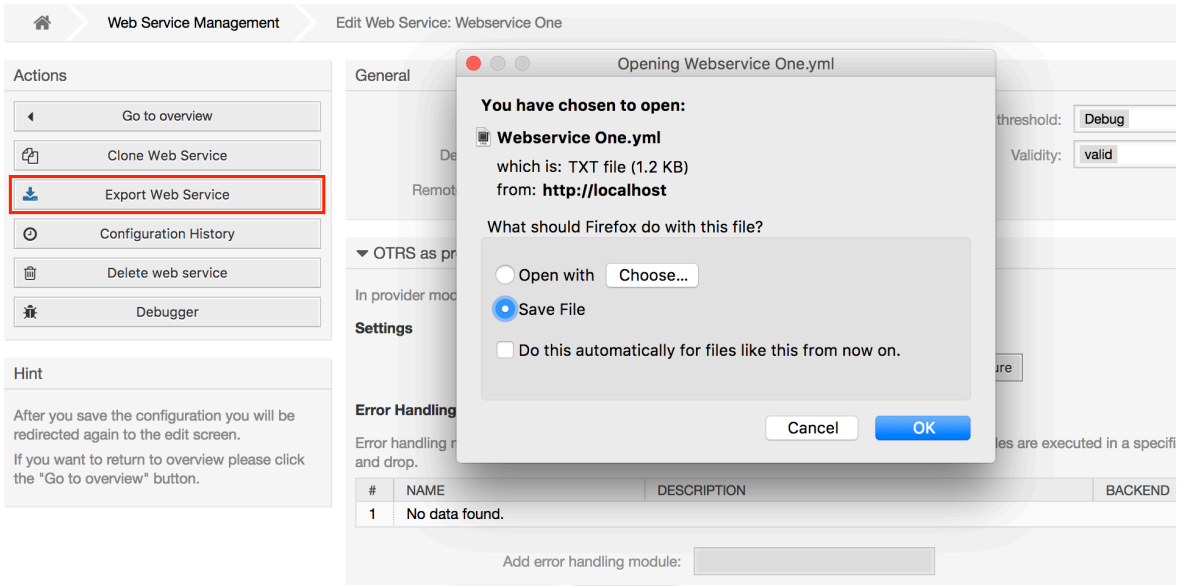
Nywila zote zilizohifadhiwa katika usanidi wa huduma ya tovuti zitahamishwa kati-ka umbizo la nakala wazi.

Right after clicking the *Export web service* button a save dialog of your browser will ap-pear, just like when you click on a file download link on a web page.

Note

Kila kivinjari katika kila mfumo endeshi kina skrini yake ya kuhifadhi maongezi na aina. Kutegemeana na kivinjari na usanidi inawezekana kwamba hakuna maongezi yanayo onyeshwa na faili linahifadhiwa kwenye mpangilio orodha chaguo-msingi katika mfumo wako wa faili. Tafdhali pitia nyaraka ya kivinjari chako kwa maeleke-zo zaidi kama inahitajika.

Figure 4.116. Web services export



11.4.4.3. Agiza huduma ya tovuti

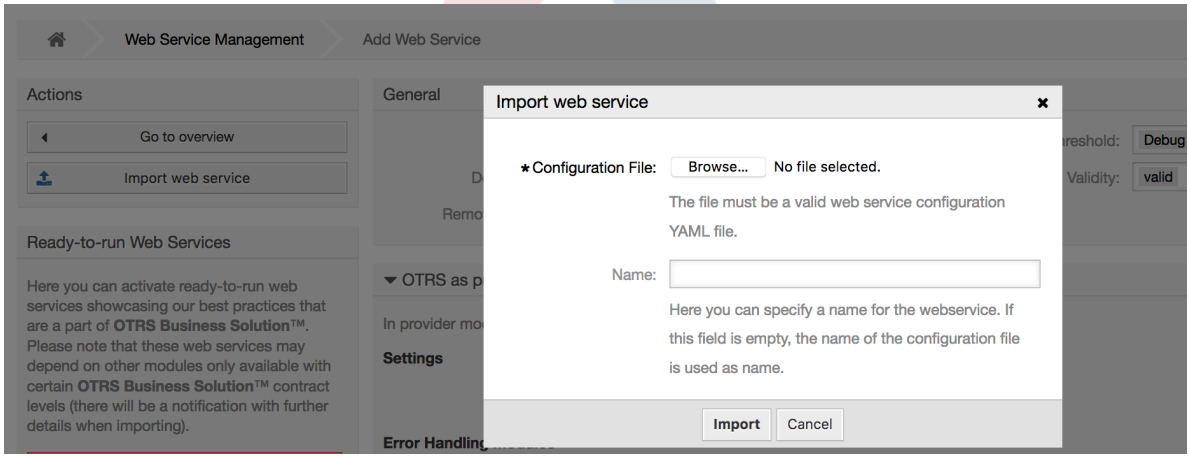
A valid web service configuration YAML file is required to use the import web service feature. Click on the *Import web service* button, browse for the configuration file or provide the complete path in the input box.

Click *Import* button to create a new web service from a file or *Cancel* to close the dialog.

Note

The web service name will be taken from the configuration file name (e.g. if the file name is `MyWebservice.yml` the resulting web service will be named *MyWebservice*). If a web service is registered in the system with the same name as the web service that you want to import, the system will lead you to the web service change screen to let you change the name of the imported web service.

Figure 4.117. Web services import



11.4.4.4. Historia ya Huduma ya Tovuti

Every change to the web service configuration creates a new entry in the web service history (as a journal). The web service history screen displays a list of all configuration

versions for a web service. Each row (version) in the *Configuration History List* represents a single revision in the web service history.

Click on one of the rows to show the whole configuration as it was on that particular date / time. The configuration will be shown in the *History details* section of this screen. Here you are also able to export the selected web service configuration version or to restore that version into the current web service configuration.

The *Export web service configuration* behaves exactly as the *Export web service* feature in the web service change screen. For more information refer to that section.

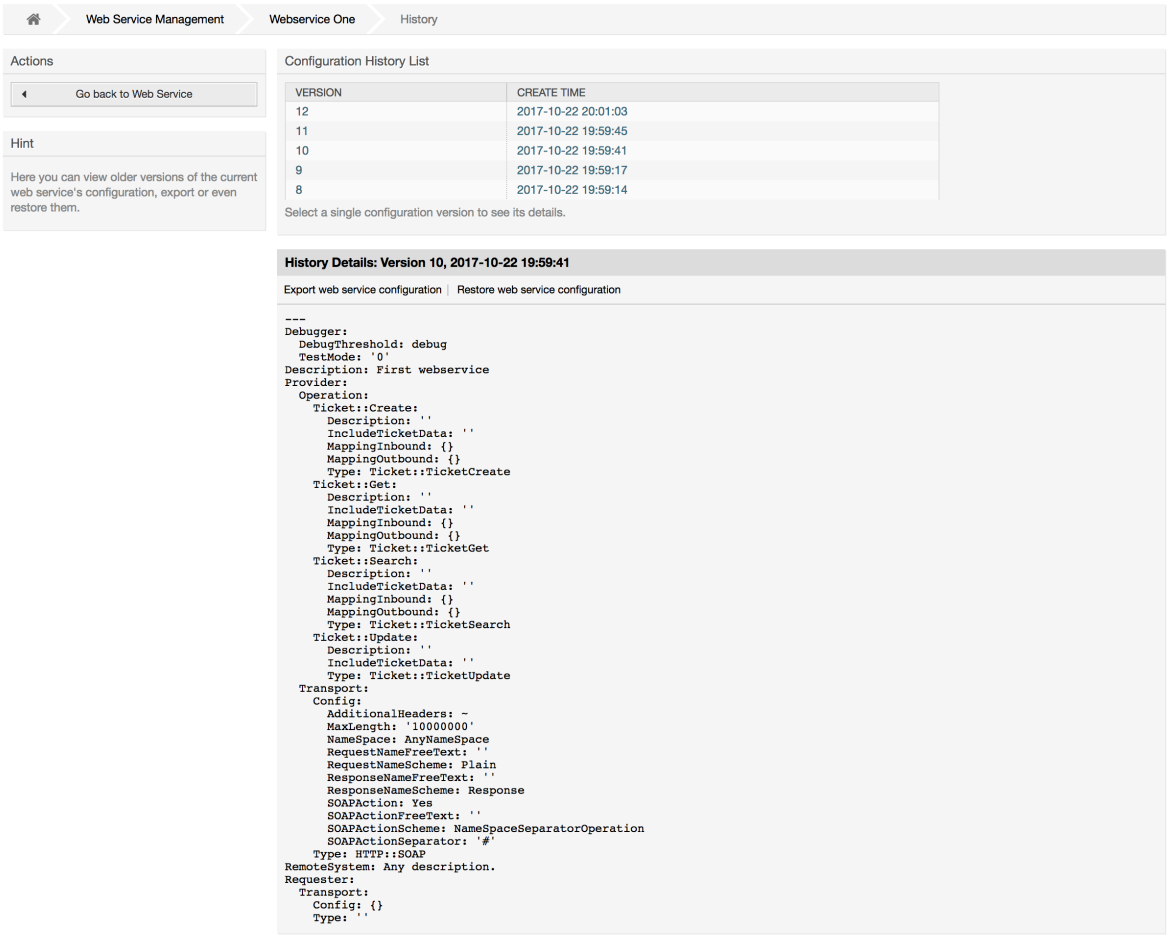
If changes to the current web service configuration do not work as expected and it is not easy to revert the changes manually, you can click on the *Revert web service configuration* button. This will open a dialog to ask you if you are sure to revert the web service configuration. Click *Revert web service configuration* in this dialog to replace the current configuration with the selected version, or click *Cancel* to close the dialog.

Warning

Kumbuka kwamba nywila zote zilizohofadhiwa katika usanidi wa huduma ya tovuti zita hamishwa katika umbizo la nakala wazi.

Please be careful when you restore a configuration because this process is irreversible.

Figure 4.118. Web service history



11.4.4.5. Futa Huduma ya Tovuti

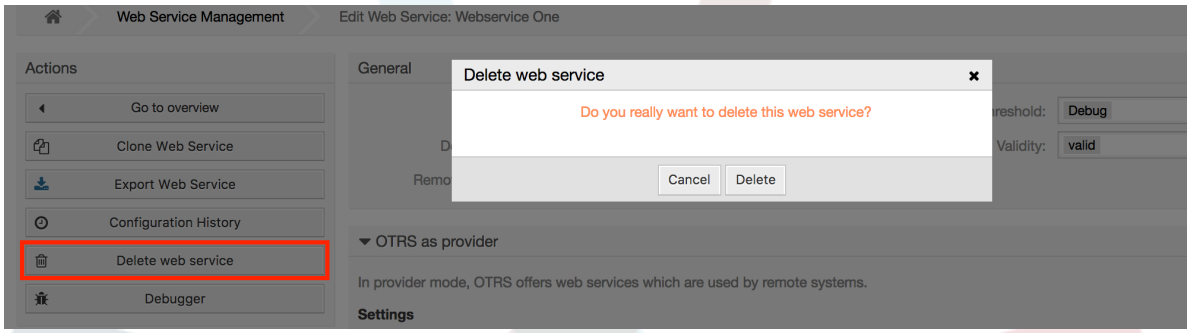
Sometimes it is necessary to delete a web service completely. To do this you can press on the *Delete web service* button and a new dialog will appear asking for confirmation.

Click on *Delete* to confirm the removal of the web service or on *Cancel* to close the dialog.

Warning

Kufuta huduma ya tovuti hakubadiliki, tafadhali kuwa makini wakati wa kufuta huduma ya tovuti.

Figure 4.119. Futa huduma ya tovuti



11.4.4.6. Kieuaji cha Huduma ya Tovuti

Anaye eua anahifadhi batli ya huduma ya tovuti. Katika skrini ya kueua unaweza kufwatilia mawasiliano yote ya huduma za tovuti kwa aidha aina za mtoaji au muombaji.

Hii skrini ikionyeshwa orodha ya maombi inaanza kupakuliwa. Baada ya orodha kujaa unaweza kuchagua moja ya safu mlalo (hii ina maana mlolongo wa mawasiliano) kukagua undani wake. Maelezo haya yatatokea kwenye boksi chini.

Unaweza kupunguza orodha ya mawasiliano kwa kutumia kichujio upande wa kulia wa skrini. Unaweza kuchuja na:

- Aina ya mawasiliano (mtoaji au mpokeaji)
- Tarehe: kabla na / au baada tarehe fulani
- Anuani ya IP ya mbali
- A combination of all

After filter settings are set, push the *Refresh* button and a new list will be displayed meeting your search criteria.

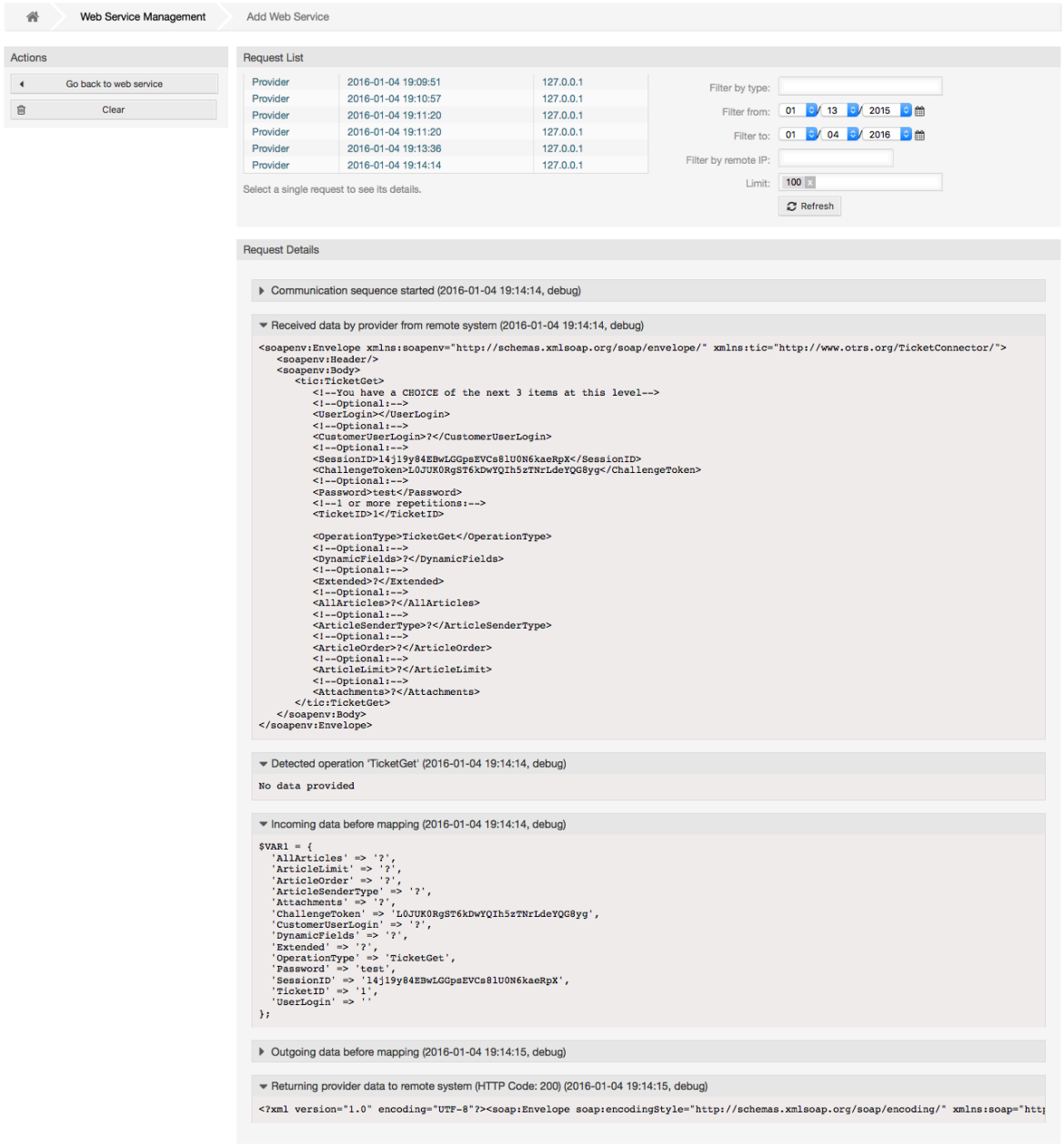
Note

Kutegemea na vigezo vya utafutaji kwa vichujio orodha mpya inaweza isitoe matokeo yoyote.

On the left part of the screen under the action column you can select *Go back to the web service* or clear the debugger log by pushing the *Clear* button. This will open a dialog that ask you to confirm erasing of the log. Click *Clear* in the dialog button to perform the action or click on *Cancel* to close this dialog.

In the *Request details* section you can see all the details for the selected communication. Here you can track the complete flow and check for possible errors or confirm success responses.

Figure 4.120. Web service debugger



11.4.4.7. Badili Usanidi wa Huduma ya Tovuti

Returning to the web service change screen, now we are going to review the right side of it. Here we have the possibility to modify all the general data for a web service such as name, description, debug threshold, etc. Also there are two more sections below that allows us to modify specific parameters for communication types *OTRS as Provider* and *OTRS as Requester*.

Usanidi wa huduma ya tovuti unahitaji kuhifadhiwa katika kila hatua. Hii inamaanisha kama mpangilio umebadilishwa, viungo vya kwenda kwa sehemu nyingine za ndani za usanidi vitalemazwa kukulazimisha wewe kuhifadhi usanidi wa ngazi uliyopo. Baada ya kuhifadhi viungo vilivyo lemazwa vitawezeshwa tena kukuwezesha kuendelea na usanidi.

On the *OTRS as provider* section it is possible to set or configure the network transport protocol. Only network transport back-ends that are registered are shown on the list. To

configure the network transport click on the *Configure* button. It is also possible to add new operations in this box. To do this select one of the available operations from the *Add Operation* list. This will lead you to the operation configuration screen. After saving the new operation it will be listed in the table above.

OTRS as requester is very similar to the previous one, but instead of *operations* you can add invokers here.

Click the *Save* button to save and continue configuring the web service, *Save and finish* to save and return to the web service overview screen, or *Cancel* to discard current configuration level changes and return to web service overview screen.

Figure 4.121. Web services change

Note

Like the other Generic Interface configuration screens such as Network Transport, Operation, Invoker and Mapping, the initial configuration (add) screen will only

present two options: *Save* and *Cancel*. If the configuration is re-visited, a new option *Save and Finish* will appear. The behavior of this feature is defined below.

Save will store the current configuration level in the database and it will return to the previous screen to review your changes or to configure deeper settings.

Save and Finish will store the current configuration level in the database and it will return to the previous screen in the configuration hierarchy (to the immediate upper configuration level).

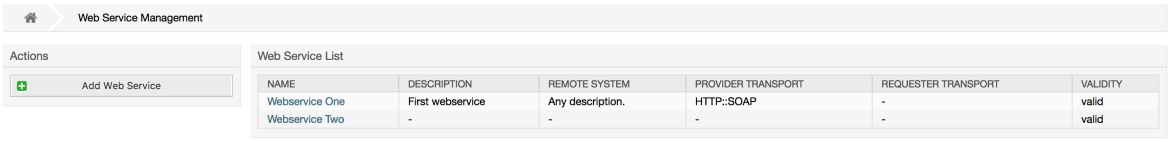
Cancel will discard any configuration change to the current configuration level and will return to the previous screen in the configuration hierarchy.

11.4.4.7.1. Usafirishaji Mtandao wa Mtoaji wa Huduma ya Tovuti

In future the list of available network transports will be increased. Currently only *HTTP::SOAP* and *HTTP::REST* transports are available. Each transport has different configuration options to setup and they might use different frontend modules to configure them.

It is quite simple to configure the *HTTP::SOAP* protocol as provider. There are only two settings: *Namespace* and *Maximum message length*. These fields are required. The first one is a URI to give SOAP methods a context, reducing ambiguities, and the second one is a field where you can specify the maximum size (in bytes) for SOAP messages that OTRS will process.

Figure 4.122. Web service provider network transport (HTTP::SOAP)



Optionally, you may want to define additional response headers. These may be used to add static header values to every response. Just click on Add response header and fill both key and value fields. There is no limit in number of additional header lines.

For *HTTP::REST* the configuration might be a bit more complicated, as it grows dynamically for each configured operation by adding: *Route mapping for Operation '<OperationName>':* and *Valid request methods for Operation '<OperationName>':* settings to the default transport settings *Maximum message length:* and *Send Keep-Alive:*.

- Route mapping for Operation '<OperationName>':

  In this setting a resource path is set. This path must be defined according to the needs of the web service considering that the path in conjunction with the HTTP request method determines the Generic Interface operation to be executed.

  Path can contain variables in the form of ':<VariableName>' each path string that fits on the position of the variable name will be added to the request payload using the variable name defined in this setting.

  Mifano:

  Route mapping: /Resource

  - Valid requests:

    http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource

http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One

- Invalid requests:

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource?Param1=One

Route mapping: /Resource/:ID

- Valid requests:

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1?Param1=One

  In both cases ID = 1 will be sent to the operation as part of the payload. In the second case also Param1 = One will be added, depending on the HTTP request method other parameters will be added if they come as a JSON string in the request header.

- Invalid requests:

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource?Param1=One

Route mapping: /Resource/OtherResource/:ID/:Color

- Valid requests:

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1/Red

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherReosurce/123/Blue?Param1=One

  In the first example ID = 1 and Color = Red, while in the second ID = 123 and Color = Blue.

- Invalid requests:

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/1

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1

  http://localhost/otrs/nph-genericinterface.pl/Webservice/Test/Resource/OtherResource/1?Param1=One

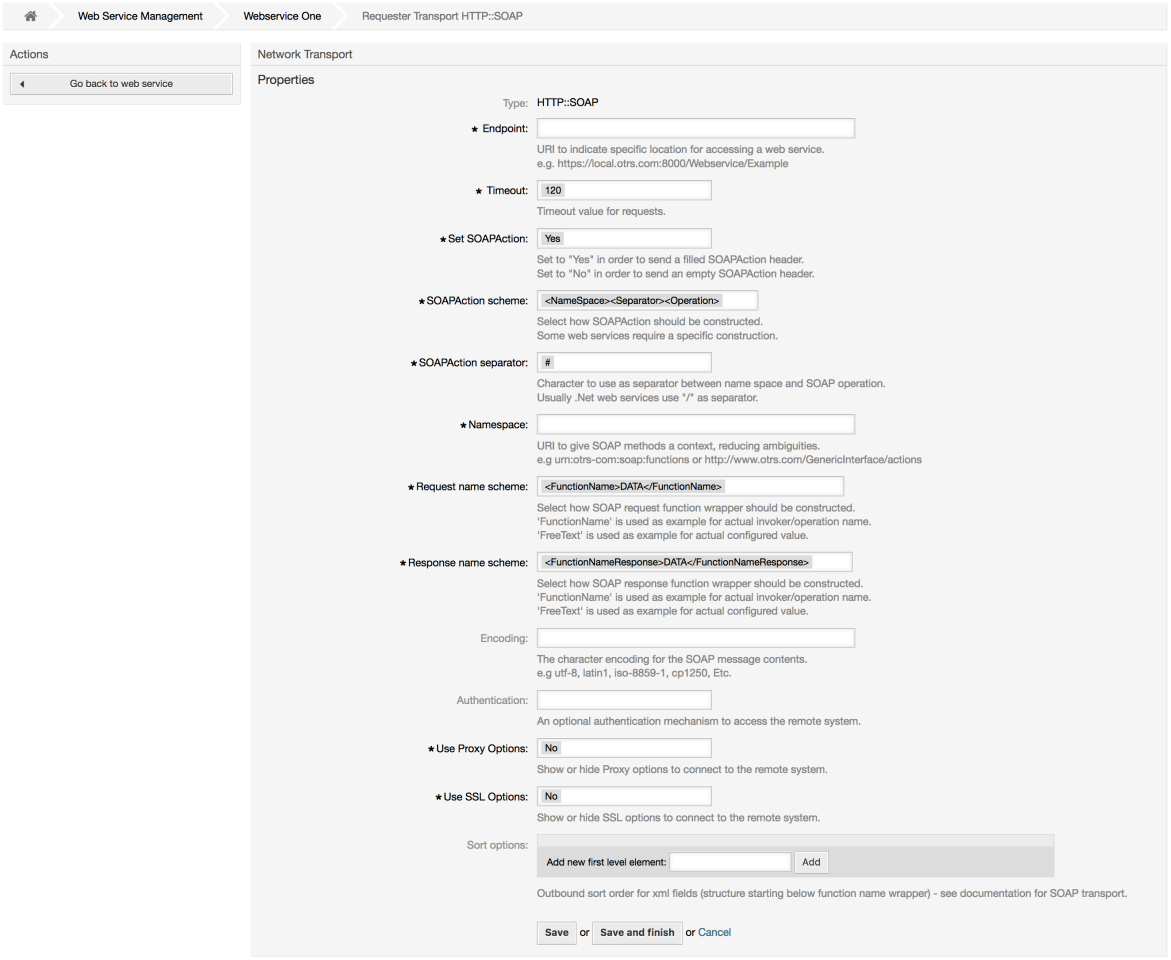
  In the first example the part of the path '/OtherResource' is missing as well as the :Color variable, on the second example just :Color variable is missing.

- Valid request methods for Operation '<OperationName>':

The HTTP request methods to determine the operation to use together with the route mapping, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE.

Totally different operations can share exactly the same mapping path, but the request method must be unique for each operation, in order to determine correctly the operation to use on each request.

Figure 4.123. Web service provider network transport (HTTP::REST)



11.4.4.7.2. Operesheni ya Huduma ya Tovuti

The actions that can be performed when you are using OTRS as a provider are called *Operations*. Each operation belongs to a controller. Controllers are collections of operations or invokers, normally operations from the same controller need similar settings and share the same configuration dialog. But each operation can have independent configuration dialogs if needed.

Name, *Description*, *Backend* and *Mappings* are fields that normally appear on every operation, other special fields can appear in non default configuration dialogs to fulfill specific needs of the operation.

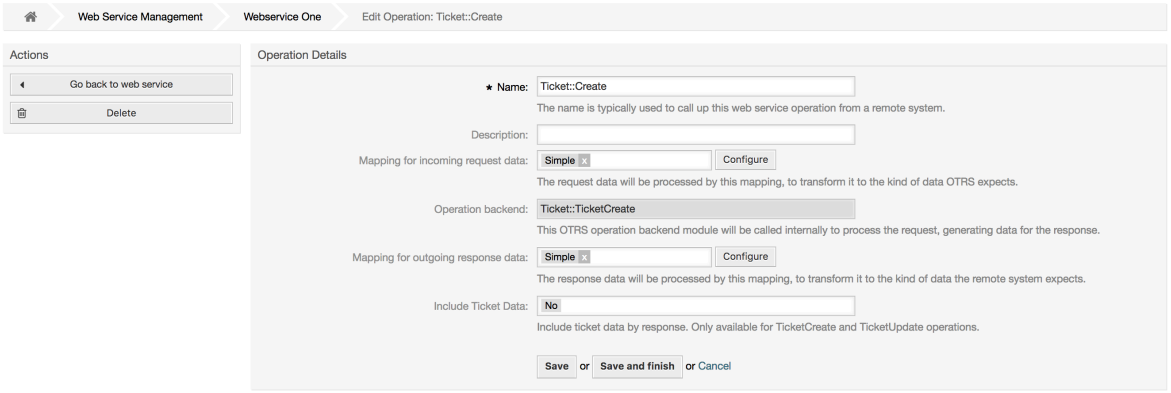
Kawaida kuna sehemu mbili za usanidi wa miunganiko katika kila operesheni, moja kwa data zinazoingia nyingine kwa data zinazotoka. Unaweza kuchagua aina nyingi za miunganiko (mazingira ya nyuma) kwa kila mwelekeo wa muunganiko, kwa kuwa usanidi wake

ni huru kutoka kwa mwingine na pia kutoka kwa mazingira ya nyuma ya operesheni. Zoezi la kwaida na linalofaamika ni operesheni kutumia aina sawa ya miunganiko katika kesi zote mbili (na usanidi uliogeuzwa). Usanidi kamili wa muunganiko unafanyika katika skrini tofauti ambayo inategemea na aina ya muunganiko.

Mazingira ya nyuma ya operesheni yamejazwa tayari na haiwezekani kuhariri. Utaona parameta hii ukichagua operesheni katika skrini ya kuhariri huduma ya wavuti. Sehemu hiyo inatoa taarifa.

In the left part of the screen on the action column you have the options: *Go back to web service* (discarding all changes since the last save) and *Delete*. If you click on the last one, a dialog will open and ask you if you like to remove the operation. Click on *Delete* button to confirm the removal of the operation and its configuration or *Cancel* to close the delete dialog.

Figure 4.124. Web service operation



11.4.4.7.3. Usafirishaji Mtandao wa Muombaji wa Huduma ya Tovuti

The network transport configuration for the requester is similar to the configuration for the provider. For the Requester *HTTP::SOAP* network transport there are more fields to be set.

Apart from the *Endpoint* (URI of the Remote System web service interface to accept requests) and *Namespace* which are required fields, you can also specify:

- Usimbaji (kama utf-8, latin1, iso-8859-1, cp1250, na kdhalika) kwa ajili ya ujumbe wa SOAP.
- SOAPAction Header: you can use this to send an empty or filled SOAPAction header. Set to *No* and the SOAPAction header on the SOAP message will be an empty string, or set to *Yes* to send the SOAP action in Namespace#Action format and define the separator (typically "/" for .Net web services and "#" for the REST).
- Uthibitisho: kuseti utaratibu wa uthibitisho, seti kuwa "-" ili kutokutumia uthibitisho wowote au chagua moja kutoka kwenye orodha na sehemu za undani zitatokea.

Note

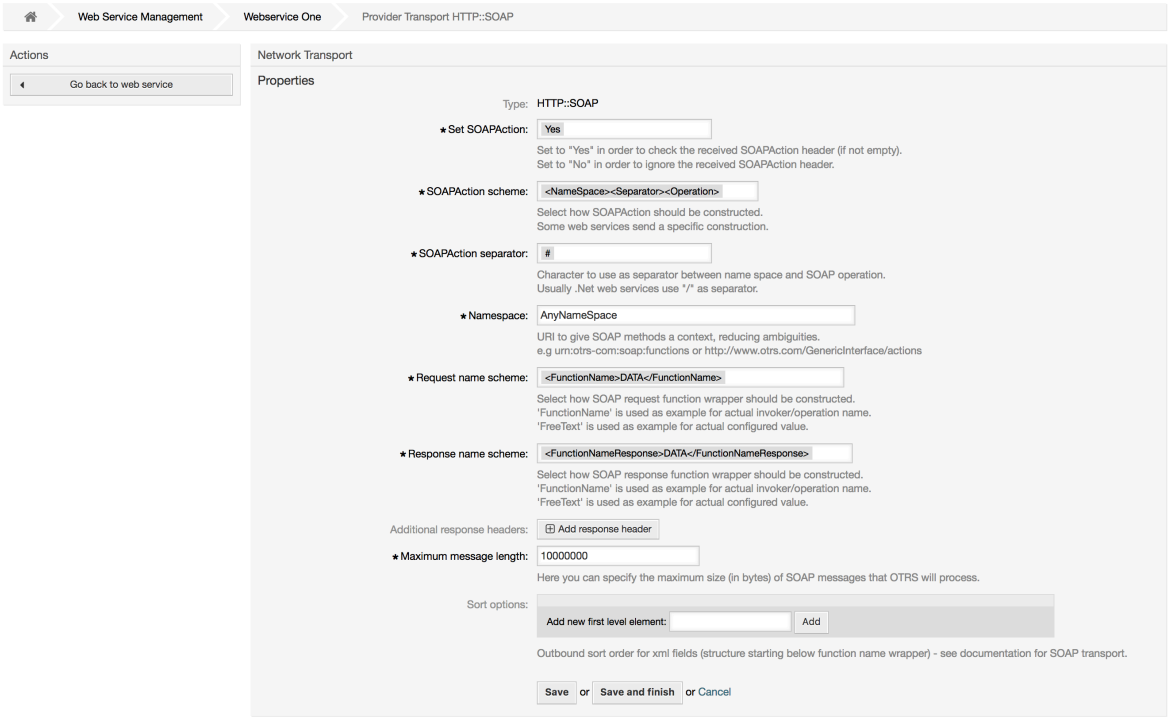
Currently only the *BasicAuth* (HTTP) authentication mechanism is implemented. You can decide whether or not to use it depending on the Remote System configuration. If used, you must provide the User Name and the Password to access the remote system.

Warning

Ukitoa nywila kwa ajili ya uthibitisho na baada ya kutuma huduma ya mtandao kwenda kwenye faili la YAML hii nywila itaonyeshwa na kuandikwa kwenye tungo

ya nakala wazi ndani ya faili la YAML. Kuwa makini nayo na chukua tahadhari kama ikihitajika.

Figure 4.125. Web service requester network transport (HTTP::SOAP)



In the case of HTTP::REST, this configuration also grows dynamically depending on the configured invokers by adding *Controller mapping for Invoker '<InvokerName>':* and *Valid request command for Invoker '<InvokerName>':* for each invoke. Authentication and SSL options are similar to the ones in HTTP::SOAP.

- Mwenyeji

  The host name or IP Address and port of the remote system, if no port is specified, port 80 is used by default.

- Controller mapping for Invoker '<InvokerName>':

  In this setting a resource path is set. This path must be defined according to the needs of the remote web service and following its definition.

  Path can contain variables in the form of ':<VariableName>' for each variable name that matches the current data (to be sent), will be replaced by the corresponding data value. This matched variable names and values will be removed from the current data. Depending on the HTTP request command the remaining data could be sent as a JSON string in the request body or as query parameters within the URI.

  Mifano:

  For data: Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four.

  Controller mapping: /Resource

  - After Replacements:

    /Resource

- Remaining Data:

  Var1 = One, Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1

- After Replacements:

  /Resource/One

- Remaining Data:

  Var2 = Two, Var3 = Three and Var4 = Four

Controller mapping: /Resource/:Var1?Param1=:Var2&Var3=:Var3

- After Replacements:

  /Resource/One?Param1=Two&Var3=Three

- Remaining Data:

  Var4 = Four

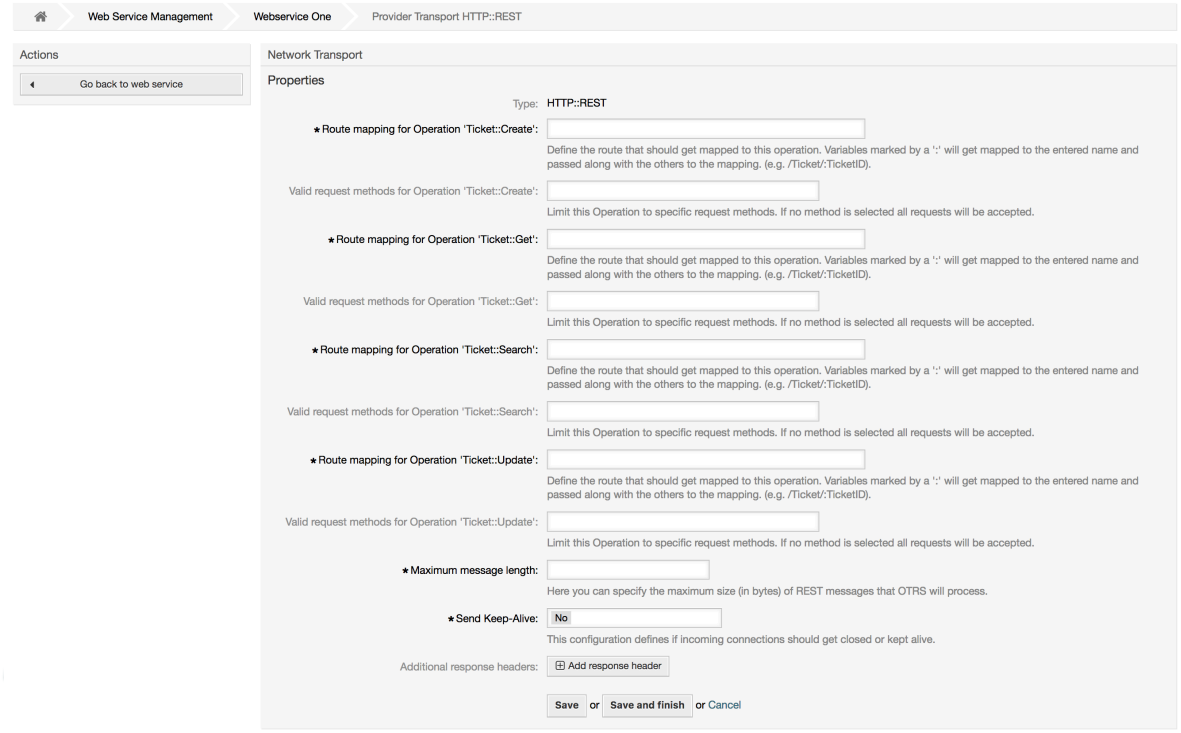
- Valid request command for Invoker '<InvokerName>':

  This determine the HTTP request method to use, possible options: CONNECT, DELETE, GET, HEAD, OPTIONS, PATCH, POST, PUT and TRACE. If no command is selected, Default command is used.

- Sharti chaguo-msingi

  Used as a fall-back for all Invokers without a defined request command.

Figure 4.126. Web service requester network transport (HTTP::REST)



11.4.4.7.4. Mchochezi wa Huduma ya Wavuti

The actions that can be performed when you are using OTRS as a requester are called *Invokers*. Each invoker belongs to a controller (controllers are collections of operations or invokers). Usually invokers from the same controller need similar settings and share the same configuration dialogs. Each invoker can have independent configuration dialogs if needed.

Name, *Description*, *Backend* and *Mappings* are fields that normally appear on every invoker. Additionally the list of event triggers and other special fields can appear on non default configuration dialogs to fulfill special needs of the invoker.

Kwa kawaida kuna sehemu mbili za usanidi wa muunganiko kwa kila mchochezi, moja kwa data zinazoingia na nyingine kwa data zinazotoka. Unaweza kuchagua aina tofauti za miunganiko (mazingira ya nyuma) kwa kila mwelekeo, kwa kuwa usanidi wake ni huru kutoka kwa nyenzake na huru kutoka mazingira ya nyuma ya mchochezi. Zoezi la kawaida na linalofahamika ni mchochezi kutumia aina moja ya muunganiko kwa kesi zote mbili, na usanidi uliogeuzwa. Usanidi kamili wa miunganiko unafanywa kwenye skrini tofauti, ambayo inategemea aina ya muunganiko.

Mazingira ya nyuma ya mchochezi yamejazwa tayari na haiwezekani kuhariri. Utaona parameta hii ukichagua mchochezi katika skrini ya kuhariri huduma ya wavuti. Sehemu hiyo inatoa taarifa.

Event triggers are events within OTRS such as `TicketCreate`, `ArticleSend`, etc. These can act as triggers to execute the invoker. Each invoker needs to have at least one event trigger registered, or the invoker will be useless, because it will never be called. Additionally a set of rules (conditions) for each event can be defined to have more control over the triggering of the events. These rules depend on the data of the object associated with the event. The asynchronous property of the event triggers define if the OTRS process will handle the invoker or if it will be delegated to the OTRS Daemon.

Note

The OTRS Daemon is a separate set of process that executes tasks in the background. Using this the OTRS process itself will not be affected if the Remote System takes a long time to respond, if it is not available or if there are network problems. If you don't use the OTRS Daemons using web services can make OTRS slow or non-responsive. Therefore it is highly recommend to use asynchronous event triggers as often as possible.

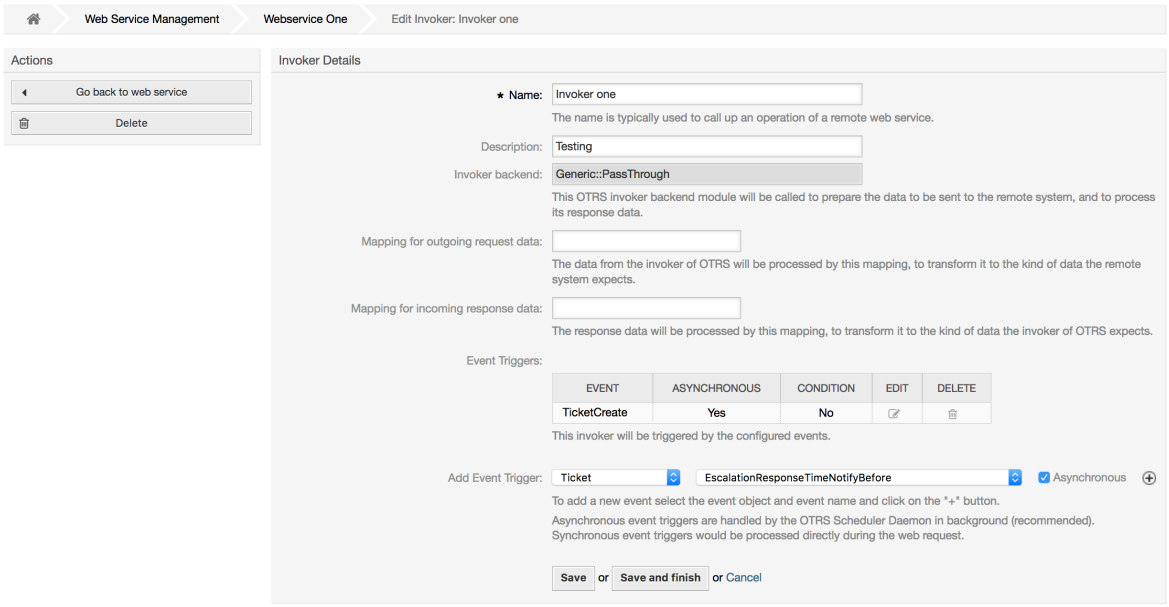
To add an Event trigger, first select the event family from the first list, then the event name from the second list, then set the asynchronous property (if unchecked means that the event trigger will not be asynchronous) and finally click on the plus button. A new event trigger will be created and it will be listed on the invoker *Event Triggers* list.

From the *Event Triggers* list each events shows if it contains conditions or not. The edit button next to the condition property allows to add or edit the current conditions of the event.

To delete an Event trigger, simply locate the event trigger to be deleted in the *Event Triggers* list and click on the trash icon at the end of the row. This will open a dialog that asks you if you are sure to delete the event trigger. Click *Delete* to remove the event trigger from the list, or *Cancel* to close the dialog.

In the left part of the screen on the action column you have the options: *Go back to web service* (discarding all changes since the last save) and *Delete*. If you click on the last one, a dialog will open and ask you if you like to remove the invoker. Click on the *Delete* button to confirm the removal of the invoker and its configuration or *Cancel* to close the delete dialog.

Figure 4.127. Web service invoker



11.4.4.7.5. Web Service Invoker Event

Sometimes defining an event to trigger an invoker could result in many unnecessary or wrong request to a remote server. Event conditions could be set to restrict the triggering of the invoker in such cases.

To access the event settings screen where the conditions can be defined is necessary to be in the invoker screen and from there click on the edit icon next to the condition status on the event where this condition should take effect.

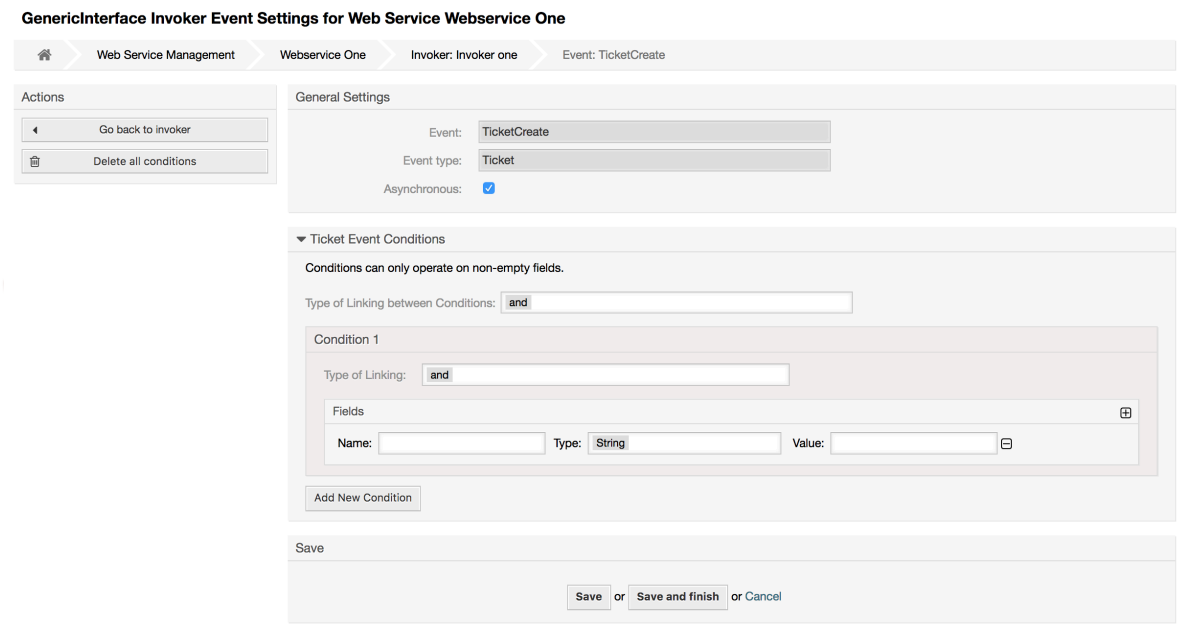
Within the event settings screen in the action bar there is a button to go back to the invoker screen as well as a button to remove all the event conditions. By default the screen is pre-populated with the first condition. Update the Type of linkings between conditions if more than one condition is planned, then change the Type of linking from *Condition 1* if more than one field is planned. Both linking fields accept *and*, *or* or *xor* as values.

Fill the *Field* name, set the matching type (*String* for exact match, *Regexp* for regular expression or *Validation Module*) and set Value to match (in case of *Validation Module* the full class name like: `Kernel::GenericInterface::Event::Validation::ValidateDemo`).

To add more fields to the condition, click on the + button in the fields header. To remove a field, click on the - button in the field row. It is necessary to keep at least one field per condition.

To add more conditions click on the button below the last condition box. To remove a condition, click on the - button in the condition header. It is necessary to keep at least one condition in the set. To remove all conditions use the button in the sidebar.

Figure 4.128. Web service invoker event



11.4.4.7.6. Kuunganisha Huduma za Wavuti

There are cases where you need to transform the data from one format to another (map or change data structure), because normally a web service is used to interact with a Remote System, that is highly probable that is not another OTRS system and / or could not understand the OTRS data structures and values. In these cases some or all values have to be changed, and sometimes even the names of the values (keys) or even the complete structure, in order to match with the expected data on the other end. To accomplish this task the Generic Interface Mapping Layer exists.

Each Remote System has it own data structures and it is possible to create new mapping modules for each case (e.g. there is a customized mapping module for SAP Solution Man-

ager shipped with OTRS), but it is not always necessary. The module `Mapping::Simple` should cover most of the mapping needs.

Note

When `Mapping::Simple` does not cover all mapping needs for a web service, a new mapping module should be created. To learn more about how to create new mapping modules please consult the OTRS Development Manual.

Hii moduli inakupa nafasi ya kuseti thamani chaguo-msingi za kuunganisha kwa kila ufunguo au thamani kwa mawasiliano yote ya data.

Mwanzo wa skrini utaona kifungu cha kawaida ambapo unaweza kuseti sheria chaguo-msingi ambazo zitafanya kazi kwa funguo na thamani zote ambazo hazijaunganishwa. Kuna machaguo matatu yanayopatikana, haya machaguo yameorodheshwa chini:

- Weka (acha bila kubadilisha): haigusi funguo au thamani kwa njia yoyote.
- Puuza (dondosha jozi ya ufunguo/thamani): hii ikitumika katika ufunguo inafuta ufunguo na thamani, kwa sababu ufunguo ukifutwa pia na thamani yake husika inafutwa pia. Hii ikitumika kwa hii thamani, thamani tu ndiyo inafutwa, kuacha ufunguo, hiyo sasa itahusishwa na ufunguo ulio tupu.
- UnganishaKwenda (tumia ufunguo uliotolewa au thamani kama chaguo-msingi): funguo zote na / au thamani bila sheria ya miunganiko, zitatumia hii kama chaguo-msingi, ukichagua hili chaguo sehemu mpya ya nakala itatokea kuweka hii kama chaguo-msingi.

Clicking on the + button for new key map, will display a new box for a single mapping configuration. You can add as many key mappings as needed. Just click on the + button again and a new mapping box will appear below the existing one. From this mapping boxes you can define a map for a single key, with the next options:

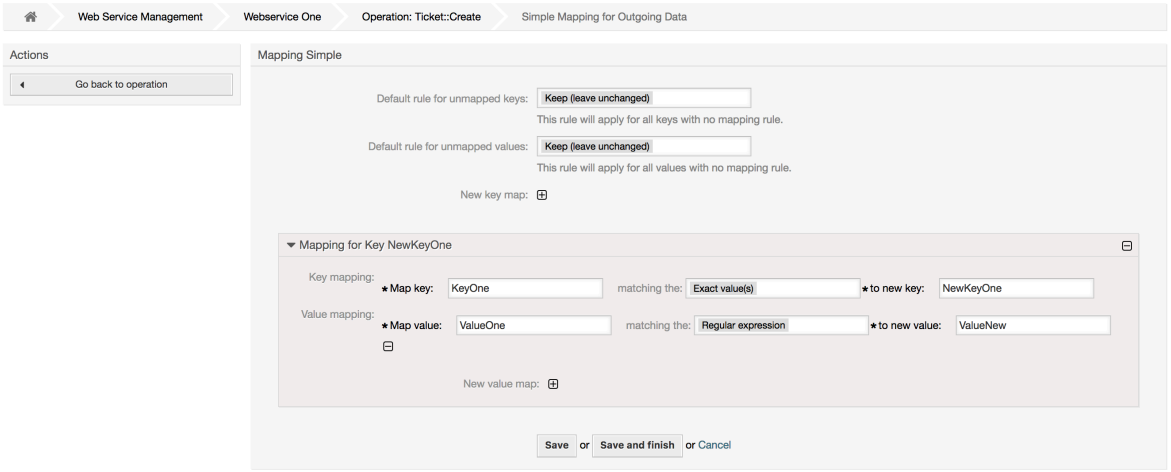
- Thamni halisi(moja au nyingi): tungo ya ufunguo wa zamani itabadilishwa kuwa mpya kama ufunguo wa zamani utafanania kabisa.
- Regular expression: the key string will be replaced following a regular expression rule.

Pressing the new value map + button will display a new row for a value map. Here it is also possible to define rules for each value to be mapped with the same options as for the key map (Exact value and Regular expression). You can add as many values to map as needed, and if you want to delete one of them, just click on the **-** button for each mapping value row.

Deleting the complete key mapping section (box) is possible, just push on the **-** button located on the up right corner of each box that you want to delete.

If you need to delete a complete mapping configuration: go back to the corresponding operation or invoker screen, look for the mapping direction that you select before and set its value to **-**, and save the configuration to apply changes.

Figure 4.129. Web service mapping



11.5. Kiolesura cha Tungo Amri cha Huduma ya Tovuti.

The `bin/otrs.Console.pl Admin::WebService::*` commands were developed in order to create basic, but fast and powerful tools to work with web service configurations. They give you the ability to perform the following actions:

- Ongeza: kutengeneza huduma za tovuti kwa kutumia faili la YAML kama chanzo cha usanidi.
- Sasisha: kubadilisha huduma ya tovuti iliyopo, usanidi unaweza kubadilishwa kwa kutumia faili la YAML tofauti au lililoboreshwa.
- Dump: to save the current web service configuration to a file.
- Orodha: kupata orodha nzima ya huduma za tovuti zilizosajiliwa kwenye mfumo.
- Futa: kufuta huduma ya tovuti kutoka kwenye mfumo. Kuwa makini ukiitumia, kwa sababu kitendo hiki hakiwezi kubadilishwa.

Mfano: Kutengeneza usanidi mpya wa huduma ya mtandao:

```
shell> bin/otrs.Console.pl Admin::WebService::Add --name <webservice_name> --source-path /
path/to/yaml/file
```

11.6. Usanidi wa Huduma za Tovuti

Kutoka kwenye usanifu wake huduma za tovuti zilionekana kuweza kutumika kutoa mfumo mmoja wa OTRS kwenda mwingine, mf. kutoka kwenye mazingira ya majaribio au usanifu kwenda kwenye mazingira ya uzalishaji. Kwa hiyo ilihitajika kuwa na njia rahisi ya kupata usanidi wa huduma za tovuti kutoka kwenye hifadhidata, na kuhamishia kwenye nyingine. Kufanikisha kazi hii Kiolesura cha Ujumla kinatumia mafaili ya YAML kama msingi wa usanidi wa huduma za tovuti.

Kwanini YAML? YAML ni lugha ya dhulisho mabadiliko iliyoundwa kuwa rafiki kwa binadamu kuandika na kusoma (ni rahisi kuelewa zaidi ya JSON) , haina baadhi ya vikwazo vya XML

kama lebo za tarakimu, ni wazi, ya kawaida, na ni kamili zaidi kuhifadhi usanidi mzima wa huduma ya tovuti.

Note

Kujifunza zaidi kuhusu YAML tafadhali tembelea http://www.yaml.org/.

ufuatao ni mfano wa usanidi wa huduma ya tovuti katika muundo wa YAML:

```
---
Debugger:
  DebugThreshold: debug
Description: This an example of a web service configuration
Provider:
  Operation:
    CloseIncident:
      Description: This is a test operation
      MappingInbound: {}
      MappingOutbound: {}
      RemoteSystemGuid: ''
      Type: Test::Test
    Test:
      Description: This is a test operation
      MappingInbound:
        Config:
          KeyMapDefault:
            MapTo: ''
            MapType: Keep
          KeyMapExact:
            Prio: Priority
          ValueMap:
            Priority:
              ValueMapExact:
                Critical: 5 Very High
                Information: 1 Very Low
                Warning: 3 Normal
          ValueMapDefault:
            MapTo: 3 Normal
            MapType: MapTo
        Type: Simple
      MappingOutbound:
        Config:
          KeyMapDefault:
            MapTo: ''
            MapType: Ignore
          KeyMapExact:
            Priority: Prio
          ValueMap:
            Prio:
              ValueMapExact:
                1 Very Low: Information
                3 Normal: Warning
                5 Very High: Critical
          ValueMapDefault:
            MapTo: ''
            MapType: Ignore
        Type: Simple
      Type: Test::Test
  Transport:
    Config:
      MaxLength: 10000000
      NameSpace: http://www.example.com/actions
    Type: HTTP::SOAP
RemoteSystem: remote.system.description.example.com
Requester:
  Invoker:
    Test:
      Description: This is a test invoker
      Events:
        - Asynchronous: 1
```

```
      Condition:
        Condition:
          '1':
            Fields:
              Queue:
                Match: Raw
                Type: String
            Type: and
        ConditionLinking: and
        Event: TicketCreate
      - Asynchronous: 0
        Event: ArticleUpdate
    MappingInbound:
      Type: Simple
    MappingOutbound:
      Type: Simple
    Type: Test::Test
Transport:
  Config:
    Authentication:
      Password: '*******'
      Type: BasicAuth
      User: otrs
    Encoding: utf-8
    Endpoint: http://www.example.com:8080/endpoint
    NameSpace: http://www.example.com/actions
    SOAPAction: Yes
    SOAPActionSeparator: '#'
  Type: HTTP::SOAP
```

11.6.1. Undani wa Usanidi

11.6.1.1. Ujumla

- `Description`: a short text that describes the web service.
- `RemoteSystem`: a short description of the Remote System.
- `Debugger`: a container for the debugger settings.
- `Provider`: a container for the provider settings.
- `Requester`: a container for the requester settings.

11.6.1.2. `Debugger`

- `DebugThreshold`: the debugger level.

Thamani ziwezekanazo

- debug: all logs are stored in the database.
- `info`: info, notice and error level logs are stored in the database.
- `notice`: notice and error level logs are stored in the database.
- `error`: only error level logs are stored in the database.

11.6.1.3. `Provider`

- `Operation`: a container for each operation settings.
- `Transport`: a container for provider network transport settings.

11.6.1.3.1. Operation

- <OperationName>: Unique name for the operation, container for its own operation settings (cardinality 0..n, but not duplicate).

11.6.1.3.1.1. <OperationName>

This section is based on operations from type Test::Test other operations might contain more or different settings.

- Description: a short text that describes the operation.
- MappingInbound: a container for the mapping settings for the incoming request data.
- MappingOutbound: a container for the mapping settings for the outgoing response data.
- Type: the operation backend, in Controller::Operation format.

11.6.1.3.1.1.1. MappingInbound

This section is based on mappings from type Simple. Other mappings might contain more or different settings.

- Config: a container for this mapping settings.
- Type: the mapping backend.

####### 11.6.1.3.1.1.1.1. Config

- KeyMapDefault: a container for all non mapped keys settings.
- ValueMapDefault: a container for all non mapped values settings.
- KeyMapExact: a container for all exact key mappings (cardinality 0 .. 1).
- KeyMapRegEx: a container for all regular expression key mappings (cardinality 0 .. 1).
- ValueMap: a container for all value mappings (cardinality 0 .. 1).

######## 11.6.1.3.1.1.1.1.1. KeyMapDefault

- MapTo: the new value to be used (only applicable if MapType is set to MapTo).
- MapType: the rule for the mapping.

Thamani ziwezekanazo

  - Keep: leave unchanged.
  - Ignore: drop.
  - MapTo: change to the MapTo value.

######## 11.6.1.3.1.1.1.1.2. ValueMapDefault

Similar to KeyMapDefault.

######## 11.6.1.3.1.1.1.1.3. KeyMapExact

- <oldkey>: <newkey> (cardinality 0 .. n but not duplicate).

11.6.1.3.1.1.1.1.4. KeyMapRegEx

- <oldkey(RegEx)>: <newkey> (cardinality 0 .. n but no duplicates).

11.6.1.3.1.1.1.1.5. ValueMap

- <newkey>: a container for value mappings for this new key (cardinality depends on the new keys from KeyMapExact and KeyMapRegEx).

11.6.1.3.1.1.1.1.5.1. <newkey>

- ValueMapExact: a container for all exact value mappings (cardinality 0 .. 1).
- ValueMapRegEx: a container for all regular expression value mappings (cardinality 0 .. 1).

11.6.1.3.1.1.1.1.5.1.1. ValueMapExact

- <oldvalue>: <newvalue> (cardinality 0 .. n but not duplicate).

11.6.1.3.1.1.1.1.5.1.2. ValueMapRegEx

- <oldvalue(RegEx)>: <newvalue> (cardinality 0 .. n but not duplicate).

11.6.1.3.1.1.2. MappingOutbound

Same as MappingInbound.

11.6.1.3.1.1.3. Transport

Hiki kifungu kimejikita kwenye usafirishaji mtandao wa HTTP::SOAP wa mtoaji, usafirishaji mwingine unaweza kuwa na mipangilio tofauti au zaidi.

- Config: a container for the specific network transport configuration settings.
- Type: the provider network transport backend.

11.6.1.3.1.1.3.1. Config

- MaxLength: the maximum length in bytes to be read in a SOAP message by OTRS.
- NameSpace: an URI that gives a context to all operations that belongs to this web service.

11.6.1.4. Requester

- Invoker: a container for each invokers' settings.
- Transport: a container for requester network transport settings.

11.6.1.4.1. Invoker

- <InvokerName>: Unique name for the invoker, container for its own invoker settings (cardinality 0..n, but not duplicate).

11.6.1.4.1.1. <InvokerName>

This section is based on invokers from type Test::Test other invokers might contain more or different settings.

- Description: a short text that describes the invoker.

- `Events`: a container for a unnamed list of event trigger settings.
- `MappingInbound`: a container for the mapping settings for the incoming response data.
- `MappingOutbound`: a container for the mapping settings for the outgoing request data.
- Type: the invoker backend, in `Controller::Invoker` format.

11.6.1.4.1.1. `Events`

- *List Element*: (cardinality 0 .. n).
  - `Asynchronous`: to set if the invoker execution will be delegated to the OTRS Daemon.

    ### Thamani ziwezekanazo

    - 0: not handled by the OTRS Daemon.
    - 1: handled by the OTRS Daemon.
  - `Condition`: Container for event conditions to trigger the invoker, if there are no conditions, event will always trigger the invoker.
  - `Event`: the name of the event trigger.

    ### Possible values (for ticket events)

    - `TicketCreate`
    - `TicketDelete`
    - `TicketTitleUpdate`
    - `TicketUnlockTimeoutUpdate`
    - `TicketQueueUpdate`
    - `TicketTypeUpdate`
    - `TicketServiceUpdate`
    - `TicketSLAUpdate`
    - `TicketCustomerUpdate`
    - `TicketPendingTimeUpdate`
    - `TicketLockUpdate`
    - `TicketArchiveFlagUpdate`
    - `TicketStateUpdate`
    - `TicketOwnerUpdate`
    - `TicketResponsibleUpdate`
    - `TicketPriorityUpdate`
    - `HistoryAdd`
    - `HistoryDelete`

- TicketAccountTime
- TicketMerge
- TicketSubscribe
- TicketUnsubscribe
- TicketFlagSet
- TicketFlagDelete
- TicketSlaveLinkAdd
- TicketSlaveLinkDelete
- TicketMasterLinkDelete

Possible values (for article events)

- ArticleCreate
- ArticleUpdate
- ArticleSend
- ArticleBounce
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleAutoResponse
- ArticleFlagSet
- ArticleFlagDelete

11.6.1.4.1.1.1. Condition

- Condition: Container to actual event conditions.
- ConditionLinking: Defines how multiple condition interacts with each other.

Possible values (for condition linking)

- and
- or
- xor

11.6.1.4.1.1.1.1. Condition **->** Condition

- <ConditionName>: Container for the condition elements.

11.6.1.4.1.1.1.1.1. <ConditionName>

Unique name for the condition within the invoker and event the GUI assigns consecutive integer condition names starting from 1.

- Fields: Container for field conditions.

- Type: Define how multiple fields interact within its condition.

Possible values (for condition linking)

- and
- or
- xor

11.6.1.4.1.1.1.1.1.1. Fields

- <FieldName>: Container field attributes.

11.6.1.4.1.1.1.1.1.1. <FieldName>

The name of a field from the event object (e.g. for Ticket Events, the fields could be Queue, Priority, Type, etc).

- Match: The value to match from the selected against the event object using the Type modifier.
- Type: Modifier to the Match value.

Possible values (for type modifier)

- String: Direct compare between object field value and Match value.
- Regexp: Compare object field value with the regular expression defined in the Match value.
- Module: Use the module defined in the Match with the object data.

11.6.1.4.1.2. MappingInbound

Same as OperationMappingInbound.

11.6.1.4.1.3. MappingOutbound

Same as OperationMappingInbound.

11.6.1.4.1.4. Transport

Hiki kifungu kimejikita kwenye usafirishaji mtandao wa HTTP::SOAP wa muombaji, usafirishaji mwingine unawezakuwa na mipangilio tofauti au zaidi.

- Config: a container for the specific network transport configuration settings.
- Type: the requester network transport backend.

11.6.1.4.1.4.1. Config

- Authentication: a container for authentication settings.
- Encoding: the SOAP Message request encoding.
- Endpoint: the URI of the Remote Server web service to accept OTRS requests.
- NameSpace: an URI that gives a context to all invokers that belongs to this web service.
- SOAPAction: to send an empty or filled SOAPAction header in the SOAP message (in <NameSpace> <Separator> <Action> format).

Thamani ziwezekanazo

- Yes: to send a filled SOAPAction header.
- No: to send an empty SOAPAction header.

- SOAPActionSeparator: to set the <Separator> of a filled SOAPAction header.

Thamani ziwezekanazo

- '/': used for .net web services.
- '#': used for all the rest web services.

11.6.1.4.1.1.4.1.1. Authentication

- User: the privileged user name that has access to the remote web service.
- Password: the password for privileged user in plain text.
- Type: the type of authentication.

11.7. Viunganishi

Kiunganisho ni seti ya vitendo ambavyo aidha vinaitwa Operesheni kama OTRS inasimama kama mtoaji wa huduma ya wavuti au Wachochezi kama OTRS itasimama kama muombaji huduma ya wavuti. Pia inaweza kujumuisha Miunganiko au Usafirishaji.

Kiunganisho kimoja kinaweza kuwa na Operesheni tu, Wachochezi tu au zote. Kiunganisho kinaweza kutumia sehemu za viunganisho vingine kama Miunganiko au Usafirishaji kama siyo maalumu kwa kiunganisho kinachojaribu kuzitekeleza.

Kwa maneno mengine kiunganisho hakijajikita kwa tabaka moja la kidhibiti lakini inaweza kutanuliwa kwenye Muunganiko wa Data au matabaka ya Usafirishaji wa Mtandao kama itahitajika.

Kutokana na usanifu wa moduli wa Kiolesura cha Ujumla Kiunganishi kinaweza kuonekana kama programu-jalizi; hii inamaanisha kwa kuongeza Viunganishi uwezo wa kiolesura cha ujumla kinaweza kupanuliwa kwa kutumia: vifaa vya nyongeza vya OTRS, moduli Zilizogeuzwa kukufaa za OTRS, moduli za mshiriki wa 3, na mengineyo.

11.7.1. Kifungu cha Viunganishi

Included with this version of OTRS the following connectors are ready to be used:

- Kipindi
- Tiketi

11.7.1.1. Kiunganishi cha Kipindi

Kiungo hiki kinaweza kutengeneza Kitambulisho halali cha Kipindi ambacho kinaweza kutumika katika operesheni nyingine yoyote.

Inatoa:

- Operesheni:
  - TengenezaKipindi:
  - SessionGet

11.7.1.1.1. Operesheni

11.7.1.1.1.1. TengenezaKipindi:

Creates a new valid SessionID to be used in other operations from other connectors like TicketCreate.

> **Note**
>
> Kutumia Kitambulisho cha Kipindi katika operesheni nyingine kutoka kwenye viunganishi vingine ni muhimu kwamba operesheni ifanye uthibitisho kwa kutumia Kitambulisho cha Kipindi. Vifurushi vingine vya operesheni vinaweza kukubali Kitambulisho cha Kipindi halali kama njia ya uthibitisho.

Sifa ziwezekanazo:

```
<SessionCreate>
   <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
   <!--Optional:-->
   <UserLogin>?</UserLogin>
   <!--Optional:-->
   <CustomerUserLogin>?</CustomerUserLogin>
   <!--Optional:-->
   <Password>?</Password>
</SessionCreate>
```

11.7.1.1.1.2. TengenezaKipindi:

Gathers data from a valid session excluding sensitive information such as user password or challenge token.

> **Note**
>
> If any of its values is a complex structure then it is automatically converted to a JSON string.

Sifa ziwezekanazo:

```
<SessionGet>
   <SessionID>?</SessionID>
</SessionGet>
```

11.7.1.2. Kiunganishi cha Tiketi

This connector supplies the basic functionality to interact with tickets.

Inatoa:

- Operesheni:
  - TengenezaTiketi
  - SasishaTiketi
  - PataTiketi
  - TafutaTiketi
  - TicketHistoryGet

11.7.1.2.1. Operesheni

11.7.1.2.1.1. TengenezaTiketi

Inatoa kiolesura cha kutengeneza tiketi katika OTRS. Tiketi lazima iwe na Makala na inaweza kuwa na viambatanishi mbali mbali, Sehemu Zinazobadilika zote zilizofafanuliwa zinaweza pia kusetiwa katika operesheni ya TiketiTengeneza.

Sifa ziwezekanazo:

```
<TicketCreate>
   <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
   <!--Optional:-->
   <UserLogin>?</UserLogin>
   <!--Optional:-->
   <CustomerUserLogin>?</CustomerUserLogin>
   <!--Optional:-->
   <SessionID>?</SessionID>
   <!--Optional:-->
   <Password>?</Password>
   <Ticket>
      <Title>?</Title>
      <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <QueueID>?</QueueID>
      <!--Optional:-->
      <Queue>?</Queue>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <TypeID>?</TypeID>
      <!--Optional:-->
      <Type>?</Type>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <ServiceID>?</ServiceID>
      <!--Optional:-->
      <Service>?</Service>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <SLAID>?</SLAID>
      <!--Optional:-->
      <SLA>?</SLA>
      <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <StateID>?</StateID>
      <!--Optional:-->
      <State>?</State>
      <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <PriorityID>?</PriorityID>
      <!--Optional:-->
      <Priority>?</Priority>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <OwnerID>?</OwnerID>
      <!--Optional:-->
      <Owner>?</Owner>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <ResponsibleID>?</ResponsibleID>
      <!--Optional:-->
      <Responsible>?</Responsible>
      <CustomerUser>?</CustomerUser>
      <!--Optional:-->
      <CustomerID>?</CustomerID>
      <!--Optional:-->
      <PendingTime>
         <!--You have a CHOICE of the next and the other 5 items at this level-->
         <Diff>?</Diff>
```

```
            <Year>?</Year>
            <Month>?</Month>
            <Day>?</Day>
            <Hour>?</Hour>
            <Minute>?</Minute>
         </PendingTime>
      </Ticket>
      <Article>
         <!--You have a CHOICE of the next 2 items at this level-->
         <!--Optional:-->
         <CommunicationChannelID>?</CommunicationChannelID>
         <!--Optional: Possible values Email, Internal or Phone-->
         <CommunicationChannel>?</CommunicationChannel>
         <IsVisibleForCustomer>?</IsVisibleForCustomer>
         <!--You have a CHOICE of the next 2 items at this level-->
         <!--Optional:-->
         <SenderTypeID>?</SenderTypeID>
         <!--Optional:-->
         <SenderType>?</SenderType>
         <!--Optional:-->
         <From>?</From>
         <Subject>?</Subject>
         <Body>?</Body>
         <!--You have a CHOICE of the next 2 items at this level-->
         <!--Optional:-->
         <ContentType>?</ContentType>
         <Charset>?</Charset>
         <MimeType>?</MimeType>
         <!--Optional:-->
         <HistoryType>?</HistoryType>
         <!--Optional:-->
         <HistoryComment>?</HistoryComment>
         <!--Optional:-->
         <AutoResponseType>?</AutoResponseType>
         <!--Optional:-->
         <TimeUnit>?</TimeUnit>
         <!--Optional:-->
         <NoAgentNotify>?</NoAgentNotify>
         <!--Zero or more repetitions:-->
         <ForceNotificationToUserID>?</ForceNotificationToUserID>
         <!--Zero or more repetitions:-->
         <ExcludeNotificationToUserID>?</ExcludeNotificationToUserID>
         <!--Zero or more repetitions:-->
         <ExcludeMuteNotificationToUserID>?</ExcludeMuteNotificationToUserID>
      </Article>
      <!--Zero or more repetitions:-->
      <DynamicField>
         <Name>?</Name>
         <!--1 or more repetitions:-->
         <Value>?</Value>
      </DynamicField>
      <!--Zero or more repetitions:-->
      <Attachment>
         <Content>cid:61886944659</Content>
         <ContentType>?</ContentType>
         <Filename>?</Filename>
      </Attachment>
   </TicketCreate>
```

11.7.1.2.1.2. SasishaTiketi

Operesheni ya SasishaTiketi inaongeza uwezo wa kubadili sifa kutoka kwenye tiketi iliyopo au kuongeza makala mpya, ikijumuisha na viambatanisho na sehemu zinazobadilika zote zilizofafanuliwa kwa ajili ya tiketi na makala mpya.

Note

Sio lazima kutengeneza makala mpya kubadilisha sifa ya tiketi.

Sifa ziwezekanazo:

```
<TicketUpdate>
   <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
   <!--Optional:-->
   <UserLogin>?</UserLogin>
   <!--Optional:-->
   <CustomerUserLogin>?</CustomerUserLogin>
   <!--Optional:-->
   <SessionID>?</SessionID>
   <!--Optional:-->
   <Password>?</Password>
   <!--You have a CHOICE of the next 2 items at this level-->
   <TicketID>?</TicketID>
   <TicketNumber>?</TicketNumber>
   <!--Optional:-->
   <Ticket>
      <!--Optional:-->
      <Title>?</Title>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <QueueID>?</QueueID>
      <!--Optional:-->
      <Queue>?</Queue>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <TypeID>?</TypeID>
      <!--Optional:-->
      <Type>?</Type>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <ServiceID>?</ServiceID>
      <!--Optional:-->
      <Service>?</Service>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <SLAID>?</SLAID>
      <!--Optional:-->
      <SLA>?</SLA>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <StateID>?</StateID>
      <!--Optional:-->
      <State>?</State>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <PriorityID>?</PriorityID>
      <!--Optional:-->
      <Priority>?</Priority>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <OwnerID>?</OwnerID>
      <!--Optional:-->
      <Owner>?</Owner>
      <!--You have a CHOICE of the next 2 items at this level-->
      <!--Optional:-->
      <ResponsibleID>?</ResponsibleID>
      <!--Optional:-->
      <Responsible>?</Responsible>
      <!--Optional:-->
      <CustomerUser>?</CustomerUser>
      <!--Optional:-->
      <CustomerID>?</CustomerID>
      <!--Optional:-->
      <PendingTime>
         <!--You have a CHOICE of the next and the other 5 items at this level-->
         <Diff>?</Diff>
         <Year>?</Year>
         <Month>?</Month>
         <Day>?</Day>
```

```
            <Hour>?</Hour>
            <Minute>?</Minute>
         </PendingTime>
      </Ticket>
      <!--Optional:-->
      <Article>
         <!--You have a CHOICE of the next 2 items at this level-->
         <!--Optional:-->
         <CommunicationChannelID>?</CommunicationChannelID>
         <!--Optional: Possible values Email, Internal or Phone-->
         <CommunicationChannel>?</CommunicationChannel>
         <IsVisibleForCustomer>?</IsVisibleForCustomer>
         <!--You have a CHOICE of the next 2 items at this level-->
         <!--Optional:-->
         <SenderTypeID>?</SenderTypeID>
         <!--Optional:-->
         <SenderType>?</SenderType>
         <!--Optional:-->
         <From>?</From>
         <Subject>?</Subject>
         <Body>?</Body>
         <!--You have a CHOICE of the next 2 items at this level-->
         <!--Optional:-->
         <ContentType>?</ContentType>
         <Charset>?</Charset>
         <MimeType>?</MimeType>
         <!--Optional:-->
         <HistoryType>?</HistoryType>
         <!--Optional:-->
         <HistoryComment>?</HistoryComment>
         <!--Optional:-->
         <AutoResponseType>?</AutoResponseType>
         <!--Optional:-->
         <TimeUnit>?</TimeUnit>
         <!--Optional:-->
         <NoAgentNotify>?</NoAgentNotify>
         <!--Zero or more repetitions:-->
         <ForceNotificationToUserID>?</ForceNotificationToUserID>
         <!--Zero or more repetitions:-->
         <ExcludeNotificationToUserID>?</ExcludeNotificationToUserID>
         <!--Zero or more repetitions:-->
         <ExcludeMuteNotificationToUserID>?</ExcludeMuteNotificationToUserID>
      </Article>
      <!--Zero or more repetitions:-->
      <DynamicField>
         <Name>?</Name>
         <!--1 or more repetitions:-->
         <Value>?</Value>
      </DynamicField>
      <!--Zero or more repetitions:-->
      <Attachment>
         <Content>cid:166861569966</Content>
         <ContentType>?</ContentType>
         <Filename>?</Filename>
      </Attachment>
   </TicketUpdate>
```

11.7.1.2.1.3. PataTiketi

Hii operesheni inatumika kupata sifa zote za tiketi ikijumuisha sehemu zinazobadilika, makala zote na viambatanisho vyote ambavyo ni vya tiketi.

Sifa ziwezekanazo:

```
   <TicketGet>
      <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
      <!--Optional:-->
      <UserLogin>?</UserLogin>
```

```
      <!--Optional:-->
      <CustomerUserLogin>?</CustomerUserLogin>
      <!--Optional:-->
      <SessionID>?</SessionID>
      <!--Optional:-->
      <Password>?</Password>
      <!--1 or more repetitions:-->
      <TicketID>?</TicketID>
      <!--Optional:-->
      <DynamicFields>?</DynamicFields>
      <!--Optional:-->
      <Extended>?</Extended>
      <!--Optional:-->
      <AllArticles>?</AllArticles>
      <!--Optional:-->
      <ArticleSenderType>?</ArticleSenderType>
      <!--Optional:-->
      <ArticleOrder>?</ArticleOrder>
      <!--Optional:-->
      <ArticleLimit>?</ArticleLimit>
      <!--Optional:-->
      <Attachments>?</Attachments>
      <!--Optional:-->
      <GetAttachmentContents>?</GetAttachmentContents>
      <!--Optional:-->
      <HTMLBodyAsAttachment>?</HTMLBodyAsAttachment>
   </TicketGet>
```

11.7.1.2.1.4. TafutaTiketi

Operesheni TiketiTafuta inarudisha orodha ya Vitambulisho vya Tiketi ambazo zinafanana na kigezo kilichofafanuliwa.

Sifa ziwezekanazo:

```
   <TicketSearch>
      <!--You have a MANDATORY CHOICE of the next 3 items at this level-->
      <!--Optional:-->
      <UserLogin>?</UserLogin>
      <!--Optional:-->
      <CustomerUserLogin>?</CustomerUserLogin>
      <!--Optional:-->
      <SessionID>?</SessionID>
      <!--Optional:-->
      <Password>?</Password>
      <!--Optional:-->
      <Limit>?</Limit>
      <!--Zero or more repetitions:-->
      <TicketNumber>?</TicketNumber>
      <!--Zero or more repetitions:-->
      <Title>?</Title>
      <!--Zero or more repetitions:-->
      <Queues>?</Queues>
      <!--Zero or more repetitions:-->
      <QueueIDs>?</QueueIDs>
      <!--Optional:-->
      <UseSubQueues>?</UseSubQueues>
      <!--Zero or more repetitions:-->
      <Types>?</Types>
      <!--Zero or more repetitions:-->
      <TypeIDs>?</TypeIDs>
      <!--Zero or more repetitions:-->
      <States>?</States>
      <!--Zero or more repetitions:-->
      <StateIDs>?</StateIDs>
      <!--Zero or more repetitions:-->
      <StateType>?</StateType>
      <!--Zero or more repetitions:-->
```

```
        <StateTypeIDs>?</StateTypeIDs>
        <!--Zero or more repetitions:-->
        <Priorities>?</Priorities>
        <!--Zero or more repetitions:-->
        <PriorityIDs>?</PriorityIDs>
        <!--Zero or more repetitions:-->
        <Services>?</Services>
        <!--Zero or more repetitions:-->
        <ServiceIDs>?</ServiceIDs>
        <!--Zero or more repetitions:-->
        <SLAs>?</SLAs>
        <!--Zero or more repetitions:-->
        <SLAIDs>?</SLAIDs>
        <!--Zero or more repetitions:-->
        <Locks>?</Locks>
        <!--Zero or more repetitions:-->
        <LockIDs>?</LockIDs>
        <!--Zero or more repetitions:-->
        <OwnerIDs>?</OwnerIDs>
        <!--Zero or more repetitions:-->
        <ResponsibleIDs>?</ResponsibleIDs>
        <!--Zero or more repetitions:-->
        <WatchUserIDs>?</WatchUserIDs>
        <!--Zero or more repetitions:-->
        <CustomerID>?</CustomerID>
        <!--Zero or more repetitions:-->
        <CustomerUserLogin>?</CustomerUserLogin>
        <!--Zero or more repetitions:-->
        <CreatedUserIDs>?</CreatedUserIDs>
        <!--Zero or more repetitions:-->
        <CreatedTypes>?</CreatedTypes>
        <!--Zero or more repetitions:-->
        <CreatedTypeIDs>?</CreatedTypeIDs>
        <!--Zero or more repetitions:-->
        <CreatedPriorities>?</CreatedPriorities>
        <!--Zero or more repetitions:-->
        <CreatedPriorityIDs>?</CreatedPriorityIDs>
        <!--Zero or more repetitions:-->
        <CreatedStates>?</CreatedStates>
        <!--Zero or more repetitions:-->
        <CreatedStateIDs>?</CreatedStateIDs>
        <!--Zero or more repetitions:-->
        <CreatedQueues>?</CreatedQueues>
        <!--Zero or more repetitions:-->
        <CreatedQueueIDs>?</CreatedQueueIDs>
        <!--Zero or more repetitions:-->
        <DynamicField>
           <Name>?<Name>
           <!--You have a MANDATORY CHOICE of the next 6 items at this level-->
           <!--Optional:-->
           <Equals>?</Equals>
           <!--Optional:-->
           <Like>?</Like>
           <!--Optional:-->
           <GreaterThan>?</GreaterThan>
           <!--Optional:-->
           <GreaterThanEquals>?</GreaterThanEquals>
           <!--Optional:-->
           <SmallerThan>?</SmallerThan>
           <!--Optional:-->
           <SmallerThanEquals>?</SmallerThanEquals>
        </DynamicField>
        <!--Optional:-->
        <Ticketflag>
           <!--Optional:-->
           <Seen>?</Seen>
        </Ticketflag>
        <!--Optional:-->
        <From>?</From>
        <!--Optional:-->
        <To>?</To>
        <!--Optional:-->
```

```
        <Cc>?</Cc>
        <!--Optional:-->
        <Subject>?</Subject>
        <!--Optional:-->
        <Body>?</Body>
        <!--Optional:-->
        <FullTextIndex>?</FullTextIndex>
        <!--Optional:-->
        <ContentSearch>?</ContentSearch>
        <!--Optional:-->
        <ConditionInline>?</ConditionInline>
        <!--Optional:-->
        <ArticleCreateTimeOlderMinutes>?</ArticleCreateTimeOlderMinutes>
        <!--Optional:-->
        <ArticleCreateTimeNewerMinutes>?</ArticleCreateTimeNewerMinutes>
        <!--Optional:-->
        <ArticleCreateTimeNewerDate>?</ArticleCreateTimeNewerDate>
        <!--Optional:-->
        <ArticleCreateTimeOlderDate>?</ArticleCreateTimeOlderDate>
        <!--Optional:-->
        <TicketCreateTimeOlderMinutes>?</TicketCreateTimeOlderMinutes>
        <!--Optional:-->
        <ATicketCreateTimeNewerMinutes>?</ATicketCreateTimeNewerMinutes>
        <!--Optional:-->
        <TicketCreateTimeNewerDate>?</TicketCreateTimeNewerDate>
        <!--Optional:-->
        <TicketCreateTimeOlderDate>?</TicketCreateTimeOlderDate>
        <!--Optional:-->
        <TicketLastChangeTimeOlderMinutes>?</TicketLastChangeTimeOlderMinutes>
        <!--Optional:-->
        <TicketLastChangeTimeNewerMinutes>?</TicketLastChangeTimeNewerMinutes>
        <!--Optional:-->
        <TicketLastChangeTimeNewerDate>?</TicketLastChangeTimeNewerDate>
        <!--Optional:-->
        <TicketLastChangeTimeOlderDate>?</TicketLastChangeTimeOlderDate>
        <!--Optional:-->
        <TicketChangeTimeOlderMinutes>?</TicketChangeTimeOlderMinutes>
        <!--Optional:-->
        <TicketChangeTimeNewerMinutes>?</TicketChangeTimeNewerMinutes>
        <!--Optional:-->
        <TicketChangeTimeNewerDate>?</TicketChangeTimeNewerDate>
        <!--Optional:-->
        <TicketChangeTimeOlderDate>?</TicketChangeTimeOlderDate>
        <!--Optional:-->
        <TicketCloseTimeOlderMinutes>?</TicketCloseTimeOlderMinutes>
        <!--Optional:-->
        <TicketCloseTimeNewerMinutes>?</TicketCloseTimeNewerMinutes>
        <!--Optional:-->
        <TicketCloseTimeNewerDate>?</TicketCloseTimeNewerDate>
        <!--Optional:-->
        <TicketCloseTimeOlderDate>?</TicketCloseTimeOlderDate>
        <!--Optional:-->
        <TicketPendingTimeOlderMinutes>?</TicketPendingTimeOlderMinutes>
        <!--Optional:-->
        <TicketPendingTimeNewerMinutes>?</TicketPendingTimeNewerMinutes>
        <!--Optional:-->
        <TicketPendingTimeNewerDate>?</TicketPendingTimeNewerDate>
        <!--Optional:-->
        <TicketPendingTimeOlderDate>?</TicketPendingTimeOlderDate>
        <!--Optional:-->
        <TicketEscalationTimeOlderMinutes>?</TicketEscalationTimeOlderMinutes>
        <!--Optional:-->
        <TTicketEscalationTimeNewerMinutes>?</TTicketEscalationTimeNewerMinutes>
        <!--Optional:-->
        <TicketEscalationTimeNewerDate>?</TicketEscalationTimeNewerDate>
        <!--Optional:-->
        <TicketEscalationTimeOlderDate>?</TicketEscalationTimeOlderDate>
        <!--Optional:-->
        <ArchiveFlags>?</ArchiveFlags>
        <!--Zero or more repetitions:-->
        <OrderBy>?</OrderBy>
        <!--Zero or more repetitions:-->
```

```
        <SortBy>?</SortBy>
        <!--Zero or more repetitions:-->
        <CustomerUserID>?</CustomerUserID>
     </TicketSearch>
```

11.7.1.2.1.5. TicketHistoryGet

This operation is used to get all the history entries from a ticket or tickets.

Sifa ziwezekanazo:

```
     <TicketHistoryGet>
        <!--You have a MANDATORY CHOICE of the next 2 items at this level-->
        <!--Optional:-->
        <UserLogin>?</UserLogin>
        <!--Optional:-->
        <SessionID>?</SessionID>
        <!--Optional:-->
        <Password>?</Password>
        <!--1 or more repetitions:-->
        <TicketID>?</TicketID>
     </TicketHistoryGet>
```

11.7.2. Mifano:

11.7.2.1. Usanidi wa Huduma za Tovuti

The following is a basic but complete web service configuration file in YAML format to use all the Ticket Connector operations with the SOAP network transport. In order to use it in OTRS you need to copy the content, save it into a file and call it `GenericTicketConnectorSOAP.yml`, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" button from the overview screen and then clicking in the "Import web service" button in the add screen.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: Ticket Connector SOAP Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketUpdate:
      Description: Updates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
    TicketGet:
      Description: Retrieves Ticket data
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
```

```
    TicketSearch:
      Description: Search for Tickets
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
    TicketHistoryGet:
      Description: Retrieves history of a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketHistoryGet
  Transport:
    Config:
      MaxLength: 100000000
      NameSpace: http://www.otrs.org/TicketConnector/
    Type: HTTP::SOAP
RemoteSystem: ''
Requester:
  Transport:
    Type: ''
```

Similar example can be done for the REST network transport, REST web services uses HTTP operations such as "POST", "GET", "PUT", "PATCH" etc. This operations in conjunction with a URI path called resource defines a OTRS Generic Interface Operation or Invoker (depending on the communication way).

The following example uses /Session resource for SessionCreate, /Ticket resource for TicketSearch and TicketCreate and resource /Ticket/{TicketID} for TicketGet and TicketUpdate (Where {TicketID} is the actual TicketID value of a ticket e.g. /Ticket/123). In order to use it in OTRS you need to copy the content, save it into a file and call it `GenericTicketConnectorREST.yml`, and import it into OTRS in the Web Services screen in the Admin panel by clicking in the "Add web service" button from the overview screen and then clicking in the "Import web service" button in the add screen.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: '0'
Description: Ticket Connector REST Sample
FrameworkVersion: 3.4.x git
Provider:
  Operation:
    SessionCreate:
      Description: Creates a Session
      MappingInbound: {}
      MappingOutbound: {}
      Type: Session::SessionCreate
    TicketCreate:
      Description: Creates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketCreate
    TicketGet:
      Description: Retrieves Ticket data
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketGet
    TicketSearch:
      Description: Search for Tickets
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketSearch
    TicketUpdate:
      Description: Updates a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketUpdate
```

```
    TicketHistoryGet:
      Description: Retrieves history of a Ticket
      MappingInbound: {}
      MappingOutbound: {}
      Type: Ticket::TicketHistoryGet
  Transport:
    Config:
      KeepAlive: ''
      MaxLength: '100000000'
      RouteOperationMapping:
        SessionCreate:
          RequestMethod:
          - POST
          Route: /Session
        TicketCreate:
          RequestMethod:
          - POST
          Route: /Ticket
        TicketGet:
          RequestMethod:
          - GET
          Route: /Ticket/:TicketID
        TicketSearch:
          RequestMethod:
          - GET
          Route: /Ticket
        TicketUpdate:
          RequestMethod:
          - PATCH
          Route: /Ticket/:TicketID
        TicketHistoryGet:
          RequestMethod:
          - GET
          Route: /TicketHistory/:TicketID
    Type: HTTP::REST
RemoteSystem: ''
Requester:
  Transport:
    Type: ''
```

11.7.2.2. Muombaji wa Perl SOAP

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses two Perl CPAN modules SOAP::Lite and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```
#!/usr/bin/perl -w
# --
# otrs.SOAPRequest.pl - sample to send a SOAP request to OTRS Generic Interface Ticket
 Connector
# Copyright (C) 2001-2021 OTRS AG, https://otrs.com/
# --
# This program is free software: you can redistribute it and/or modify
# it under the terms of the GNU General Public License as published by
# the Free Software Foundation, either version 3 of the License, or
# (at your option) any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU General Public License
# along with this program. If not, see https://www.gnu.org/licenses/gpl-3.0.txt.
# --
```

```
use strict;
use warnings;

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use SOAP::Lite;
use Data::Dumper;

# ---
# Variables to be defined.

# this is the URL for the web service
# the format is
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/Webservice/<WEB_SERVICE_NAME>
# or
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl/WebserviceID/<WEB_SERVICE_ID>
my $URL = 'http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnector';

# this name space should match the specified name space in the SOAP transport for the web
 service.
my $NameSpace = 'http://www.otrs.org/TicketConnector/';

# this is operation to execute, it could be TicketCreate, TicketUpdate, TicketGet,
 TicketSearch
# or SessionCreate. and they must to be defined in the web service.
my $Operation = 'TicketCreate';

# this variable is used to store all the parameters to be included on a request in XML
 format. Each
# operation has a determined set of mandatory and non mandatory parameters to work
 correctly. Please
# check the OTRS Admin Manual in order to get a complete list of parameters.
my $XMLData = '
<UserLogin>some user login</UserLogin>
<Password>some password</Password>
<Ticket>
    <Title>some title</Title>
    <CustomerUser>some customer user login</CustomerUser>
    <Queue>some queue</Queue>
    <State>some state</State>
    <Priority>some priority</Priority>
</Ticket>
<Article>
    <Subject>some subject</Subject>
    <Body>some body</Body>
    <ContentType>text/plain; charset=utf8</ContentType>
</Article>
';

# ---

# create a SOAP::Lite data structure from the provided XML data structure.
my $SOAPData = SOAP::Data
    ->type( 'xml' => $XMLData );

my $SOAPObject = SOAP::Lite
    ->uri($NameSpace)
    ->proxy($URL)
    ->$Operation($SOAPData);

# check for a fault in the soap code.
if ( $SOAPObject->fault ) {
    print $SOAPObject->faultcode, " ", $SOAPObject->faultstring, "\n";
}

# otherwise print the results.
else {

    # get the XML response part from the SOAP message.
```

```
    my $XMLResponse = $SOAPObject->context()->transport()->proxy()->http_response()-
>content();

    # deserialize response (convert it into a perl structure).
    my $Deserialized = eval {
        SOAP::Deserializer->deserialize($XMLResponse);
    };

    # remove all the headers and other not needed parts of the SOAP message.
    my $Body = $Deserialized->body();

    # just output relevant data and no the operation name key (like TicketCreateResponse).
    for my $ResponseKey ( keys %{$Body} ) {
        print Dumper( $Body->{$ResponseKey} );
    }
}
```

11.7.2.3. Perl REST Requester

The following code is a Perl script that can connect to OTRS via the generic interface. In order to perform the operations provided by the Ticket Connector, it uses three Perl CPAN modules JSON, REST::Client and Data::Dumper. Please make sure that your environment is capable to use these modules before you try to run the script.

```
#!/usr/bin/perl
# --
# Copyright (C) 2001-2021 OTRS AG, https://otrs.com/
# --
# This program is free software: you can redistribute it and/or modify
# it under the terms of the GNU General Public License as published by
# the Free Software Foundation, either version 3 of the License, or
# (at your option) any later version.
#
# This program is distributed in the hope that it will be useful,
# but WITHOUT ANY WARRANTY; without even the implied warranty of
# MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the
# GNU General Public License for more details.
#
# You should have received a copy of the GNU General Public License
# along with this program. If not, see https://www.gnu.org/licenses/gpl-3.0.txt.
# --

use strict;
use warnings;
use utf8;

## nofilter(TidyAll::Plugin::OTRS::Perl::Dumper)

# use ../ as lib location
use File::Basename;
use FindBin qw($RealBin);
use lib dirname($RealBin);

use JSON;
use REST::Client;

# This is the HOST for the web service the format is:
# <HTTP_TYPE>:://<OTRS_FQDN>/nph-genericinterface.pl
my $Host = 'http://localhost/otrs/nph-genericinterface.pl';

my $RestClient = REST::Client->new(
    {
        host => $Host,
    }
);

# These are the Controllers and Providers the format is:
```

```
# /Webservice/<WEB_SERVICE_NAME>/<RESOURCE>/<REQUEST_VALUE>
# or
# /WebserviceID/<WEB_SERVICE_ID>/<RESOURCE>/<REQUEST_VALUE>
#
# See the documentation on how to setup Providers.
#
# This example will retrieve the Ticket with the TicketID = 1 (<REQUEST_VALUE>)
my $GetControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket/1';

# This example is the base URL for Ticket Create
my $CreateControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket';

# This example will update the Ticket with the TicketID = 1 (<REQUEST_VALUE>)
my $UpdateControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket/1';

# This is the base URL for Ticket Search
my $SearchControllerAndRequest = '/Webservice/GenericTicketConnectorREST/Ticket';

# This is the base URL for Ticket history with the TicketID = 1 (<REQUEST_VALUE>)
my $HistoryControllerAndRequest = '/Webservice/GenericTicketConnectorREST/TicketHistory/1';

# TicketGet Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
#   - webservice
#   - transport
#   - operations
my $GetParams = {
    UserLogin => "some agent user login",       # to be filled with valid agent login
    Password  => "some agent user password",    # to be filled with valid agent password
};

# Build GetParams as part of the URL for REST-GET requests
my $QueryParams = $RestClient->buildQuery( %{$GetParams} );
$GetControllerAndRequest .= $QueryParams;

$RestClient->GET($GetControllerAndRequest);

my $GetResponseCode = $RestClient->responseCode();

if ( $GetResponseCode ne '200' ) {
    print "Get request failed, response code was: $GetResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
    print "Get response was:\n";
    print Dumper($Data);

}

# TicketSearch Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
#   - webservice
#   - transport
#   - operations
my $SearchParams = {
    UserLogin => "some agent user login",       # to be filled with valid agent login
    Password  => "some agent user password",    # to be filled with valid agent password
    Queues    => ['Raw'],
};

# Build SearchParams as part of the URL for REST-GET requests
$QueryParams = $RestClient->buildQuery( %{$SearchParams} );
$SearchControllerAndRequest .= $QueryParams;

$RestClient->GET($SearchControllerAndRequest);
```

```
# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $SearchResponseCode = $RestClient->responseCode();

if ( $SearchResponseCode ne '200' ) {
    print "Search request failed, response code was: $SearchResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
    print "Search Response was:\n";
    print Dumper($Data);

}

# TicketCreate Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
# - webservice
# - transport
# - operations
my $CreateOrUpdateParams = {
    UserLogin => "some agent user login",       # to be filled with valid agent login
    Password  => "some agent user password",    # to be filled with valid agent password
    Ticket    => {
        Title        => 'some ticket title',
        Queue        => 'Raw',
        Lock         => 'unlock',
        Type         => 'Unclassified',
        State        => 'new',
        Priority     => '3 normal',
        Owner        => 'some agent user login',
        CustomerUser => 'customer-1',
    },
    Article => {
        Subject     => 'some subject',
        Body        => 'some body',
        ContentType => 'text/plain; charset=utf8',
    },
};

my $CreateJSONParams = encode_json $CreateOrUpdateParams;

my @CreateRequestParam = (
    $CreateControllerAndRequest,
    $CreateJSONParams
);

# We have to use REST-POST requests in order to send UserLogin and Password correctly
# though other REST methods would fit better.
$RestClient->POST(@CreateRequestParam);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $CreateResponseCode = $RestClient->responseCode();

if ( $CreateResponseCode ne '200' ) {
    print "Create request failed, response code was: $CreateResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
```

```
    print "Create Response was:\n";
    print Dumper($Data);

}

# TicketUpdate Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
#   - webservice
#   - transport
#   - operations
my $UpdateJSONParams = encode_json $CreateOrUpdateParams;

my @UpdateRequestParam = (
    $UpdateControllerAndRequest,
    $UpdateJSONParams
);

# We have to use REST-PATCH requests in order to send UserLogin and Password correctly
# though other REST methods would fit better.
$RestClient->PATCH(@UpdateRequestParam);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $UpdateResponseCode = $RestClient->responseCode();
if ( $UpdateResponseCode ne '200' ) {
    print "Update request failed, response code was: $UpdateResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
    print "Update response was:\n";
    print Dumper($Data);

}

# TicketHistoryGet Example
# See the documentation of OTRSGenericInterfaceREST on how to setup
#   - webservice
#   - transport
#   - operations
my $HistoryParams = {
    UserLogin => "some agent user login",       # to be filled with valid agent login
    Password  => "some agent user password",    # to be filled with valid agent password
    TicketID  => [1],
};

# Build SearchParams as part of the URL for REST-GET requests
$QueryParams = $RestClient->buildQuery( %{$HistoryParams} );
$HistoryControllerAndRequest .= $QueryParams;

$RestClient->GET($HistoryControllerAndRequest);

# If the host isn't reachable, wrong configured or couldn't serve the requested page:
my $HistoryResponseCode = $RestClient->responseCode();

if ( $HistoryResponseCode ne '200' ) {
    print "History request failed, response code was: $HistoryResponseCode\n";
}
else {

    # If the request was answered correctly, we receive a JSON string here.
    my $ResponseContent = $RestClient->responseContent();

    my $Data = decode_json $ResponseContent;

    # Just to print out the returned Data structure:
    use Data::Dumper;
```

```
    print "History Response was:\n";
    print Dumper($Data);

}
```

11.7.2.4. cURL Examples for REST Requests

Given the above example on a REST configuration for Generic Ticket Connector we have that:

For Ticket Create: use POST method on /Ticket path.

For Ticket Search: use GET method on /Ticket path.

For Ticket Update: use PATCH method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

For Ticket Get: use GET method on /Ticket/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

For Ticket History Get: use GET method on /TicketHistory/{TicketID} path (where {TicketID} is a template represented by :TicketID in the transport configuration)

11.7.2.4.1. Create a New Ticket

cURL Command:

```
shell> curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/
GenericTicketConnectorREST/Ticket?UserLogin=agent&Password=123" -H "Content-Type:
 application/json" -d "{\"Ticket\":{\"Title\":\"REST Create Test\", \"Type\": \"Unclassified
\", \"Queue\":\"Raw\",\"State\":\"open\",\"Priority\":\"3 normal\",\"CustomerUser\":
\"customer\"},\"Article\":{\"Subject\":\"Rest Create Test\",\"Body\":\"This is only a test
\",\"ContentType\":\"text/plain; charset=utf8\"}}"  -X POST
```

Response:

```
{
  "ArticleID":5484,
  "TicketNumber":"1001936",
  "TicketID":"1686"
}
```

11.7.2.4.2. Get Ticket Details

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket/1686?UserLogin=agent&Password=123"
```

Response:

```
{
```

```
  "Ticket": [
    {
      "Age": 777,
      "PriorityID": 3,
      "ServiceID": "",
      "Type": "Unclassified",
      "Responsible": "root@localhost",
      "StateID": 4,
      "ResponsibleID": 1,
      "ChangeBy": 2,
      "EscalationTime": 0,
      "Changed": "2014-06-30 19:08:14",
      "OwnerID": 2,
      "RealTillTimeNotUsed": 0,
      "GroupID": 1,
      "Owner": "agent",
      "CustomerID": "OTRS",
      "TypeID": 1,
      "Created": "2014-06-30 19:08:12",
      "Priority": "3 normal",
      "UntilTime": 0,
      "EscalationUpdateTime": 0,
      "QueueID": 2,
      "Queue": "Raw",
      "State": "open",
      "Title": "REST Create Test",
      "CreateBy": 2,
      "TicketID": 1686,
      "StateType": "open",
      "EscalationResponseTime": 0,
      "UnlockTimeout": 0,
      "EscalationSolutionTime": 0,
      "LockID": 1,
      "TicketNumber": "1001936",
      "ArchiveFlag": "n",
      "Lock": "unlock",
      "CreateTimeUnix": 1404173292,
      "SLAID": "",
      "CustomerUserID": "customer"
    }
  ]
}
```


11.7.2.4.3. Update Ticket

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket/1686?UserLogin=agent&Password=123" -H "Content-Type: application/json" -d "{\"Ticket
\":{\"Queues\":\"Postmaster\"}}"  -X PATCH
```

Response:


```
{
  "TicketNumber":"1001936",
  "TicketID":"1686"
}
```


11.7.2.4.4. Search for Tickets

cURL Command:

```

```

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
Ticket?UserLogin=agent&Password=123&Queue=Postmaster"
```

Response:

```
{
  "TicketID": [
    "1686",
    "102",
    "100",
    "1"
  ]
}
```

11.7.2.4.5. Get Ticket History Details

cURL Command:

```
curl "http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericTicketConnectorREST/
TicketHistory/1686?UserLogin=agent&Password=123"
```

Response:

```
{
  "TicketHistory":[
    {
      "History":[
        {
          "CreateBy":1,
          "HistoryType":"NewTicket",
          "TicketID":"1",
          "CreateTime":"2017-06-08 22:44:48",
          "TypeID":1,
          "OwnerID":1,
          "QueueID":1,
          "Name":"New Ticket [2015071510123456] created.",
          "StateID":1,
          "PriorityID":3,
          "ArticleID":"1",
          "HistoryTypeID":1
        }
      ],
      "TicketID":"1"
    }
  ]
}
```

12. The OTRS Daemon

The OTRS Daemon is an independent set of system processes that plan and execute tasks in background, either on a recurrent basis or triggered by events. OTRS Daemon is fundamental for the correct system operation.

In previous versions of OTRS (from 3.1 to 4) there was another process called OTRS Scheduler that does part of the work that the OTRS Demon do in OTRS 5. This old process is replaced by the OTRS Daemon which was re-written from the ground to make it more stable, scalable and robust than its predecessor.

The OTRS Daemon is capable to handle up to 10 tasks at the same time and it can work cooperatively with other OTRS Daemons on different frontend servers in a cluster environment.

When idle OTRS Daemon consist in six processes:

- The main daemon (`bin/otrs.Daemon.pl`)

  This process is in charge to start and keep running the other children daemons.

- Task worker daemon (`Kernel/System/Daemon/DaemonModules/SchedulerTaskWorker.pm`)

  This daemon executes all tasks that have in a list, in a first in first out basis. It can handle simultaneous tasks by creating its own children processes and it checks the task list several times per second. The task list can be filled by task manager daemons, event handlers, and other parts of the system.

  Its main mission is to handle all the tasks in the list as soon as possible.

- Future task manager daemon (`Kernel/System/Daemon/DaemonModules/SchedulerFutureTaskManager.pm`)

  This daemon checks for non recurring tasks that are set to be executed in the future (e.g. when a Generic Interface invoker tries to reach a server and it can't, a task could be set to schedule for execution in the next 5 minutes). At the correct time it sends it the task worker daemon.

- Cron task manager daemon (`Kernel/System/Daemon/DaemonModules/SchedulerCronTaskManager.pm`)

  This daemon calculates when is the next execution time of all recurring tasks (e.g. a cache cleanup one time per week). This kind of tasks are specified in the SysConfig. At the right time for each task it sends the required information to the task worker daemon to execute them.

  ## Note

  If a task execution time definition is changed in SysConfig, it might take up to an hour for the daemon to pick up the change automatically. Alternatively the OTRS Daemon can be restarted to apply the change immediately.

- Generic Agent task manager daemon (`Kernel/System/Daemon/DaemonModules/SchedulerGenericAgentTaskManager.pm`)

  This daemon scans for Generic Agent jobs stored in the database that have a time schedule (discarding all other Generic Agent jobs that are set to executed by events). When is time to run a Generic Agent job it sends the task information to the task worker daemon to handle the task.

- System Configuration sync manager daemon (`Kernel/System/Daemon/DaemonModules/SystemConfigurationSyncManager.pm`)

  This daemon verifies that the configuration file `Kernel/Config/Files/ZZZAAuto.pm` is up to date with the deployment information from the database, otherwise the file is updated. and signal the main daemon to restart all daemon modules with the updated configuration.

  Additionally if any other .pm file in `Kernel/Config/Files/` is modified while the daemon is running, it will also signal the main daemon to restart all daemon modules.

Note

The number of active processes depends on the number of tasks that the OTRS Daemon is executing simultaneously in a time frame.

By default the each daemon logs all error messages on a separated file located in `/opt/otrs/var/log/Daemon/*.log`. These logs are kept in the system for a defined period. To change this behavior and/or to also log the non error messages, please update SysConfig settings in `Daemon -> Core::Log`.

When a task could not be executed successfully for any reason, an email is sent to a predefined recipient reporting the issue. The content of the email includes the error messages and trace (if available).

The OTRS Daemon is an automated process that normally does not require human interaction. However it is possible to query its status and start or stop it if needed.

To be sure that the OTRS Daemon is running there is a Cron job that constantly checks that the process is alive. The main daemon is prepared to work even without a database connection, so is perfectly safe if the Cron task to start it is executed even before the database process in the system startup, and it is also tolerant to database disconnections.

If for any reason the OTRS Daemon needs to be stop (for example during a system maintenance), all unhandled tasks are saved, and as soon as the process is started again it continues with all pending tasks. For recurring tasks it will only execute the last instance of the task (if its due time was during the downtime).

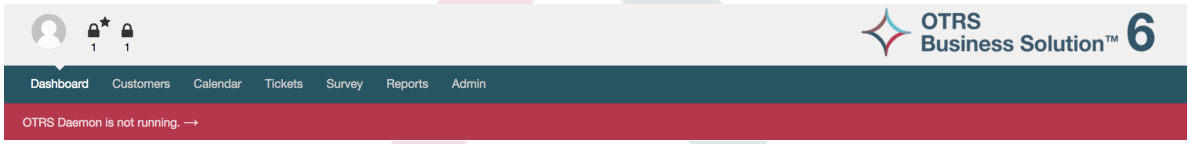
12.1. OTRS Daemon Graphical Interface

The OTRS Daemon is not visible in the OTRS Graphical User Interface unless it stops running.

When the system detects that the OTRS Daemon is not running, a notification is presented to a defined group of users ("admin" by default).

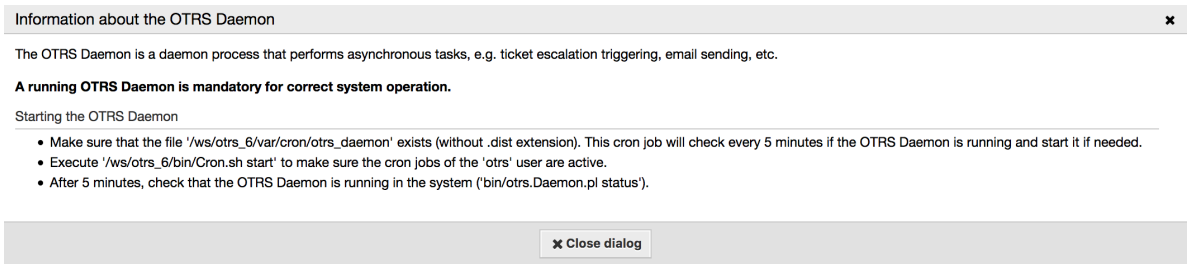
To disable the notification (not recommended), change or add the notification groups, please edit the `Frontend::NotifyModule###800-Daemon-Check` setting in the SysConfig.

Figure 4.130. Daemon notification



Clicking the notification the system presents an overlay window explaining the steps to bring the OTRS Daemon up and running.

Figure 4.131. Start Daemon



12.2. OTRS Daemon Command Line Interface

The OTRS Daemon command line tools let you control the main daemon process (Start / Stop) or query its status. There are also tools to get more detailed information about the other four children daemons.

12.2.1. Main Daemon Tools

To start, stop or query daemon status `bin/otrs.Daemon.pl` script is used.

Example 4.30. Example to start the OTRS Daemon

```
shell> cd /opt/otrs/
shell> OTRS_HOME/bin/otrs.Daemon.pl start
```

Machaguo Yaliyopo

- **start** - to start the OTRS Daemon process.
- **stop** - to stop the OTRS Daemon process.
- **status** - to query the OTRS Damon process status.
- **start --debug** - to start the OTRS Daemon process in debug mode.

  In this mode each daemon reports different messages depending on the actions that are been executed. This mode is not recommended for production environments.
- **stop --force** - to stop the OTRS Daemon process in reducing the wait for children processes to finish.

  A forced stop reduces the amount of time the main daemon waits to successful stop the other children processes from 30 seconds (normal) to 5 seconds (forced).

12.2.2. Other Daemon Tools

To list all configured child daemons that the main daemon should start and keep running use the console command: `Maint::Daemon::List`.

Example 4.31. Example to list all configured daemons

```
shell> cd /opt/otrs/
shell> bin/otrs.Console.pl Maint::Daemon::List
```

To list detailed information of all daemons use the console command: `Maint::Daemon::Summary`.

Example 4.32. Example to a summary of all daemon tasks

```
shell> cd /opt/otrs/
shell> bin/otrs.Console.pl Maint::Daemon::Summary
```

Chapter 5. Customization

1. Orodha Dhibiti Sikivu

1.1. Utangulizi

From OTRS 2.0 on, Access Control Lists (ACLs) can be used to control access to tickets, modules, queues, etc., or to influence actions on tickets (closing, moving, etc.) in certain situations. ACLs can be used to supplement the existing permission system of roles and groups. Using ACLs, rudimentary work-flows within the system can be mapped, based on ticket attributes.

In a general way ACLs are used to reduce the possible options for a ticket based on a defined set of rules.

ACLs can be directly entered into the `Kernel/Config.pm` file. However this is not any more recommended as OTRS comes now with a GUI Access Control Lists in the Admin panel that allows to save the ACLs in the Database as the first step and then deploy them into a file when they are ready.

This chapter has some ACL examples which will walk you through the process of defining ACL definitions, and a reference of all possible important ACL settings.

Warning

The default user 'root@localhost' is not affected by the Ticket ACLs

1.2. Ufafanuzi

The ACL definition can be split into two big parts, 'Matching' and 'Change'. In the matching sections the ACLs contains attributes that has to be met in order to use the ACL. If the attributes defined in the ACL does not match with the attributes that are sent, then the ACL does not take any affect, but any other match ACL will. The change sections contains the rules to reduce the possible options for a ticket.

Matching Sections

- `Properties`

  This section contains matching options that can be changed on the fly. For example on a ticket creation time the data of the ticket changes dynamically as the agent sets the information. If an ACL is set to match a ticket attribute then only when the matching attribute is selected the ACL will be active and might reduce other ticket attributes, but as soon as another value is selected the ACL will not take any affect.

- `PropertiesDatabase`

  This section is similar to `Properties` but does not take changes in ticket attributes that are not saved into the DataBase, this means that changing an attribute without submit will not make any effect. This section is not use for ticket creation screens (as tickets are not yet created in the Database).

Change Sections

- `Possible`

Possible section resets the data to be reduce to only the elements that are set in this section.

- `PossibleAdd`

  Elements in PossibleAdd section add missing elements that were reduced in other ACLs. PossibleAdd is only used in together with other ACLs that have Possible or PossibleNot sections.

- `PossibleNot`

  This section is used to remove specific elements from the current data. It could be used stand alone or together with other ACLs with a Possible or PossibleAdd sections.

In order to make the development of ACLs easier and more powerful there is a set of so called modifiers for the attributes on each section. This modifiers are explained below:

Modifiers

- [Not]

  This modifier is used to negate a value for example: '[Not]2 low' in this case talking about ticket priorities will be the same as to have: '1 very low', '3 normal', '4 high', '5 very high'.

- [RegExp]

  It is use to define a regular expression for matching several values, for example '[RegExp]low' talking about priorities is the same as '1 very low', '2 low'.

- [regexp]

  It is very similar to [RegExp] but it is case insensitive.

- [NotRegExp]

  Negated regular expressions for example '[NotRegExp]low' talking about priorities is the same as '3 normal', '4 high', '5 very high'.

- [Notregexp]

  It is very similar to [NotRegExp] but it is case insensitive.

1.3. Mifano

The following examples are shown in both ways graphical and text based.

Example 5.1. ACL inayoruhusu uingizwaji kwenye foleni wa tiketi zenye kipaumbele cha tiketi 5.

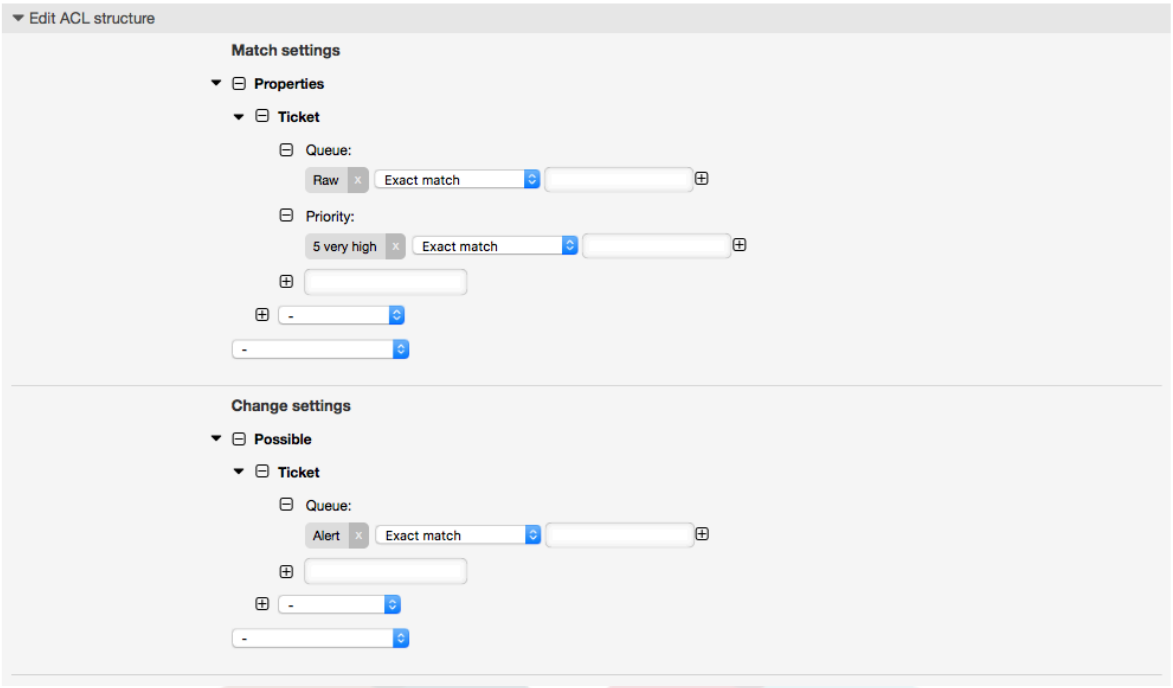
This example shows you the basic structure of an ACL. First, it needs to have a name. In this case, it is "100-Example-ACL". Note that the ACLs will be numerically sorted before execution, so you should use the names carefully.

Secondly, you have a "Properties" section which is a filter for your tickets. All the criteria defined here will be applied to a ticket to determine if the ACL must be applied or not. In our example, a ticket will match if it is in the queue "Raw" and has priority "5 very high". This is also affected by changes in the form (e.g. if the ticket is the queue "Raw" and had

a priority "3 normal" at this moment the ACL will not match, but then priority drop-down is selected and the priority is changed now to "5 very high" then will also match).

Mwisho, kifungu "Inawezekana" inafafanua mabadiliko ya skrini. Katika kesi hii, kutoka kwenye foleni zinazopatikana, foleni "Tahadhari" tu inaweza kuchaguliwa katika skrini ya tiketi.

Figure 5.1. ACL 100-Example-ACL

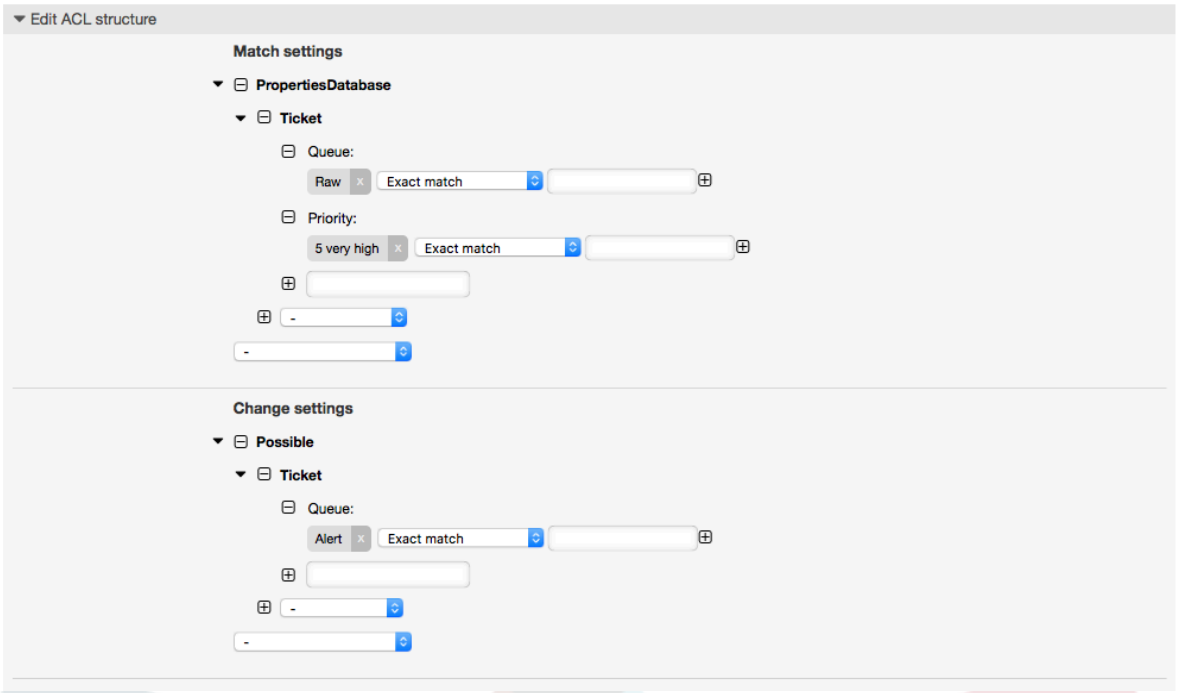



```
# ticket acl
$Self->{TicketAcl}->{'100-Example-ACL'} = {
    # match properties
    Properties => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
            Priority => ['5 very high'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Alert'],
        },
    },
};
```

Example 5.2. ACL inaruhusu uingiaji kwenye foleni kwa zile tiketi zenye kipaumbele cha tiketi 5 na zimehifadhiwa kwenye hifahdidata.

Huu mfano ni sawa na uliopita, lakini katika kesi hii tiketi za kwenye foleni "Mbichi" na zenye kipaumbele "5 cha juu sana", zote zikiwa kwenye hifadhidata zitafanana. Hii aina ya ACL haiweki maanani mabadiliko katika muundo kabla tiketi haijasasishwa kwenye hifadhidata.

Figure 5.2. ACL 102-Example-ACL

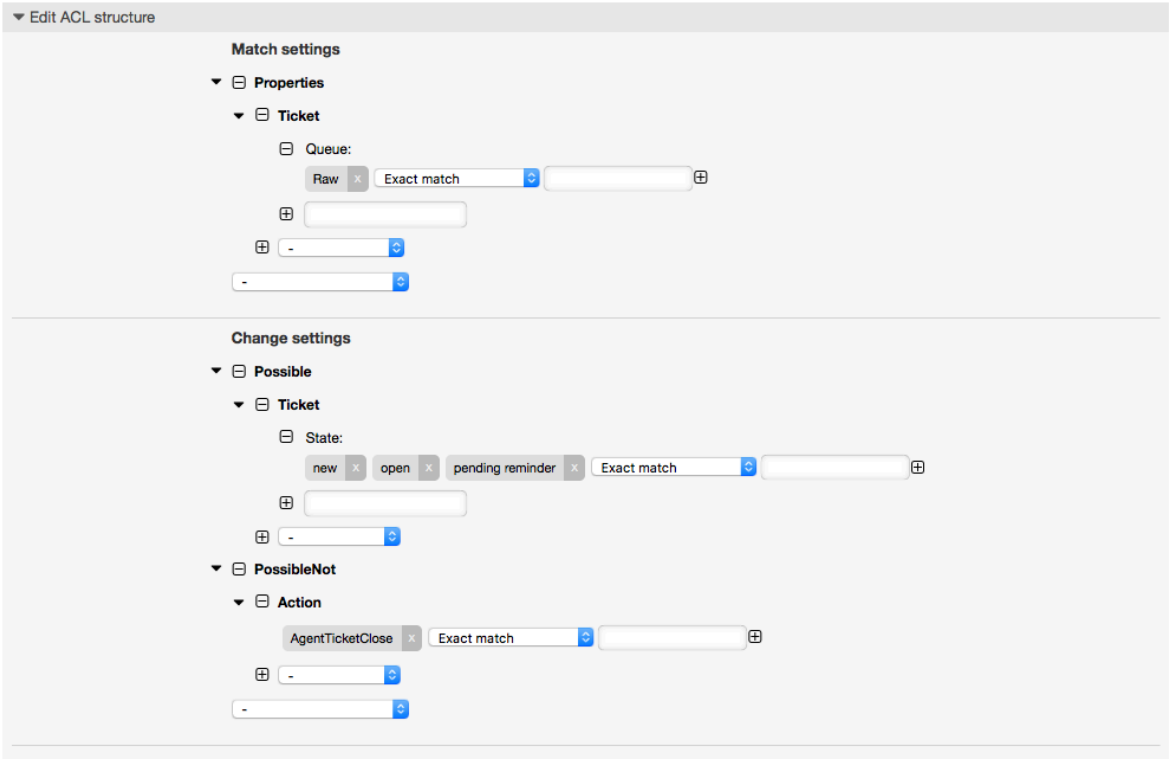



```
# ticket acl
$Self->{TicketAcl}->{'102-Example-ACL'} = {
    # match properties
    PropertiesDatabase => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
            Priority => ['5 very high'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Alert'],
        },
    },
};
```

Example 5.3. ACL ikilemaza ufungaji wa tiketi katika foleni mbichi, na kuficha kitufe cha kufunga.

Hapa unaweza kuona jinsi sehemu ya tiketi (hali) inavyoweza kuchujwa na zaidi ya thamani moja ya kuchagua. Pia inawezekana kuweka kikomo cha vitendo vinavyoweza kutekelezeka kutoka kwenye tiketi. Katika kesi hii tiketi haiwezi kufungwa.

Figure 5.3. ACL 102-Second-Example-ACL

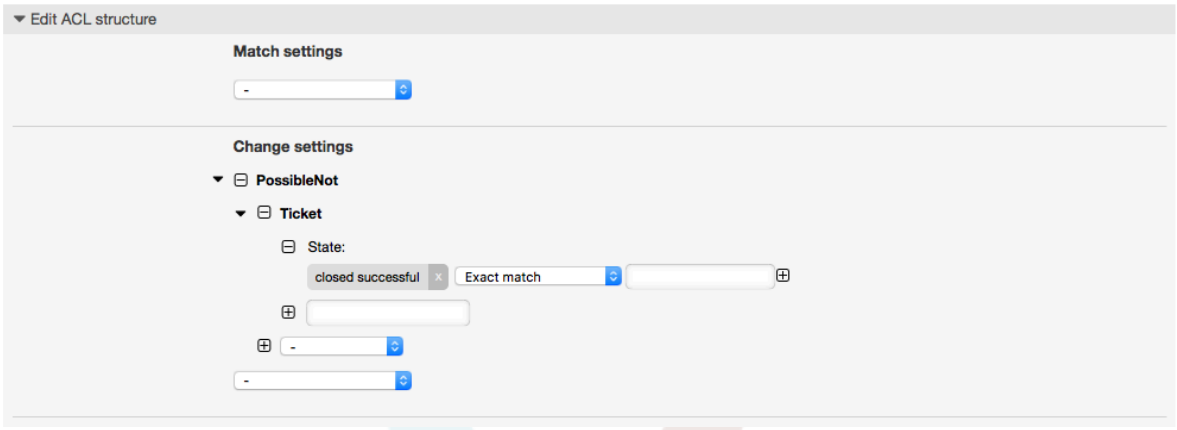



```
$Self->{TicketAcl}->{'102-Second-Example-ACL'} = {
    # match properties
    Properties => {
        # current ticket match properties
        Ticket => {
            Queue => ['Raw'],
        }
    },
    # return possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            State => ['new', 'open', 'pending reminder'],
        },
    },
    # return also not possible options (black list)
    PossibleNot => {
        # not possible action options
        Action => [ 'AgentTicketClose' ],
    },
};
```

Example 5.4. Uondoaji wa ACL una hali imefungwa kikamilifu mara zote.

Huu mfano unaonyesha jinsi inavyowezekana kufafanua vichujio hasi (hali "imefungwa kwa mafanikio" itaondolewa). Pia unaweza kuona kutofafanua sifa za kufanana za tiketi itafananisha tiketi yoyote, ikimaanisha ACL itatumika mara zote. Hii itakuwa na manufaa kama utataka kuficha baadhi ya thamani kwa chaguo-msingi, na kuziwezesha katika hali maalumu (mf. kama wakala yupo kwenye kundi maalumu).

Figure 5.4. ACL 103-Third-ACL-Example

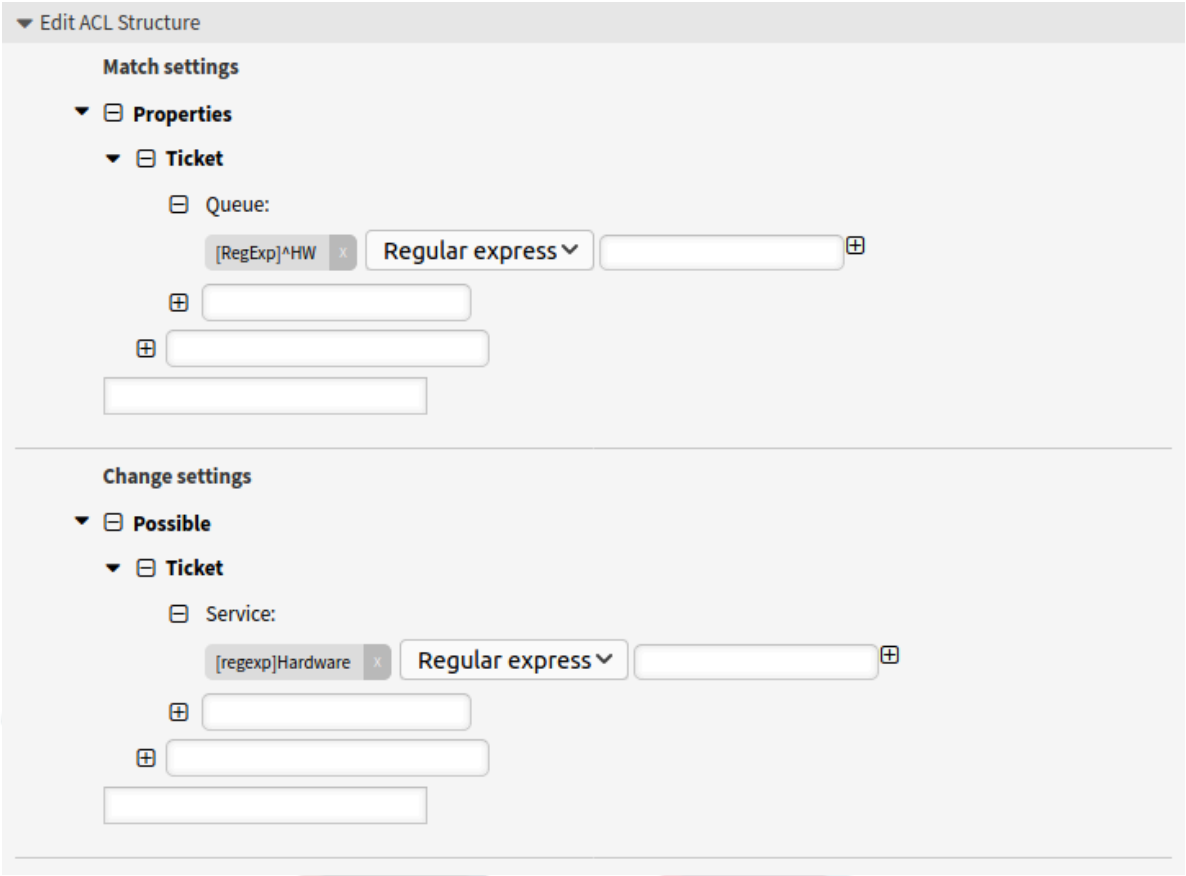



```
$Self->{TicketAcl}->{'103-Third-ACL-Example'} = {
    # match properties
    Properties => {
        # current ticket match properties (match always)
    },
    # return possible options
    PossibleNot => {
        # possible ticket options
        Ticket => {
            State => ['closed successful'],
        },
    },
};
```

Example 5.5. ACL inaonyesha huduma za Vifaa kwa ajili ya tiketi ambazo zinatengenezwa kwenye foleni zinazoanza na "HW"

Huu mfano unaonyesha jinsi unavyoweza kutumia semi za kawaida kufananisha tiketi na kuchuja machaguo yaliyopo.

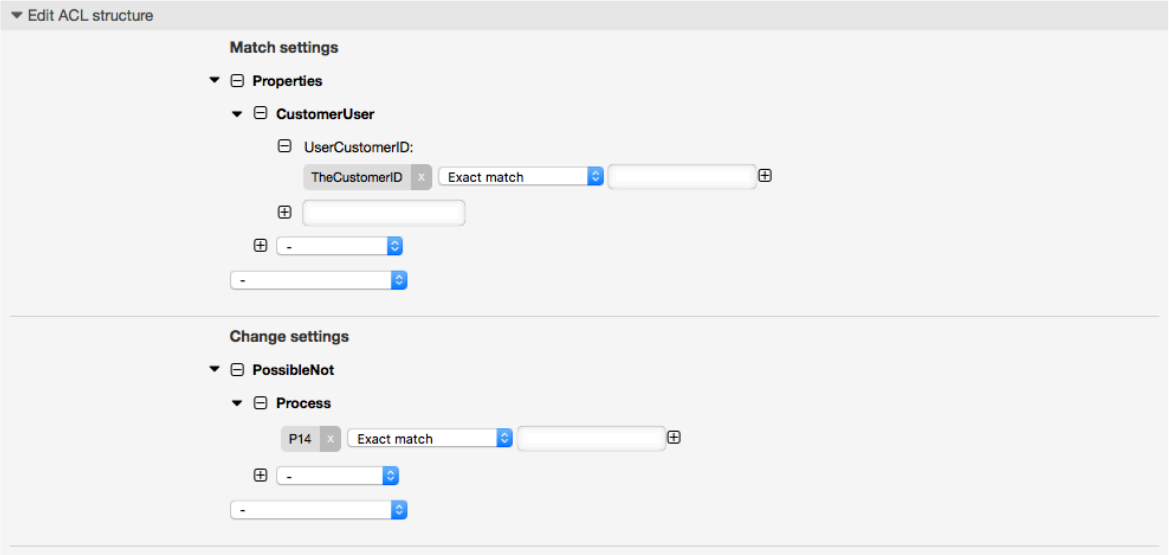
Figure 5.5. ACL 104-Only-Hardware-Services-for-HW-Queues-ACL




```
$Self->{TicketAcl}->{'104-Only-Hardware-Services-for-HW-Queues-ACL'} = {
    # match properties
    # note we don't have "Ticket => {" because there's no ticket yet
    Properties => {
    Queue => {
        Name => ['[RegExp]^HW'],
        }
    },
    # return possible options
    Possible => {
        # possible ticket options
        Ticket => {
            Service => ['[regexp]Hardware'],
        },
    },
};
```

Example 5.6. ACL to restrict a Process in the customer frontend using the CustomerID.

Figure 5.6. ACL 105-Disallow-Process-For-CustomerID




```
$Self->{TicketAcl}->{"105-Disallow-Process-For-CustomerID"} = {
    'Possible' => {},
    'PossibleNot' => {
        'Process' => [
            'P14'
        ]
    },
    'Properties' => {
        'CustomerUser' => {
            'UserCustomerID' => [
                'CustomerID'
            ]
        }
    },
    'PropertiesDatabase' => {},
    'StopAfterMatch' => 0
};
```

1.4. Marejeo

Kwenye mfano chini kuna orodha ya parameta zote ambazo zinaweza kutumika na ACLs.

Please see the section on ACLs in the ProcessManagement documentation for a detailed description of how to use ACLs for process tickets.

Example 5.7. Rejea inayoonyesha mipangilio yote muhimu ya ACLs.

```
# ticket acl
$Self->{TicketAcl}->{'200-ACL-Reference'} = {
    # match properties (current values from the form)
    Properties => {

        # the used frontend module
        Frontend => {
            Action => ['AgentTicketPhone', 'AgentTicketEmail'],
        },
```

```
        # the logged in agent
        User => {
            UserLogin => ['some login'],
            Group_rw => [
                'hotline',
            ],
            Role => [
                'admin',
            ],
            # ...
        },

        # the logged in customer
        CustomerUser => {
            UserLogin => ['some login'],
            UserCustomerID => ['some customer id'],
            Group_rw => [
                'hotline',
            ],
            # ...
        },

        # process properties
        Process => {
            ProcessEntityID        => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb'],
# the Process that the current ticket is part of
            ActivityEntityID       => ['Activity-f8b2fdebe54eeb7b147a5f8e1da5e35c'],
# the current Activity of the ticket
            ActivityDialogEntityID => ['ActivityDialog-aff0ae05fe6803f38de8fff6cf33b7ce'],
# the current ActivityDialog that the Agent/Customer is using
        },

        # ticket properties
        Queue => {
            Name     => ['Raw'],
            QueueID  => ['some id'],
            GroupID  => ['some id'],
            Email    => ['some email'],
            RealName => ['OTRS System'],
            # ...
        },
        Service => {
            ServiceID => ['some id'],
            Name      => ['some name'],
            ParentID  => ['some id'],
            # ...
        },
        Type => {
            ID   => ['some id'],
            Name => ['some name'],
            # ...
        },
        Priority = {
            ID   => ['some id'],
            Name => ['some name'],
            # ...
        },
        SLA = {
            SLAID    => ['some id'],
            Name     => ['some name'],
            Calendar => ['some calendar'],
            # ...
        },
        State = {
            ID       => ['some id'],
            Name     => ['some name'],
            TypeName => ['some state type name'],,
            TypeID   => ['some state type id'],
            # ...
        },
        Owner => {
            UserLogin => ['some login'],
```

```
            Group_rw => [
                'some group',
            ],
            Role => [
                'admin',
            ],
            # ...
        },
        Responsible => {
            UserLogin => ['some login'],
            Group_rw => [
                'some group',
            ],
            Role => [
                'admin',
            ],
            # ...
        },
        DynamicField => {
            # Names must be in DynamicField_<field_name> format.
            # Values in [ ... ] must always be the untranslated internal data keys
            #   specified in the dynamic field definition and
            #   not the data values shown to the user.
            DynamicField_Field1          => ['some value'],
            DynamicField_OtherField      => ['some value'],
            DynamicField_TicketFreeText2 => ['some value'],
            # ...
        },
        # alternatively, ticket properties can be specified in the ticket hash
        Ticket => {
            Queue                => ['Raw'],
            State                => ['new', 'open'],
            Priority             => ['some priority'],
            Lock                 => ['lock'],
            CustomerID           => ['some id'],
            CustomerUserID       => ['some id'],
            Owner                => ['some owner'],
            DynamicField_Field1  => ['some value'],
            DynamicField_MyField => ['some value'],
            # ...
        },
    },

    # match properties (existing values from the database)
    PropertiesDatabase => {
        # See section "Properties", the same config can be used here.
        # ...
    }

    # reset possible options (white list)
    Possible => {
        # possible ticket options (white list)
        Ticket => {
            Queue => ['Hotline', 'Coordination'],
            State => ['some state'],
            Priority => ['5 very high'],
            DynamicField_Field1  => ['some value'],
            DynamicField_MyField => ['some value'],
            # ...
            NewOwner => ['some owner'],
            OldOwner => ['some owner'],
            # ...
        },

        # Limit the number of possible ActivityDialogs the Agent/Customer
        #   can use in a process ticket.
        ActivityDialog => ['AD1', 'AD3'],

        # Limit the number of possible Processes that can be started
        Process => ['Process-9c378d7cc59f0fce4cee7bb9995ee3eb',
'Process-12345678901234567890123456789012'],
```

```
        # possible action options (white list)
        Action => [
            'AgentTicketBounce',
            'AgentTicketPhone'.      # only used to show/hide the Split action
            'AgentLinkObject',       # only used to show/hide the Link action
            # ...
        ],
    },
    # add options (white list)
    PossibleAdd => {
        # See section "Possible"
        # ...
    },
    # remove options (black list)
    PossibleNot => {
        # See section "Possible"
        # ...
    },
};
```

Note

Wakati wa kufananisha ACL ikiwa parameta ya KitambulishoChaMtejaMtumiaji imetumwa, utaratibu wa ACL utafananisha ACL zilizofafanuliwa kwa kutumia KitambulishoChaMtumiajiMteja kukusanya undani wa MtejaMtumiaji ili kujaza hash ya MtejaMtumiaji na pia inabadilisha taarifa za Mteja katika hash ya Tiketikwa ajili ya sifa kufanana. Kwa upande mwingine haya mahesabu pia yanafanywa kwa ajili ya upande wa SifaZaHifadhidata, lakini kwa kutumia Mteja wa Tiketi kama msingi wa kukusanya data.

Tambua kwamba katika Kiolesura cha Mteja, Kitambulisho cha MtejaMtumiaji kinatumwa mara zote na Mtumiaji Mteja aliye kwenye mfumo.

Be aware that in ticket search screens (AgentTicketSearch and CustomerTicketSearch) the only affected attributes by ACLs are the Dynamic Fields. This means that this screens you can not restrict any other attribute like ticket type, state, queue, etc.

From OTRS 4 the 'Action' parameter is not longer a hash but an array reference and it can be used in any of the Change sections using any of the Modifiers.

2. Usimamizi wa mchakato

2.1. Utangulizi

Hiki kipengele cha OTRS kinakuruhusu kutengeneza michakato (mitiririko ya kazi) katika mfumo wa tiketi. Wazo la msingi ni kufafanua michakato inayojirudia, na kugawa kazi kwa watu tofauti, na pia kuongoza maendeleo ya mchakato katika njia tofauti kutegemeana na vigezo fulani.

2.2. Mchakato wa mfano

Tuone mfano ili kuona zaidi inavyofanyika. Tutafafanua mchakato wa kuoda kitabu:

2.2.1. Ku rekodi mahitaji

Kabla oda haijawekwa, maombi ya fasihi ya mwajiriwa yatarekodiwa. Kitabu kifuatacho kitahitajika katika mfano wetu:

```
Title: Prozessmanagement für Dummies
Autor: Thilo Knuppertz
```

ISBN: 3527703713

2.2.2. Imehakikiwa na meneja

Kiongozi wa idara ya wafanya kazi inabidi aamue kwenye oda. Kama imekataliwa, sababu lazima irekodiwe na meneja. Kama imekubaliwa, oda inapitishwa kwenda kwa idara ya manunuzi.

2.2.3. Idara chakatishi ya manunuzi

Manunuzi sasa yana kazi ya kujua wapi oda ya kitabu itafanywa penye masharti mazuri. Kama vimeisha, inaweza kurekodiwa kwenye oda. Kama oda imefanikiwa manunuzi atarekodi msambazaji, bei na tarehe ya kuwasilisha.

2.2.4. Chumba chakatishi cha barua pepe

Vilivyosafirishwa vitawasili kwenye kampuni. Idara ya mali zinazoingia itakagua vilivyosafirishwa na kurekodi siku ya kupokea. Sasa wafanyakazi watapewa taarifa kwamba oda yao imewasili na iko tayari kuchukuiwa.

2.3. Kutekeleza mfano

Kama tukiamini kwamba tiketi inatenda kama waraka unao andamana nao katika huu mtiririko wa kazi ambao unaweza kupokea notisi za mabadiliko, sasa tuna picha kamili ya tiketi za mchakati.

Kutoka kwenye uchambuzi wa mchakato wa mfano tunaweza kubainisha vifaa muhimu vifuatavyo:

- Uwezekano wa kurekodi data, tuziite *Maongezi ya Shughuli*,
- Inaangalia ipi itabadilika kiotomatiki na data zilizobadilishwa, tuziite *Mapito*,
- mabadiliko yanayoweza kufanyika kwenye tiketi ya mchakato baada ya kufanikiwa kwa mapito ya tiketi ya mchakato, tuyaite *Vitendo vya Mpito*.

Pia tunahitaji vifaa vya ziada ambavyo si dhahiri:

- Uwezekano wa upatikanaji wa Maongezi ya Shughuli zaidi ya aina moja. Katika mfano wetu hii inahitajika pale msimamizi inabidi apate machaguo kati ya "Kubali" na "Kataa". Hii tuiite *Shughuli*.

Sasa, tukiwa na Shughuli, Maongezi ya Shughuli, Mapito na Vitendo vya Mpito tuna vifaa vinavyohitajika ili kutengeneza moduli ya hatua binafsi za mfano wetu. Kinachobakia ni eneo ambalo kila mtiririko wa kazi mpangilio wa ngazi unaweza kuwekwa bayana. Hii tuiite *Mchakato*. Ili tuweze kurejea kwenye hivi vyombo baadae, tutazipa vifupisho katika mabano. Huu ufupisho unategemeana na utaratibu wa ndani wa utambulisho uitwao Kitambulisho cha Chombo.

Vitambulisho vya Chombo vinafanana na vina herufi moja au mbili (kutegemeana na mchakato au chombo) na baada ya hapo mfululizo wa namba, mifano:

- Mchakato: 'P1', 'P2' ... 'Pn'.
- Shughuli: 'A1', 'A2' ... 'An'.
- Maongezi ya Shughuli: 'AD1', 'AD2' ... 'ADn'.
- Mpito: 'T1', 'T2' ... 'Tn'.
- Vitendo vya Mpito: 'TA1', 'TA2' ... 'TAn'.

Kabla ya utengenezaji wa mchakato na viji sehemu vyake ni muhimu kuuandaa mfumo, tutahitaji kufafanua baadhi ya Foleni, Watumiaji na Sehemu Zinazobadilika na pia kuseti baadhi ya machaguo ya SysConfig.

Tengeneza foleni zifuatazo:

- Usimamizi
- Wafanyakazi
- Ununuzi
- Ofisi ya posta

Tengeneza watumiaji wafwatao:

- Meneja
- Mfanyakazi

Tengeneza Sehemu Zinazobadilika zifuatazo:

- Mada

Lebo	Mada
Aina	Nakala
Kitu	Tiketi

- Mwandishi

Lebo	Mwandishi
Aina	Nakala
Kitu	Tiketi

- ISBN

Lebo	ISBN
Aina	Nakala
Kitu	Tiketi

- Hali

Lebo	Hali
Aina	Kunjuzi
Kitu	Tiketi
Thamani ziwezekanazo	• Kibali • Kibali kimekataliwa • Kubaliwa • Oda imekataliwa • Oda imewekwa • Vilivyosafirishwa vimepokelewa

Kumbuka: Tafadhali tumia thamani hizi ziwezekanazo kwa "Ufunguo" na "Thamani" kwenye usanidi wa Sehemu Zinazobadilika.

- Msambazaji

Lebo	Msambazaji
Aina	Nakala
Kitu	Tiketi

- Bei

Lebo	Bei
Aina	Nakala
Kitu	Tiketi

- TarehеUwasilishaji

Lebo	Tarehe ya uwasilishaji
Aina	Tarehe
Kitu	Tiketi

- TarehеYaKupokea

Lebo	Tarehe Ya Kupokea
Aina	Tarehe
Kitu	Tiketi

Seti mipangilio ifuatayo ya SysConfig:

- 'Tiketi::Kuwajibika':Ndio
- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups':

Ufunguo:	***Maudhui:***
Kitabu	Mada, Mwandishi, ISBN
Ujumla	Hali
Oda	Bei, Msambazaji, TarehеUwasilishaji
Usafirishaji	TarehеYaKupokea

- 'Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField':

Ufunguo:	***Maudhui:***
Mwandishi	1
TarehеYaKupokea	1
TarehеUwasilishaji	1
ISBN	1
Bei	1
Hali	1
Msambazaji	1
Mada	1

Sasa tuanze na mambo ya kweli ya Usimamizi wa Mchakato. Katika hatua inayofwata, tutafafanua vyombo vyenyewe tunavyohitaji.

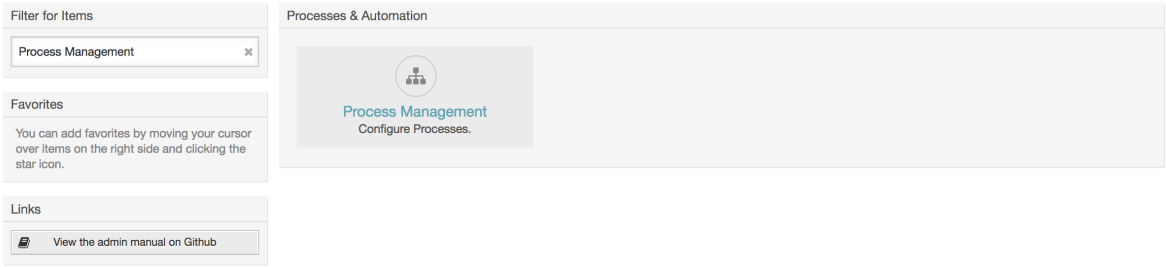
2.3.1. Mchakato (kama chombo)

Kutengeneza mchakato mpya ni muhimu kubofya kwenye kiungo cha "Usimamizi wa Mchakato" katika boksi la Usimamizi wa Mfumo katika paneli ya Msimamizi, hii itakupeleka kwenye skrini ya Mapitio ya Usimamizi wa Mchakato. Baada ya utengenezaji wa mchakato tunaweza kutengeneza vyombo vingine vyote (au sehemu za mchakato).

Note

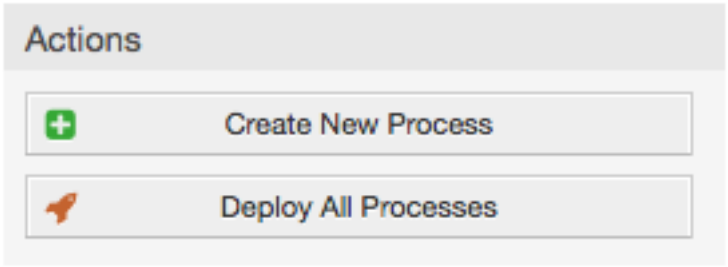
Shughuli, Maongezi ya Shughuli, Mapito na Vitendo vya Mpito vilivyofafanuliwa kwenye mchakato mmoja vitapatikana kwa kila michakato ya mfumo.

Figure 5.7. OTRS Admin screen - System Administration



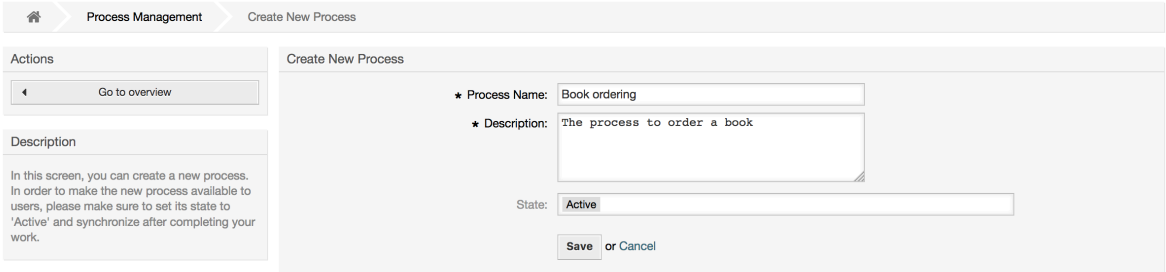
Bonyeza kitendo cha "Tengeneza mchakato mpya" kutoka kwenye boksi la vitendo.

Figure 5.8. Kitufe cha kutengeneza mchakato mpya



Jaza taarifa za mchakato, seti Jina la Mchakato na Undani wake, tutaacha Hali ya mchakato kuwa iliyo "Lemazwa", mpaka tumalize kazi zote. Hifadhi mchakato.

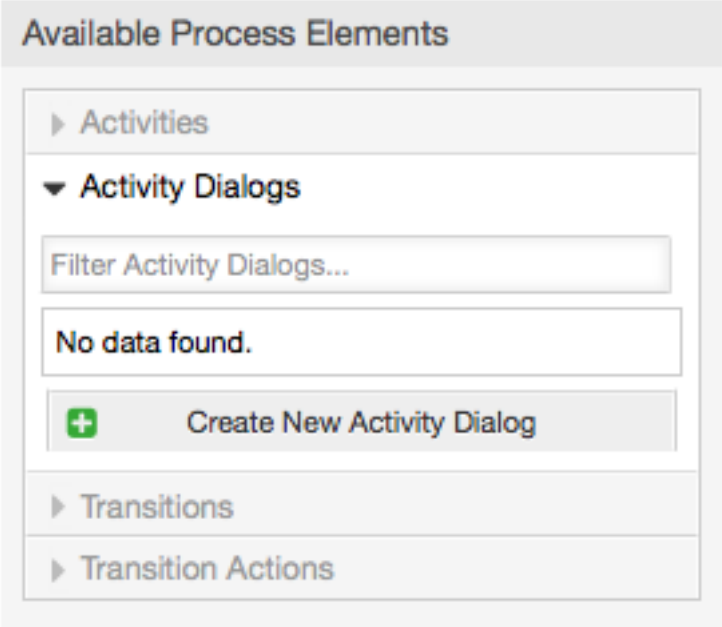
Figure 5.9. Ongeza mchakato mpya



2.3.2. Maongezi ya Shughuli

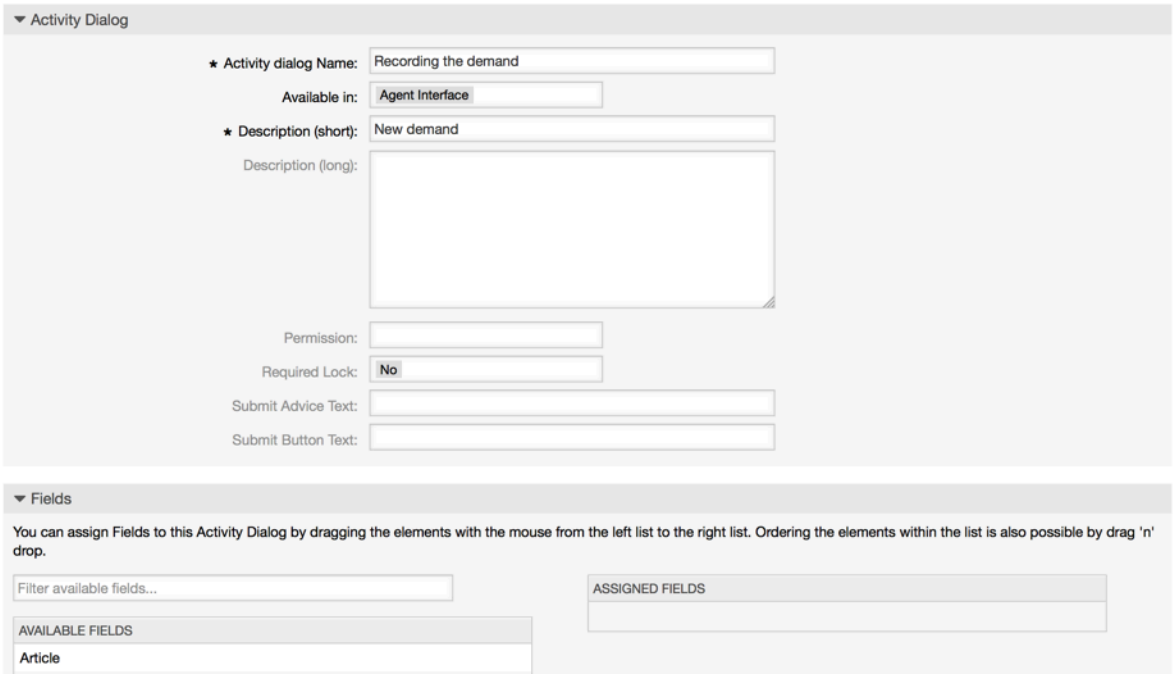
Click on the new process name in the Process Management Overview Screen, then in the "Available Process Elements" click in "Activity Dialogs" (this action will expand the activity dialog options and will collapse all others doing an accordion like effect), then click on "Create New Activity Dialog".

Figure 5.10. Tengeneza Kitufe cha Maongezi ya Shughuli kipya



In the opened popup screen fill the "Activity dialog Name" as well as the "Description (short)" fields, for this example we will leave all other fields as the default, to assign fields to the Activity Dialog simple drag the required field from the "Available Fields" pool and drop into the "Assigned Fields" pool. The order in the "Assigned Fields" pool is the order as the fields will have in the screen, to modify the order simply drag and drop the field within the pool to rearrange it in the correct place.

Figure 5.11. Ongeza Maongezi ya Shughuli mapya



As soon as the fields are dropped into the "Assigned Fields" pool another popup screen is shown with some details about the field, we will leave the default options and only for Article fields we should make sure that the CommunicationChannel field is set to "Internal" and that the IsVisibleForCustomer is not active.

Figure 5.12. Hariri undani wa uga (Makala)

Baada ya sehemu zote kupewa thamani bofya kitufe cha kuwasilisha katika skrini kuu ibukizi kuhifadhi mabadiliko.

Katika mfano huu tutatumia sehemu ya Makala kwa ajili ya maoni, lakini chaguo Ingine linaweza kuwa kutengeneza EneoLaNakala la aina Sehemu Inayobadilika, sehemu zilizobaki ambazo zimetajwa katika mistari chini ni Sehemu Zinazobadilika ambazo tumefafanua kabla.

Please be aware that in this screen all the Dynamic Fields has the prefix "DynamicField_" as in "DynamicField_Title". Do not confuse with the field "Title" that is the Ticket Title.

Tengeneza Maongezi ya Shughuli yafwatayo:

- "Kurekodi mahitaji" (AD1)

  Maongezi ya Shughuli yenye sehemu zote zinazoitajika ili data ikusanywe kwa oda (Kichwa cha habari, Mwandishi na ISBN), na sehemu ya Haliyenye uwezekano wa kuchagua "Kibali".

- "Kibali kimekataliwa" (AD2)

  Maongezi ya Shughuli yenye sehemu ya kuweka maoni (Makala) na sehemu ya Hali yenye chaguo "Kibali kimekataliwa".

- "Kubaliwa" (AD3)

  Hapa tunahitaji hali ya uga wenye chaguo "Kubaliwa"

- "Oda imekataliwa" (AD4)

  Maongezi ya shughuli yanayowezesha kununua ili kukataa oda isiyowezekana (kulipia mzigo kabla ikiwa hisa zimeisha). Hapa pia tunahitaji sehemu ya maoni na sehemu ya Hali yenye chaguo "Oda imekataliwa"

- "Oda imewekwa" (AD5)

  Maongezi ya Shughuli yenye sehemu Msambazaji, Bei na tarehe ya Uwasilishaji kwa manunuzi na sehemu ya Hali yenye chaguo "Oda imewekwa".

- "Vilivyosafirishwa vimepokelewa" (AD6)

  Shughuli ya kwenye chumba cha barua yenye sehemu ya Tarehe ya upokeaji na sehemu ya Hali yenye chaguo "Vilivyosafirishwa vimepokelewa".

To restrict the Status field for each activity dialog we need to add some ACLs in the `Kernel/Config.pm` or to a new Perl file located in `Kernel/Config/Files`.

```
$Self->{TicketAcl}->{'P1-AD1-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD1'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approval'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD2-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD2'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approval denied'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD3-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD3'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Approved'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD4-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD4'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Order denied'],
        },
    },
};

$Self->{TicketAcl}->{'P1-AD5-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD5'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Order placed'],
        },
```

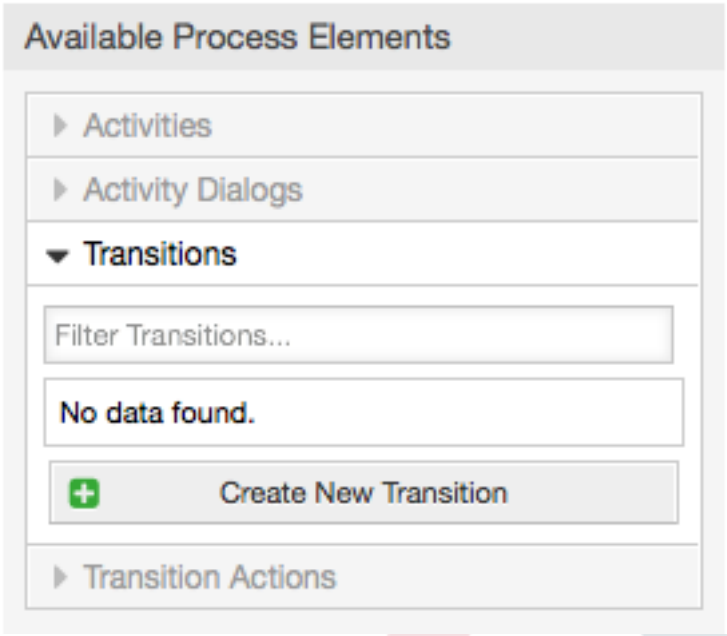
```
    },
};

$Self->{TicketAcl}->{'P1-AD6-1'} = {
    Properties => {
        Process => {
            ActivityDialogEntityID => ['AD6'],
        },
    },
    Possible => {
        Ticket => {
            DynamicField_Status => ['Shipment received'],
        },
    },
};
```

2.3.3. Mapito

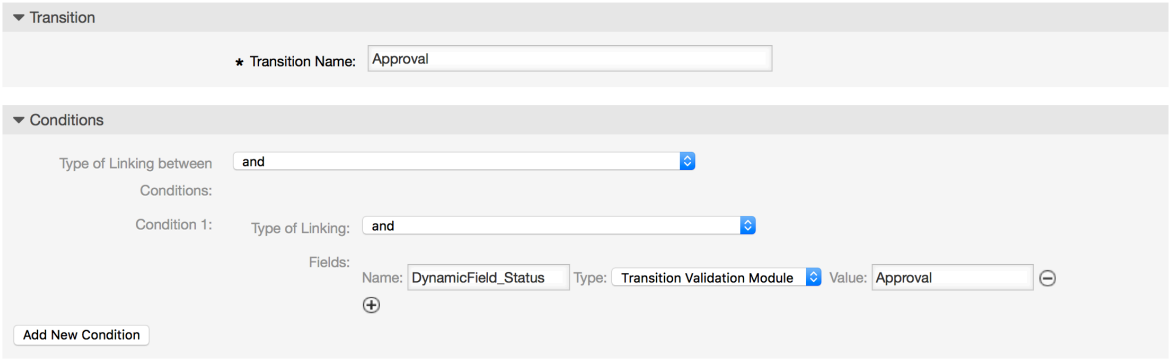
Kwenye "Elementi Zinazopatikana za Mchakato" bofya kwenye "Mapito", kisha bofya "Tengeneza Mpito Mpya"

Figure 5.13. Tengeneza kitufe kipya cha mpito



Katika skrini ibukizi iliyofunguliwa jaza "Jina la Mpito", kisha kwenye masharti, kwa mfano huu tumia sharti moja tu na sehemu moja, kwa zote tunaweza kuacha Aina ya muunganiko kama "na" na tutatumia thamani ya aina ya kufanana kama "Tungo".

Figure 5.14. Ongeza mpito mpya



Baada ya masharti yote kusetiwa bofya kwenye kitufe cha kuhifadhi kuhifadhi mabadiliko.

Tengeneza Mapito yafuatayo:

- "Kibali" (T1)

  Mpito unaokagua kama Sehemu ya Hali imesetiwa kuwa "Kibali".

- "Kibali kimekataliwa" (T2)

  Mpito unaokagua kama Sehemu ya Hali imesetiwa kuwa "Kibali kimekataliwa".

- "Kubaliwa" (T3)

  Mpito unaokagua kama Sehemu ya Hali imesetiwa kuwa "Kubaliwa".

- "Oda imekataliwa" (T4)

  Mpito unaokagua kama sehemu ya Hali imesetiwa kuwa "Oda imekataliwa".

- "Oda imewekwa" (T5)

  Mpito unaokagua kama sehemu ya Hali imesetiwa kuwa "Oda imewekwa".

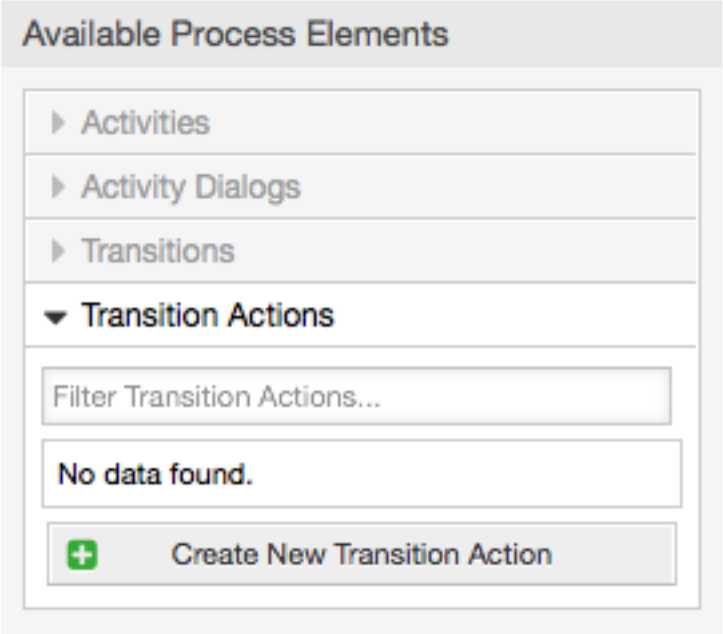
- "Vilivyosafirishwa vimepokelewa" (T6)

  Mpito unaokagua kama sehemu ya Hali imesetiwa kuwa "Vilivyosafirishwa vimepokelewa".

2.3.4. Vitendo vya mpito

Bofya kwenye "Vitendo vya Mpito" katika "Elementi za Michakato Zilizopo", kisha bofya "Tengeneza Kitendo Kipya cha Mpito".

Figure 5.15. Tengeneza kitufe kipya cha vitendo vya mpito



In the opened popup screen fill the "Transition Action Name", and the "Transition Action module" then add the required and optional parameter names and values.

All the Transition Action Modules are located in `Kernel/System/ProcessManagement/TransitionAction` and the following is the list of bundled Transition Actions included in this release:

- SetiSehemuInayobadilika
- TengenezaTiketiMakala
- TengenezaTiketi
- SetiTiketiMteja
- SetiKitasaTiketi
- SetiMwenyeTiketi
- SetiFoleniTiketi
- SetKuwajibikaTiketi
- SetiHudumaTiketi
- SetiSLATiketi
- SetiHaliTiketi
- SetiMadaTiketi
- SetiAinaTiketi

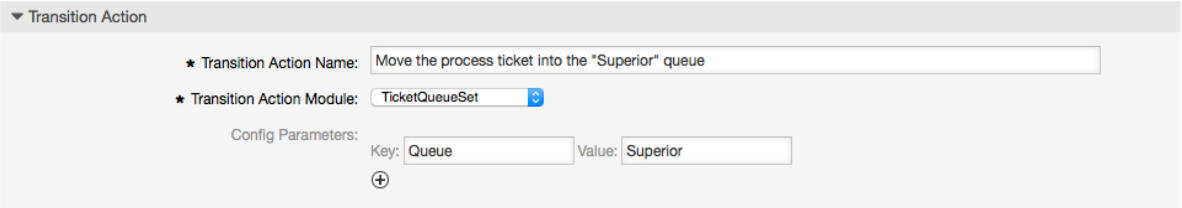
Kila moduli ina parameta zake tofauti. Tafadhali pitia nyaraka za moduli ili kujifunza parameta zote zinazohitajika na za hiari.

Note

From OTRS 4.0.1, parameters are not longer mandatory fixed values, but instead, they can inherit from the original ticket using format: <OTRS_Ticket_property>.

From OTRS 4.0.6, the format <OTRS_TICKET_property> is now supported, older format is still usable, but deprecated as it will be dropped in further versions.

Figure 5.16. Ongeza vitendo vya mpito mpya



Baada ya parameta na thamani zote kusetiwa bofya kitufe kuwasilisha ili kuhifadhi mabadiliko.

Tengeneza vitendo vya mpito vifwatavyo:

- "Peleka tiketi ya mchakato kwa Foleni ya 'Usimamizi' (TA1)

  Hiki kitendo kinatakiwa kutekelezwa wakati Mpito "Kibali" (T1) umetumika.

- "Badilisha tiketi inayowajibika kwa 'manager'" (TA2)

  Itatekelezwa pale mpito "Kibali" (T1) umetumika.

- "Move process ticket into the 'Employees' queue" (TA3)

  Itatekelezwa wakati:

  - Mpito "Kibali kimekataliwa" (T2) umetumika
  - Mpito "Oda imekataliwa" (T4) umetumika
  - Mpito "Vilivyosafirishwa vimepokelewa" (T6) umetumika

- "Badilisha tiketi inayowajibika kwa 'Mwajiriwa'" (TA4)

  Itatekelezwa wakati:

  - Mpito "Kibali kimekataliwa" (T2) umetumika
  - Mpito "Oda imekataliwa" (T4) umetumika
  - Mpito "Vilivyosafirishwa vimepokelewa" (T6) umetumika

- "Peleka tiketi ya mchakato kwa Foleni ya 'Manunuzi'" (TA5)

  Itatekelezwa pale mpito "Imekubaliwa" (T3) umetumika.

- "Peleka tiketi za mchakato kwenye Foleni ya 'Ofisi ya posta'" (TA6)

  Itatekelezwa pale mpito "Oda imewekwa" (T5) umetumika.

- "Kufunga tiketi kumefanikiwa" (TA7)

  Itatekelezwa wakati:

  - Mpito "Vilivyosafirishwa vimepokelewa" (T6) umetumika

- "Kufunga tiketi hakujafanikiwa" (TA8)

  Itatekelezwa wakati:

- Mpito "Kibali kimekataliwa" (T2) umetumika
- Mpito "Oda imekataliwa" (T4) umetumika

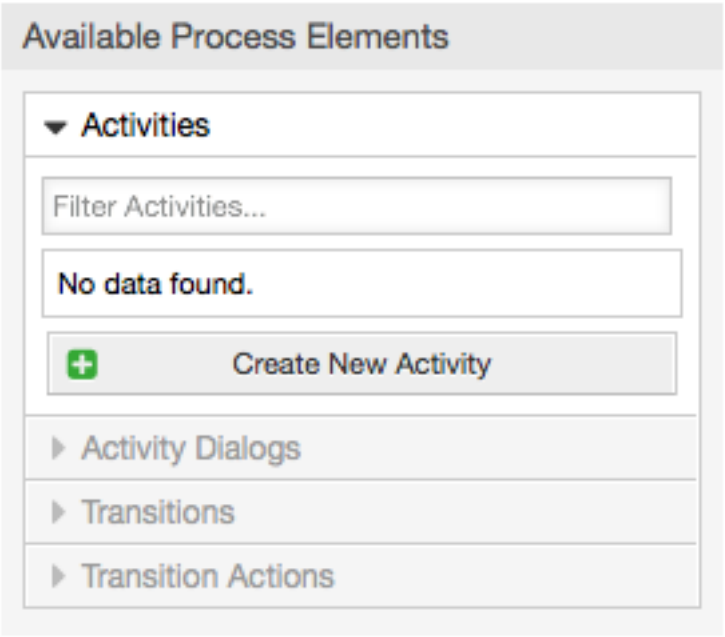
Kama unavyo ona, kuna sehemu ambazo vitendo vya mpito vile vile vitatekelezwa. Hivyo ni busara kuwezesha muunganiko wa Vitendo vya Mpito na Mapito kirahisi ili kuweza kurudia kuvitumia.

2.3.5. Shughuli

Tumechagua mbinu ya kuona shughuli kama kikapu ambacho kina Maongezi ya Shughuli.

Bofya "Shughuli" katika "Elementi za Michakato Zilizopo", kisha bofya "Tengeneza Shughuli Mpya".

Figure 5.17. Tengeneza kitufe kipya cha shughuli



In the opened popup screen fill the "Activity Name", then drag the required Activity Dialogs from the "Available Activity Dialogs" pool, and drop them into to the "Assigned Activity Dialogs" pool. This dialogs will be presented (in the ticket zoom screen) in the same order as it is defined on this screen translating from top to bottom, from left to right.

This order is specially important in the first Activity, since the first Activity Dialog for this activity is the only one that is presented when the process starts.

Tengeneza Shughuli zifuatazo

- "Kurekodi mahitaji" (A1)

  Ina Maongezi ya Shughuli "Kurekodi mahitaji" (AD1)

- "Kibali" (A2)

  Ina Maongezi ya Shughuli "Kibali kimekataliwa" (AD2) na pia "Imekubaliwa" (AD3)

- "Oda" (A3)

  Ina Maongezi ya Shughuli "Oda imekataliwa" (AD4) na pia "Oda imewekwa" (AD5)

- "Zinazoingia" (A4)

  Ina Maongezi ya Shughuli "Vilivyosafirishwa vimepokelewa" (AD6)

- "Mchakato umekamilika" (A5): Hii ni shughuli bila maongezi ya shughuli yawezekanayo. Ita setiwa baada ya "Kibali kimekataliwa", "Oda imekataliwa" au "Vilivyosafirishwa vimepokelewa" na inaashiria mwisho wa mchakato.

Sasa tunaweza kuona shughuli zimefafanuliwa kuwa hali za michakato ya tiketi. Baada ya kufanikiwa kwa mpito tiketi inapelekwa kutoka shughuli moja kwenda nyingine.

2.3.6. Njia ya mchakato wa kuoda kitabu

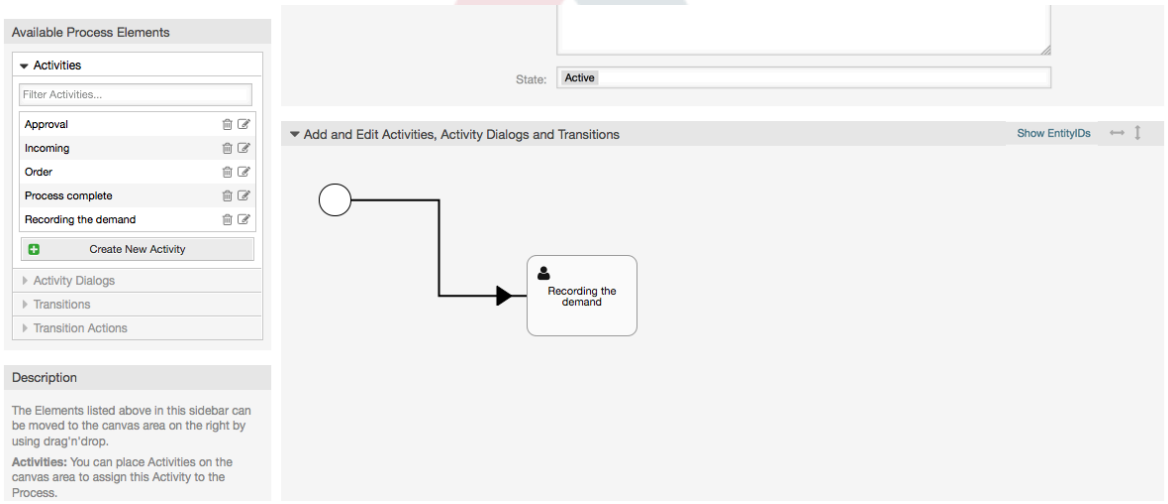
Tuhitimishe mfano wetu na kipande cha mwisho kisichokwepo cha fumbo, mchakato kama mfafanuzi wa mtiririko. Katika kesi yetu huu ni upangaji mzima wa mtiririko wa kazi. Michakato mingine inaweza kuwa kuewka oda za vifaa vya ofisi na michakato mingine tofauti kabisa.

Mchakato una pointi ya kuanza ambayo ina Shughuli ya kuanza na Maongezi ya Shughuli ya kuanza. Kwa oda yeyote mpya ya kitabu, skrini ya kwanza kuonyeshwa ni ya Maongezi ya Shughuli (Maongezi ya kwanza ya Shughuli kwa Shughuli ya kwanza). Kama hii imemalizika na kuhifadhiwa, tiketi ya mchakato itatengenezwa na kufwata sanidi ya mtiririko wa kazi.

Mchakato pia una mwelekeo ambao tiketi ya mchakato itapitishwa ndani ya mchakato. Tuiite hii "Njia". Ina Shughuli ya kuanza, Mpito mmoja au zaidi (pengine na Vitendo vya Mpito), na Shughuli nyingine.

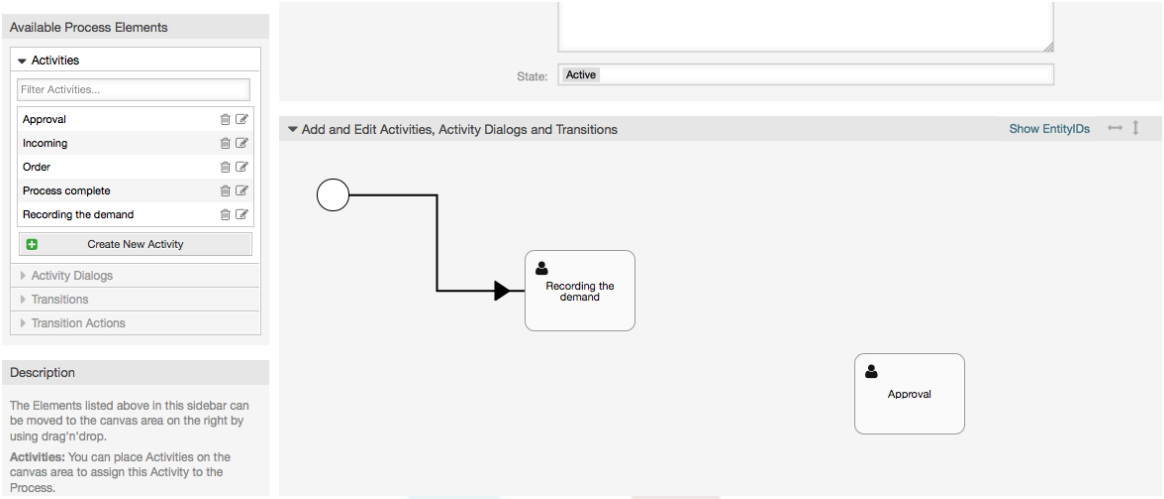
Tukiamini kwamba Shughuli tayari zimegawia Maongezi Ya Shughuli kuokota Shughuli kutoka kwenye kodiani (katika upande wa kushoto wa skrini) na kuzidondosha kwenye eneo la turubai (chini ya taarifa za mchakato). Tambua mshale kutoka mwanzo wa mchakato (duara la kijani) kwenda kwenye Shughuli imewekwa kiotomatiki. (Hii ni Shughuli ya kwanza na Maongezi yake ya kwanza ya Shughuli ni skrini ya kwanza ambayo itaonyeshwa wakati mchakato unaanza).

Figure 5.18. Kokota shughuli ya kwanza kwenye turubai



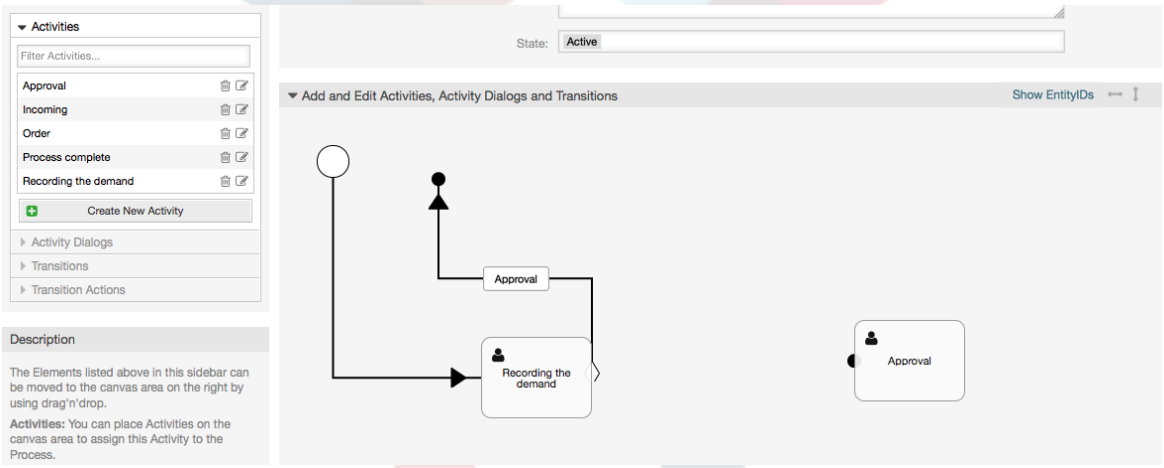
Next, drag another Activity into the canvas too. Now we will have two Activities in the canvas. The first one is connected to the start point and the second has no connections. You can hover the mouse over each activity to reveal their own Activity Dialogs.

Figure 5.19. Kokota shughuli ya pili kwenye turubai



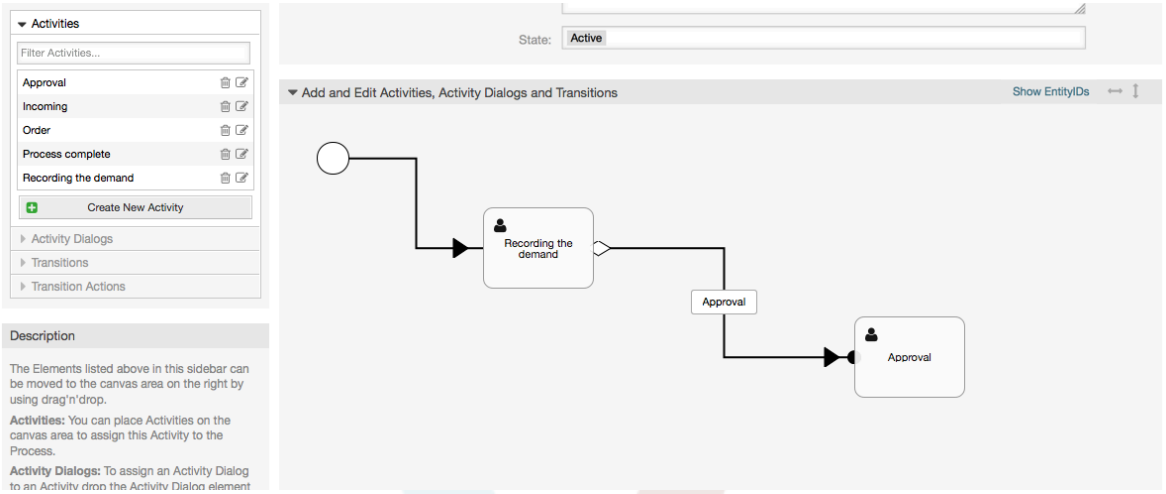
Then let's create the "Path" (connection) between this two Activities, for this we will use the Transitions. Click on Transitions in the accordion drag a Transition and drop it inside the first Activity. Notice that the Activity changes its color indicating that the Transition is attached. As soon as the Transition is dropped the end point of the Transition arrow will be placed next to the process start point. Drag the Transition arrow end point and drop it inside the other Activity to create the connection between the Activities.

Figure 5.20. Kokota Mapito kwenda kwenye turubai



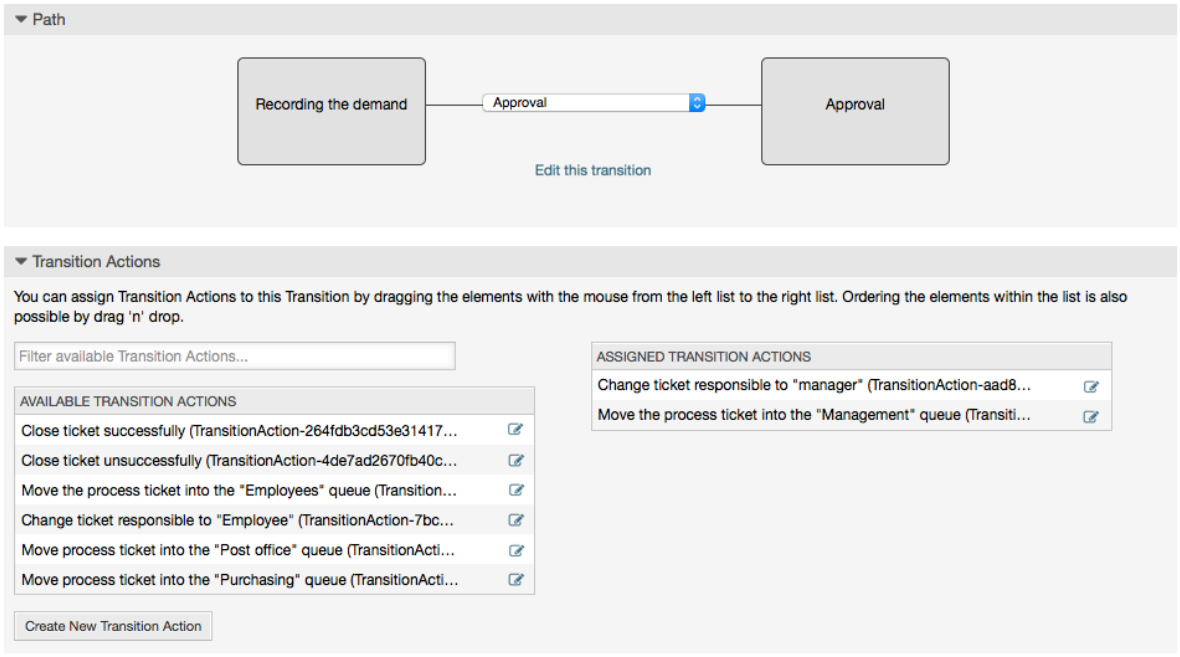
Sasa "Njia" kati ya vitendo imefafanuliwa, kisha tunahitaji kuweka Vitendo vya Mpito chini ya Mpito, bofya marambili lebo ya mpito (ndani ya turubai), hii itafungua dirisha ibukizi jipya.

Figure 5.21. Unganisha shughuli kwa kutumia Mapito



Kokota Vitendo vya Mpito vinavyotakiwa kutoka bwawa la Vitendo vya Mpito Vinavyopatikana na dondosha katika bwawa la Vitendo vya Mpito Vilivyogawiwa kisha bofya kitufe cha kuwasilisha.

Figure 5.22. Vitendo vya mpito vilivyogawiwa



Kisha tukirudi kwenye skrini ya kuhariri mchakato wa msingi bofya kwenye kitufe cha kuhifadhi chini ya turubai kuhifadhi mabadiliko mengine yote.

Complete the "path" adding the following Activities, Transitions and Transition Actions:

Mahitaji yanarekodiwa mpaka "Kibali"

- Starting point: Activity: "Recording the demand" (A1)
- Possible Transition: "Approval" (T1)
  - If the condition of this activity is fulfilled, the ticket will move to Activity: "Approval" (A2)

- Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:
  - "Peleka tiketi ya mchakato kwa Foleni ya 'Usimamizi' (TA1)
  - "Badilisha tiketi inayowajibika kwa 'manager'" (TA2)

The Activity: "Recording the demand" (A1) is a defined step of the process ticket, where there is the possibility for the Transition: "Approval" (T1). If this applies, the ticket will move to the next Activity: "Approval" (A2), and the Transition Actions: "Move the process ticket into the 'Management' queue" (TA1) and "Change ticket responsible to 'manager'" (TA2) are executed. In the Activity: "Approval" (A2), the Activity Dialogs: "Approval denied" (AD2) and "Approved" (AD3) are available.

Kibali

- Pointi ya Kuanza: Shughuli "Kibali" (A2)
- Mapito yawezekanayo:
  - "Kibali kimekataliwa" (T2)
    - If this matches, the process ticket will move to Activity: "Process complete" (A5).
    - Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:
      - "Move process ticket into the 'Employees' queue" (TA3)
      - "Badilisha tiketi inayowajibika kwa 'Mwajiriwa'" (TA4)
      - "Kufunga tiketi hakujafanikiwa" (TA8)
  - "Kubaliwa" (T3)
    - Kama hii inalingana, tiketi ya mchakato itapelekwa kwa Shughuli: "Oda" (A3).
    - Kwa nyongeza, Kitendo cha Mpito kifwatacho kitatekelezwa.
      - "Peleka tiketi ya mchakato kwa Foleni ya 'Manunuzi'" (TA5)

Tunaweza kuona kutoka kwenye shughuli za sasa, ambayo inafafanua hatua katika mchakato wa tiketi, kuna uwezekano mmoja au zaidi wa mpito ambao una lengo moja la shughuli (na ikiwezekana Kitendo kimoja au zaidi cha mpito)

Oda

- Pointi ya kuanza: Shughuli "Oda" (A3)
- Mapito yawezekanayo:
  - "Oda imekataliwa" (T4)
    - If this matches, the process ticket will move to Activity: "Process complete" (A5).
    - Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:
      - "Move process ticket into the 'Employees' queue" (TA3)
      - "Seti tiketi yenye jukumu kwa 'Mteja'" (TA4)
      - "Kufunga tiketi hakujafanikiwa" (TA8)
  - "Oda imewekwa" (T5)

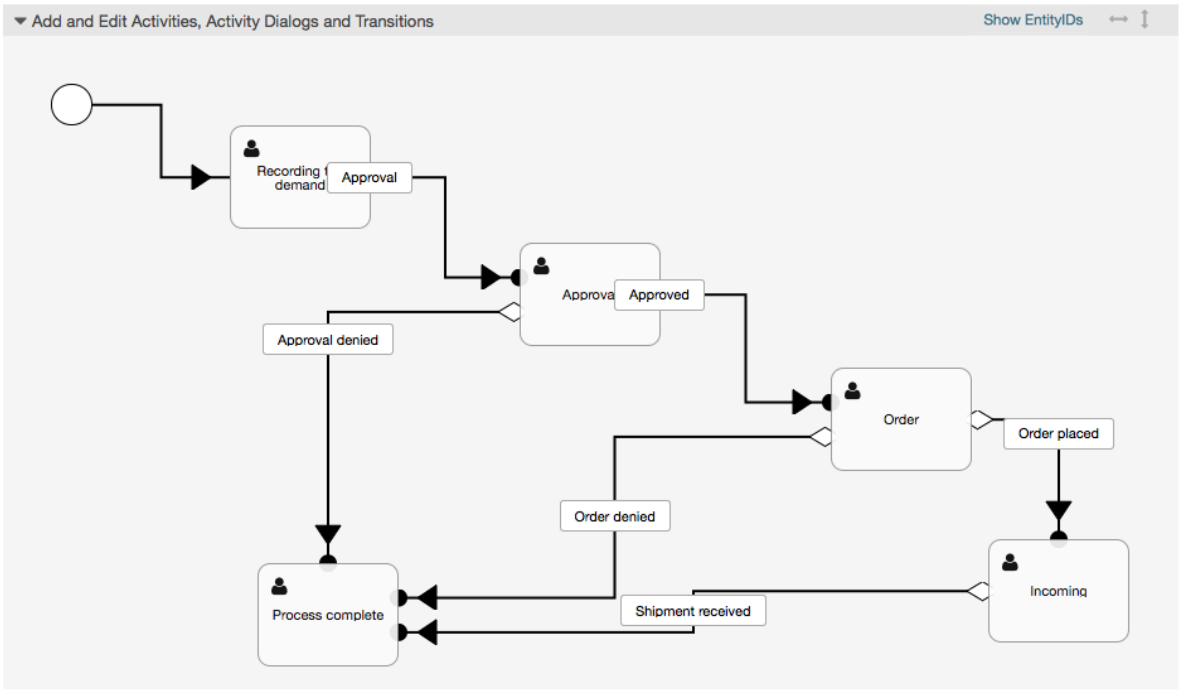
- If this matches, the process ticket will move to Activity: "Incoming" (A4).
- Kwa nyongeza, Kitendo cha Mpito kifwatacho kitatekelezwa.
  - "Peleka tiketi za mchakato kwenye Foleni ya 'Ofisi ya posta'" (TA6)

"Zinazoingia"

- Pointi ya Kuanza: Shughuli "Zinazoingia" (A4)
- Mapito yawezekanayo:
  - "Vilivyosafirishwa vimepokelewa" (T6)
    - If this matches, the process ticket will move to Activity: "Process complete" (A5).
    - Kwa nyongeza, Vitendo Vya Mpito vifwatavyo vina tekelezeka:
      - "Move process ticket into the 'Employees' queue" (TA3)
      - "Seti tiketi yenye jukumu kwa 'Mteja'" (TA4)
      - "Kufunga tiketi kumefanikiwa" (TA7)

Njia kamili ya mchakato wa kuoda vitabu itaonekana kama hivi:

Figure 5.23. Njia kamili ya mchakato wa kuoda vitabu



After you finish the process path please click on "Save" button in the lower part of the canvas and then click on "Synchronize All Processes" button. This will gather all processes information form the Database and create a cache file (in Perl language). This cache file is actually the processes configuration that the system will use to create or use process tickets.

Mabadiliko yeyote yaliyofanyika kwenye michakato (katika kiolesura michoro cha mtumi-aji) yatahitaji kurudia kulandanisha faili la hifadhi muda ili mabadiliko yawepo kwenye mfumo.

Pia inawezekana kuagiza mchakato mzima kutoka faili la YAML, lakini ni muhimu kutengeneza Sehemu zote Zinazobadilika, Watumiaji, Foleni, na kadh. ambazo zinahitajika na kila mchakato kabla ya kuagiza.

Tambua kwamba kama mchakato unahitaji utumiaji wa ACL hizo zinahitaji pia kusetiwa kwa mikono.

The following is the complete YAML file for the book ordering process example:

```
---
Activities:
  A1:
    ActivityDialogs:
      - AD1
    ChangeTime: 2012-11-23 14:49:22
    Config:
      ActivityDialog:
        1: AD1
    CreateTime: 2012-11-23 11:49:38
    EntityID: A1
    ID: 151
    Name: Recording the demand
  A2:
    ActivityDialogs:
      - AD2
      - AD3
    ChangeTime: 2012-12-13 00:55:12
    Config:
      ActivityDialog:
        1: AD2
        2: AD3
    CreateTime: 2012-11-23 11:50:11
    EntityID: A2
    ID: 152
    Name: Approval
  A3:
    ActivityDialogs:
      - AD4
      - AD5
    ChangeTime: 2012-11-23 18:12:14
    Config:
      ActivityDialog:
        1: AD4
        2: AD5
    CreateTime: 2012-11-23 11:50:35
    EntityID: A3
    ID: 153
    Name: Order
  A4:
    ActivityDialogs:
      - AD6
    ChangeTime: 2012-11-23 18:12:35
    Config:
      ActivityDialog:
        1: AD6
    CreateTime: 2012-11-23 11:51:00
    EntityID: A4
    ID: 154
    Name: Incoming
  A5:
    ActivityDialogs: []
    ChangeTime: 2012-11-23 11:51:33
    Config: {}
    CreateTime: 2012-11-23 11:51:33
    EntityID: A5
    ID: 155
    Name: Process complete
ActivityDialogs:
  AD1:
    ChangeTime: 2012-12-06 02:16:21
```

```
  Config:
    DescriptionLong: ''
    DescriptionShort: Recoding the demand
    FieldOrder:
      - DynamicField_Author
      - DynamicField_ISBN
      - DynamicField_Title
      - DynamicField_Status
    Fields:
      DynamicField_Author:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_ISBN:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Title:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
    Interface:
      - AgentInterface
    Permission: ''
    RequiredLock: 0
    SubmitAdviceText: ''
    SubmitButtonText: ''
  CreateTime: 2012-11-23 14:34:43
  EntityID: AD1
  ID: 154
  Name: Recording the demand
AD2:
  ChangeTime: 2012-11-23 14:57:41
  Config:
    DescriptionLong: ''
    DescriptionShort: Approval denied
    FieldOrder:
      - Article
      - DynamicField_Status
    Fields:
      Article:
        Config:
          CommunicationChannel:  'Internal'
          IsVisibleForCustomer: '0'
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
    Interface:
      - AgentInterface
    Permission: ''
    RequiredLock: 0
    SubmitAdviceText: ''
    SubmitButtonText: Deny Request
  CreateTime: 2012-11-23 14:36:39
  EntityID: AD2
  ID: 155
  Name: Approval denied
AD3:
```

```
  ChangeTime: 2012-12-14 03:14:23
  Config:
    DescriptionLong: ''
    DescriptionShort: Approved
    FieldOrder:
      - DynamicField_Status
    Fields:
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
    Interface:
      - AgentInterface
    Permission: ''
    RequiredLock: 0
    SubmitAdviceText: ''
    SubmitButtonText: Approve Request
  CreateTime: 2012-11-23 14:37:35
  EntityID: AD3
  ID: 156
  Name: Approved
AD4:
  ChangeTime: 2012-11-23 14:58:52
  Config:
    DescriptionLong: ''
    DescriptionShort: Order rejected
    FieldOrder:
      - Article
      - DynamicField_Status
    Fields:
      Article:
        Config:
          CommunicationChannel:  'Internal'
          IsVisibleForCustomer: '0'
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Status:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
    Interface:
      - AgentInterface
    Permission: ''
    RequiredLock: 0
    SubmitAdviceText: ''
    SubmitButtonText: Reject Order
  CreateTime: 2012-11-23 14:38:48
  EntityID: AD4
  ID: 157
  Name: Order rejected
AD5:
  ChangeTime: 2012-12-06 02:20:12
  Config:
    DescriptionLong: ''
    DescriptionShort: Order placed
    FieldOrder:
      - DynamicField_DeliveryDate
      - DynamicField_Price
      - DynamicField_Supplier
      - DynamicField_Status
    Fields:
      DynamicField_DeliveryDate:
        DefaultValue: ''
        DescriptionLong: ''
        DescriptionShort: ''
        Display: 1
      DynamicField_Price:
        DefaultValue: ''
```

```
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Status:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Supplier:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
      Interface:
        - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: Place Order
    CreateTime: 2012-11-23 14:41:28
    EntityID: AD5
    ID: 158
    Name: Order placed
  AD6:
    ChangeTime: 2012-11-23 14:42:43
    Config:
      DescriptionLong: ''
      DescriptionShort: Shipment received
      FieldOrder:
        - DynamicField_DateOfReceipt
        - DynamicField_Status
      Fields:
        DynamicField_DateOfReceipt:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
        DynamicField_Status:
          DefaultValue: ''
          DescriptionLong: ''
          DescriptionShort: ''
          Display: 1
      Interface:
        - AgentInterface
      Permission: ''
      RequiredLock: 0
      SubmitAdviceText: ''
      SubmitButtonText: ''
    CreateTime: 2012-11-23 14:42:43
    EntityID: AD6
    ID: 159
    Name: Shipment received
Process:
  Activities:
    - A1
    - A2
    - A3
    - A4
    - A5
  ChangeTime: 2012-12-06 02:31:59
  Config:
    Description: The process to order a book
    Path:
      A1:
        T1:
          ActivityEntityID: A2
          TransitionAction:
            - TA2
            - TA1
      A2:
        T2:
          ActivityEntityID: A5
```

```
        TransitionAction:
          - TA3
          - TA4
          - TA8
      T3:
        ActivityEntityID: A3
        TransitionAction:
          - TA5
    A3:
      T4:
        ActivityEntityID: A5
        TransitionAction:
          - TA3
          - TA4
          - TA8
      T5:
        ActivityEntityID: A4
        TransitionAction:
          - TA6
    A4:
      T6:
        ActivityEntityID: A5
        TransitionAction:
          - TA3
          - TA4
          - TA7
    A5: {}
  StartActivity: A1
  StartActivityDialog: AD1
CreateTime: 2012-11-23 11:45:12
EntityID: P1
ID: 94
Layout:
  A1:
    left: 172
    top: 63
  A2:
    left: 402
    top: 156
  A3:
    left: 649
    top: 255
  A4:
    left: 774
    top: 391
  A5:
    left: 194
    top: 410
Name: Book ordering
State: Active
StateEntityID: S1
TransitionActions:
  - TA1
  - TA2
  - TA3
  - TA4
  - TA8
  - TA5
  - TA3
  - TA4
  - TA8
  - TA6
  - TA3
  - TA4
  - TA7
Transitions:
  - T1
  - T2
  - T3
  - T4
  - T5
  - T6
```

```
TransitionActions:
  TA1:
    ChangeTime: 2012-11-23 16:01:37
    Config:
      Config:
        Queue: Management
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 15:50:59
    EntityID: TA1
    ID: 61
    Name: Move the process ticket into the "Management" queue
  TA2:
    ChangeTime: 2012-11-23 16:02:12
    Config:
      Config:
        Responsible: manager
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet
    CreateTime: 2012-11-23 15:58:22
    EntityID: TA2
    ID: 62
    Name: Change ticket responsible to "manager"
  TA3:
    ChangeTime: 2012-11-24 14:27:02
    Config:
      Config:
        Queue: Employees
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:02:54
    EntityID: TA3
    ID: 63
    Name: Move the process ticket into the "Employees" queue
  TA4:
    ChangeTime: 2012-11-23 16:04:06
    Config:
      Config:
        Responsible: Employee
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet
    CreateTime: 2012-11-23 16:04:06
    EntityID: TA4
    ID: 64
    Name: Change ticket responsible to "Employee"
  TA5:
    ChangeTime: 2012-12-06 02:18:34
    Config:
      Config:
        Queue: Purchasing
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:04:54
    EntityID: TA5
    ID: 65
    Name: Move process ticket into the "Purchasing" queue
  TA6:
    ChangeTime: 2012-12-06 02:18:48
    Config:
      Config:
        Queue: Post office
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet
    CreateTime: 2012-11-23 16:06:20
    EntityID: TA6
    ID: 66
    Name: Move process ticket into the "Post office" queue
  TA7:
    ChangeTime: 2012-12-06 02:29:55
    Config:
      Config:
        State: closed successful
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketStateSet
    CreateTime: 2012-12-06 02:29:27
    EntityID: TA7
    ID: 67
    Name: Close ticket successfully
  TA8:
```

```
    ChangeTime: 2012-12-06 02:31:12
    Config:
      Config:
        State: closed unsuccessful
      Module: Kernel::System::ProcessManagement::TransitionAction::TicketStateSet
    CreateTime: 2012-12-06 02:31:12
    EntityID: TA8
    ID: 68
    Name: Close ticket unsuccessfully
Transitions:
  T1:
    ChangeTime: 2012-11-23 15:12:20
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approval
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:53:52
    EntityID: T1
    ID: 94
    Name: Approval
  T2:
    ChangeTime: 2012-11-23 15:12:50
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approval denied
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:54:26
    EntityID: T2
    ID: 95
    Name: Approval denied
  T3:
    ChangeTime: 2012-11-23 15:13:29
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Approved
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:54:54
    EntityID: T3
    ID: 96
    Name: Approved
  T4:
    ChangeTime: 2012-11-23 15:14:08
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Order denied
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:55:25
    EntityID: T4
    ID: 97
    Name: Order denied
  T5:
    ChangeTime: 2012-11-23 18:30:33
```

```
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Order placed
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:56:15
    EntityID: T5
    ID: 98
    Name: Order placed
  T6:
    ChangeTime: 2012-11-23 15:15:30
    Config:
      Condition:
        1:
          Fields:
            DynamicField_Status:
              Match: Shipment received
              Type: String
          Type: and
      ConditionLinking: and
    CreateTime: 2012-11-23 11:56:48
    EntityID: T6
    ID: 99
    Name: Shipment received
```

2.4. Rejea ya sanidi ya mchakato

2.4.1. Mchakato

Mchakato unatengeneza njia ya mtiririko wa kazi/mchakato. Pointi za njia katika mwelekeo huu zinaweza kuwa Shughuli au Mapito, tutaongelea haya baadaye.

2.4.1.1. Sanidi ya mchakato

The Process configuration can be done in the file `Kernel/Config.pm` but it is strongly recommended to create new files like `Kernel/Config/Files/MyProcess.pm`. Notice that the GUI generates the file `Kernel/Config/File/ZZZProcessManagement` please avoid to use that filename, otherwise it will be overwritten when you sync processes. Let's see an example process configuration (from process cache file):

```
$Self->{'Process'} = {
    'P1' => {
        Name               => 'Book order',
        CreateTime         => '16-02-2012 13:37:00',
        CreateBy           => '1',
        ChangeTime         => '17-02-2012 13:37:00',
        ChangeBy           => '1',
        State              => 'Active',
        StartActivity      => 'A1',
        StartActivityDialog => 'AD1',
        Path => {
            'A1' => {
                'T1' => {
                    ActivityEntityID => 'A2',
                },
            },
            'A2' => {
                'T2' =>  {
                    ActivityEntityID => 'A3',
                },
            },
```

```
        },
    },
    'P2' => {
        Name                => 'IT order',
        CreateTime          => '26-02-2012 13:37:00',
        CreateBy            => '1',
        ChangeTime          => '27-02-2012 13:37:00',
        ChangeBy            => '1',
        State               => 'Active',
        StartActivity       => 'A2',
        StartActivityDialog => 'AD2',
        Path => {
            'A2' => {
                'T3' => {
                    ActivityEntityID => 'A4',
                },
            },
        },
    }
};
```

2.4.1.2. Name

Jina la mchakato, hii inaweza kuchaguliwa na wakala wakati wa kutengeneza tiketi ya mchakato mpya.

2.4.1.3. CreateTime

Muda ambao mchakato ulitengenezwa.

2.4.1.4. CreateBy

UID ya mtumiaji anayetengeneza mchakato.

2.4.1.5. ChangeTime

Muda ambao mchakato ulibadilishwa.

2.4.1.6. ChangeBy

UID ya mtumiaji aliyeweka mabadiliko ya mwisho.

2.4.1.7. State

Inafafanua hali ya mchakato. Thamani ziwezekanazo:

- Active all processes which can be used in new process tickets.
- FadeAway are processes which cannot be selected any more for new tickets, but existing tickets still can use the process.
- Inactive processes are deactivated and cannot be used for new or existing tickets.

2.4.1.8. StartActivity

Wakati wa kutengeneza mchakato mpya wa tiketi, lazima ufafanue ki AnzaShughuli. Mara tu tiketi itakapotengenezwa, hiishughuli ita setiwa na kutumika kama msingi wa kaguzi za kwanza za mpito.

2.4.1.9. StartActivityDialog

Kwa tiketi mpya, ki AnzaShughuliMaongezi lazima kifafanuliwe. Hii itaonyeshwa wakati wa kutengeneza mchakato mpya wa tiketi (baada ya mchakato kuchaguliwa). Hapa tiketi bado haipo, itatengenezwa baada ya kuwasilisha ki AnzaShughuliMaongezi.

2.4.1.10. Path

Njia ina muundo wa Shughuli, na Mapito yanayowezekana kati yao, kwa ajili ya mchakato wa sasa. Na pia Vitendo vya Mpito ambavyo vinatokea wakati wa Mpito. Hii inadhibiti mwelekeo ambao tiketi ya mchakato itachukua. Mfano:

```
'A1' => {
    'T1' => {
        ActivityEntityID => 'A2',
    },
    'T2' => {
        ActivityEntityID => 'A3',
    },
    'T3' => {
        ActivityEntityID => 'A4',
        TransitionAction => ['TA1', 'TA2'],
    },
},
```

If a process ticket is in Activity A1, it has three possible ways to get to another Activity. In the Transitions T1 to T3, conditions are defined, that a process ticket must fulfill to move (transit) to another Activity.

If in this case all the values of the process ticket and its dynamic fields that are needed for the Transition T2 are correct, the ticket will be moved from Activity A1 to A3. After an ActivityDialog is submitted, or any other change is made to a ticket, it will be checked for possible Transitions from the current Activity. If multiple Transitions are possible, the first one will be used (based on numerical sorting of the TransitionIDs).

Kwa nyongeza, inawezekana kugawia Vitendo vya Mpito kwa Mapito katika usanidi wa Njia. Hizi moduli ambazo zinatekelezwa baada ya mpito uliofanikiwa. Inabidi zibainishwe katika fomu ya mkusanyiko kama kwenye mfano, tutaongelea kwa undani baadaye.

2.4.2. Shughuli

An Activity contains one or more Activity Dialogs and models a `step` in the process. All Activity Dialogs of the current Activity are displayed in the ticket zoom and can be used until the conditions of a Transition are fulfilled.

2.4.2.1. Sanidi ya shughuli

Tuone mfano wa sanidi ya shughuli:

```
$Self->{'Process::Activity'} =
{
    'A1' => {
        Name       => 'Activity 1 optional',
        CreateTime => '16-02-2012 13:37:00',
        CreateBy   => '1',
        ChangeTime => '17-02-2012 13:37:00',
        ChangeBy   => '1',
        ActivityDialog => {
            1 => 'AD1',
        },
    },
    'A2' => {
        Name       => 'Activity 2 optional',
        CreateTime => '16-02-2012 13:37:00',
        CreateBy   => '1',
        ChangeTime => '17-02-2012 13:37:00',
        ChangeBy   => '1',
        ActivityDialog => {
            1 => 'AD5',
```

```
            2 => 'AD6',
            3 => 'AD1',
        },
    },
};
```

2.4.2.2. Name

Jina la shughuli.

2.4.2.3. CreateTime

Muda ambao ilitengenezwa.

2.4.2.4. CreateBy

UID ya mtumiaji aliyetengeneza shughuli.

2.4.2.5. ChangeTime

Muda wa mwisho ilipo badilishwa

2.4.2.6. ChangeBy

UID ya mtumiaji wa mwisho aliyebadilisha shughuli.

2.4.2.7. ActivityDialog

Activity Dialog contains the list of Activity Dialogs which are available in this Activity. All Activity Dialogs of the current Activity are displayed in the ticket zoom. Their order is set by the order in the configuration, here AD5 is shown before AD6 and AD1.

2.4.3. Activity Dialog

Maongezi ya Shughuli ni skrini maalumu na inaweza kutumika katika shughuli mbali mbali.

2.4.3.1. Sanidi ya MaongeziShughuli

Let's see an example config:

```
$Self->{'Process::ActivityDialog'} = {
    'AD1' => {
        Name             => 'ActivityDialog 1 optional',
        DescriptionShort => 'Basic info',
        DescriptionLong  => 'Please insert the necessesary basic information for IT orders',
        CreateTime       => '28-02-2012 13:37:00',
        CreateBy         => '1',
        ChangeTime       => '29-02-2012 13:37:00',
        ChangeBy         => '1',
        Fields => {
            PriorityID => {
                DescriptionShort => 'Priority ID',
                DescriptionLong  => 'Enter the priority here',
                Display          => 2,
            },
        },
        FieldOrder       => [ 'PriorityID' ],
        SubmitAdviceText => 'Note: If you submit the form...',
        SubmitButtonText => 'Send request',
    },
    'AD2' => {
        Name             => 'ActivityDialog 2 optional',
        DescriptionShort => 'Basic info',
```

```
        DescriptionLong  => 'Please insert the necessesary basic information for Book
orders',
        CreateTime       => '28-02-2012 13:37:00',
        CreateBy         => '1',
        ChangeTime       => '29-02-2012 13:37:00',
        ChangeBy         => '1',
        Fields => {
            StateID => {
                DescriptionShort => 'State ID',
                DescriptionLong  => 'Enter the state here',
                Display          => 2,
                DefaultValue     => '2',
            },
            Queue => {
                DescriptionShort => 'Queue ID',
                DescriptionLong  => 'Enter the queue here',
                Display          => 2,
                DefaultValue     => 'Raw',
            },
            Title => {
                DescriptionShort => 'Title',
                DescriptionLong  => 'Enter the title here',
                Display          => 1,
                DefaultValue     => 'Default Title',
            },
            DynamicField_Anzahl => {
                DescriptionShort => 'Amount',
                DescriptionLong  => 'Enter the amount here',
                Display          => 2,
                DefaultValue     => '4',
            },
        },
        FieldOrder       => [ 'DynamicField_Anzahl', 'StateID', 'Queue', 'Title' ],
        SubmitAdviceText => 'Note: If you submit the form...',
        SubmitButtonText => 'Send request',
    },
};
```

2.4.3.2. Name

JIna la Maongezi Shughuli.

2.4.3.3. CreateTime

Muda ambao ilitengenezwa.

2.4.3.4. CreateBy

UID ya mtumiaji aliyetengeneza haya Maongezi Shughuli.

2.4.3.5. ChangeTime

Muda wa mwisho ilipo badilishwa

2.4.3.6. ChangeBy

UID ya mtumiaji wa mwisho aliyebadilisha haya Maongezi Shughuli.

2.4.3.7. Fields

Ina sehemu zote ambazo zinaweza kuonyeshwa katika Maongezi ya Shughuli haya. Sehemu zifuatazo zinaweza kutumika sasa:

```
    Title
    State
```

```
    StateID
    Priority
    PriorityID
    Lock
    LockID
    Queue
    QueueID
    Customer
    CustomerID
    CustomerNo
    CustomerUserID
    Owner
    OwnerID
    Type
    TypeID
    SLA
    SLAID
    Service
    ServiceID
    Responsible
    ResponsibleID
    PendingTime
    DynamicField_$FieldName  # for all dynamic fields
```

Mfano wa sanidi yen

```
StateID => {
    DescriptionShort => 'State ID',
    DescriptionLong  => 'Enter the state here',
    Display          => 2,
    DefaultValue     => '2',
},
```

The field `Article` is a special case. If it is present in a `Fields` configuration, the Activity Dialog will contain a complete Richtext editor with subject field and attachment handling. The entered text will then be added to the ticket as an article. Let's see an example Article field configuration:

```
Article => {
    DescriptionShort => 'Please insert your comment here.',
    DescriptionLong => '',
    Display         => 1,
    Config          => {
        CommunicationChannel => 'Internal'
        IsVisibleForCustomer => '0'
        LabelSubject => '',
        LabelBody    => '',
    },
},
```

Tuangalie chaguo za usanidi wa sehemu:

2.4.3.7.1. `DescriptionShort`

Maelezo mafupi ya hiari yanayo onyeshwa na mada ya sehemu.

2.4.3.7.2. `DescriptionLong`

Maelezo marefu ya sehemu ya hiari yanayo onyeshwa pale kipanya kinapokuwa juu ya eneo, kwa mfano ushauri wa jinsi ya kujaza eneo.

2.4.3.7.3. `Display`

Controls if the field is shown and/or mandatory. Possible values:

- `0`: field is invisible. This can be helpful if field values should automatically be set. The configured `DefaultValue` will be stored in this case.
- 1: field is visible, but optional.
- 2: field is visible and mandatory. The following fields can only be invisible or mandatory:

```
QueueID
Queue
State
StateID
Lock
LockID
Priority
PriorityID
Type
TypeID
```

Kama sehemu zimesanidiwa kama za hiari, na hakuna thamani iliyowasilishwa na mtumiaji, Thamani Chaguo-msingi itahifadhiwa wakati Maongezi ya Shughuli yanawasilishwa na mtumiaji.

2.4.3.7.4. `DefaultValue`

For fields with `ID` (like QueueID, OwnerID), this refers to the database ID of the value. For other fields without `ID` (like Queue, Owner), the `DefaultValue` must contain the value itself. Example:

```
Queue => {
    DescriptionShort => 'Queue',
    DescriptionLong  => 'Enter the queue here',
    Display          => 2,
    DefaultValue     => 'Raw',
},
```

2.4.3.8. `FieldOrder`

Hapa mpangilio wa muonekano wa sehemu unasanidiwa. MUHIMU: Sehemu zisizoonekana lazima zisanidiwe hapa, kwa sababu sehemu zilizosanidiwa tu zitahusishwa wakati wa kuhifadhi. Sehemu ambazo hazijasanidiwa hazita hifadhiwa.

2.4.3.9. `SubmitAdviceText`

Nakala ya hiari kuonyeshwa juu ya kitufe cha kuwasilisha kwa msaada zaidi au nakala ya ushauri.

2.4.3.10. `SubmitButtonText`

Nakala ya kawaida ya hiari kwa ajili ya kitufe cha kuwasilisha.

2.4.4. Mpito

Mpito unachagua - kutegemeana na masharti yanayoweza kusanidiwa - njia gani katika Mchakato inachukuliwa, yaani Shughuli gani tiketi ya Mchakato inaweza kupelekwa.

2.4.4.1. Usanidi wa mpito

Tuone mfano:

```
```

```
$Self->{'Process::Transition'} = {
    'T1' => {
        Name => 'Transition 1',
        CreateTime => '14-03-2012 13:37:00', # optional
        CreateBy   => '1',                   # optional
        ChangeTime => '15-03-2012 13:37:00', # optional
        ChangeBy   => '15-03-2012 13:37:00', # optional
        Condition  => {
            Cond1  => {
                Fields => {
                    StateID => {
                        Type  => 'String',
                        Match => '1',
                    },
                },
            },
        },
    },
    'T2' => {
        Name       => 'Transition 2 optional',
        CreateTime => 'DATE',   # optional
        CreateBy   => 'USERID', # optional
        ChangeTime => 'DATE',   # optional
        ChangeBy => 'USERID',   # optional
        Condition => {
            Cond1 => {
                Queue               => 'Raw',
                DynamicField_Farbe  => '2',
                DynamicField_Anzahl => '1',
            },
        },
    },
};
```

2.4.4.2. Name

Jina la mpito

2.4.4.3. CreateTime

Muda iliyotengenezwa.

2.4.4.4. CreateBy

UID ya mtumiaji aliyetengeneza huu Mpito.

2.4.4.5. ChangeTime

Muda wa mwisho ilipobadilishwa

2.4.4.6. ChangeBy

UID ya mtumiaji wa mwisho aliyebadilisha huu Mpito.

2.4.4.7. Condition

Contains all conditions that are necessary for this Transition to take effect. Example:

```
Condition => {
    Type  => 'and',
    Cond1 => {
        Type   => 'and',
        Fields => {
            StateID => {
                Type  => 'String',
```

```
                Match => '1',
            },
            DynamicField_Marke => {
                Type  => 'String',
                Match => 'VW',
        },
    },
    Cond2 => {
        Type => 'and',
        Fields => {
            Queue => {
                Type  => 'String',
                Match => 'Raw',
            },
        },
    },
},
```

Tuangalie sharti la usanidi kwa undani.

2.4.4.7.1. Type **in** Condition

Inaweka bayana uhusiano wa elementi za masharti kwa nyenzake. Thamani ziwezekanazo:

- and: This is the default. All conditions must be met for the transition to take effect.
- or: At least one condition must match.
- xor: Exactly one condition must match, not more.

2.4.4.7.2. Cond1

Hili ni jina la mfano wa sharti. Inaweza kuchaguliwa kwa uhuru. Mashrti yana tathminiwa katika oda iliyo pangwa.

2.4.4.7.3. Type **in** Cond

Inaweka bayana uhusiano baina ya vipimo vya maeneo binafsi ya hili sharti. Thamani ziwezekanazo:

- and: This is the default. All field tests must match for this condition to match.
- or: At least one field test must match.
- xor: Exactly one field test must match, not more.

2.4.4.7.4. Fields

Specifies the particular fields whose values should be tested. From our example:

```
Fields => {
    StateID => {
        Type  => 'String',
        Match => '1',
    },
```

2.4.4.7.5. StateID

Example of a field name. The following ticket fields can be used:

```
    Title
```

```
    State
    StateID
    Priority
    PriorityID
    Lock
    LockID
    Queue
    QueueID
    Customer
    CustomerID
    CustomerNo
    CustomerUserID
    Owner
    OwnerID
    Type
    TypeID
    SLA
    SLAID
    Service
    ServiceID
    Responsible
    ResponsibleID
    DynamicField_$FieldName # for all DynamicFields
```

Wakati wa kujaribisha sehemu kwa 'Kitambulisho' (kama Kitambulisho cha SLA), Kitambulisho cha hifadhidata ya sehemu kitatumika kwa ajili ya majaribio, kwa sehemu nyingine (kama SLA) thamani halisi inatumika kwa ajili ya majaribio.

2.4.4.7.6. Type

Inaamua aina ya kipimo cha eneo. Thamani ziwezekanazo:

- `String`: Compares the field value with the string specified in `Match`. Matches if they are exactly the same.
- `Hash`: Compares the field value (hash) with the hash specified in `Match`. All hash values must be the same.
- `Array`: Compares the field value (array) with the array specified in `Match`. Both lists must be the same.
- `Regex`: The field value can be tested with a regular expression. It is important that `Match` contains *qr{}xms* as a base condition. Between the braces the actual regular expression can be noted.
- `Module`: Allows you to use a perl module for condition checking. If it returns 1, the check was positive. You can find an example module in `Kernel/System/ProcessManagement/TransitionValidation/ValidateDemo.pm`.

2.4.5. Vitendo vya mpito

Vitendo vya Mpito ni vitendo ambavyo vinaweza kuchochewa baada ya mapito yaliyofanyika kikamilifu (pale tiketi ya mchakato inapohama kutoka shughuli moja hadi nyingine). Vitendo hivi vya Mpito vinaweza kutumika kufanya mabadiliko mengi kwenye tiketi, mf. badilisha Foleni au Mmiliki wa tiketi, na pia unaweza kutengeneza Vitendo vyako vya Mpito kufanya mabadiliko mengine magumu.

2.4.5.1. Usanidi wa Vitendo vya Mpito

Tuone mfano:

```
$Self->{'Process::TransitionAction'} = {
```

```
    'TA1' => {
        Name   => 'Queue Move',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
        Config => {
            Queue  => 'Junk',
            UserID => 123,
        },
    },
};
```

2.4.5.2. Name

Jina la Kitendo cha Mpito.

2.4.5.3. Module

Inaweka bayana moduli ya Perl itakayotumika.

2.4.5.4. Config

This parameter contains all settings which are required for the module. Its content depends on the particular Transition Action module which is used. Please see the documentation of the individual modules for details. In our example, only the Queue must be specified. Nevertheless we are also sending UserID parameter, by using the UserID parameter. The transition action will be executed impersonating the user with the given UserID.

The use of UserID inside the Config parameter of a Transition Action is accepted by all Transition Actions (since OTRS 3.2.4). In this example it could be particularly important if the user that triggers the Transition does not have permissions to move the ticket to the queue Junk, while the user with the UserID 123 might have.

2.4.5.5. Kutumia Moduli za Vitendo vya Mpito kwa kurudia

To use Transition Action modules multiple times, just specify several Transition Actions in your configuration. Example:

```
    $Self->{'Process::TransitionAction'} = {
        'TA1' => {
            Name   => 'Queue Move Junk',
            Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
            Config => {
                Queue => 'Junk',
            },
        },
        'TA2' => {
            Name   => 'Queue Move Raw',
            Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
            Config => {
                Queue => 'Raw',
            },
        },
    };
```

Here the same module is used to move a process ticket into the Raw queue, and another time to move it into the junk queue. The Transition Action which must be used for a particular Transition is determined from the Path setting of the Process configuration.

2.4.5.6. Vitendo vya Mpito vilivyopo.

OTRS inakuja na Vitendo vya Mpito vingi unavyoweza kutumia katika michakato yako. Hapa utapata nyaraka zake na jinsi zilivyo sanidiwa.

2.4.5.6.1. DynamicFieldSet

Ina seti sehemu zinazobadilika moja au zaidi katika mchakato wa tiketi. mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set DynamicField MasterSlave to Master and Approved to 1',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::DynamicFieldSet',
        Config => {
            MasterSlave => 'Master',
            Approved    => '1',

        },
    },
};
```

Name specifies the name of the configured TransitionAction.

MasterSlave and Approved are given as examples of DynamicField names. The values of the fields (Master and 1) will be set by this TransitionAction.

2.4.5.6.2. TicketArticleCreate

Creates an article, the %DataPayload parameters depends on the given communication channel, by default Internal is used. Example:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Article Create Note',
        Module =>
 'Kernel::System::ProcessManagement::TransitionAction::TicketArticleCreate',
        Config => {

        Config                    => {
            SenderType            => 'agent',            # (required) agent|system|customer
            IsVisibleForCustomer => 1,                   # 0 or 1
            CommunicationChannel => 'Internal',          # Internal|Phone|Email|..., default:
 Internal

            %DataPayload,                                # some parameters depending of each
 communication channel
        },
    },
};
```

The following is the %DataPayload for MIME based Communication channels (Email,Internal and Phone).

```
            SenderType       => 'agent',                                                #
 agent|system|customer
            ContentType      => 'text/plain; charset=ISO-8859-15',                      # or
 optional Charset & MimeType (e.g. 'text/html; charset=UTF-8')
            Subject          => 'some short description',                               #
 required
            Body             => 'the message text',                                     #
 required
            HistoryType      => 'OwnerUpdate',                                          #
 EmailCustomer|Move|AddNote|PriorityUpdate|WebRequestCustomer|...
            HistoryComment   => 'Some free text!',
            From             => 'Some Agent <email@example.com>',                       #
 not required but useful
            To               => 'Some Customer A <customer-a@example.com>',             #
 not required but useful
            Cc               => 'Some Customer B <customer-b@example.com>',             #
 not required but useful
```

```
            ReplyTo          => 'Some Customer B <customer-b@example.com>',             #
not required
            InReplyTo        => '<asdasdasd.12@example.com>',                           #
not required but useful
            References       => '<asdasdasd.1@example.com> <asdasdasd.12@example.com>', #
not required but useful
            NoAgentNotify    => 0,                                                      # if
you don't want to send agent notifications
            AutoResponseType => 'auto reply',                                           #
auto reject|auto follow up|auto reply/new ticket|auto remove

            ForceNotificationToUserID   => '1,43,56',                                    #
if you want to force somebody
            ExcludeNotificationToUserID => '43,56',
                 # if you want full exclude somebody from notifications,
                 # will also be removed in To: line of article,
                 # higher prio as ForceNotificationToUserID
            ExcludeMuteNotificationToUserID => '43,56',
                 # the same as ExcludeNotificationToUserID but only the
                 # sending gets muted, agent will still shown in To:
                 # line of article
```

Name specifies the name of the configured TransitionAction. It can be freely chosen, but should reflect the purpose of the configured action.

SenderType defines the sender type of the article. Possible values: agent, system, customer.

IsVisibleForCustomer defines if the article should be displayed in the customer interface.

CommunicationChannel defines the type of the article to be created. Possible values: Email, Internal and Phone. This list could be extended by installing new communication channels via an OTRS Package.

ContentType defines the content type of the article. Possible values: text/plain; charset=ISO-8859-15 or any other valid charset and mime type.

Subject defines the article title. Mandatory.

Body defines the article content. Mandatory.

HistoryType defines the type of the history entry. Possible values: AddNote, ArchiveFlagUpdate, Bounce, CustomerUpdate, EmailAgent, EmailCustomer, EscalationResponseTimeNotifyBefore, EscalationResponseTimeStart, EscalationResponseTimeStop, EscalationSolutionTimeNotifyBefore, EscalationSolutionTimeStart, EscalationSolutionTimeStop, EscalationUpdateTimeNotifyBefore, EscalationUpdateTimeStart, EscalationUpdateTimeStop, FollowUp, Forward, Lock, LoopProtection, Merged, Misc, Move, NewTicket, OwnerUpdate, PhoneCallAgent, PhoneCallCustomer, PriorityUpdate, Remove, ResponsibleUpdate, SendAgentNotification, SendAnswer, SendAutoFollowUp, SendAutoReject, SendAutoReply, SendCustomerNotification, ServiceUpdate, SetPendingTime, SLAUpdate, StateUpdate, Subscribe, SystemRequest, TicketDynamicFieldUpdate, TicketLinkAdd, TicketLinkDelete, TimeAccounting, TypeUpdate, Unlock, Unsubscribe, WebRequestCustomer.

HistoryComment defines the content of the history entry.

From, To, Cc and ReplyTo take email addresses in the notation specified above.

InReplyTo and References take email message IDs.

NoAgentNotify - if set to 1, the email notification of the Agent will not be sent.

AutoResponseType can take the following values: auto follow up, auto reject, auto remove, auto reply, auto reply/new ticket.

ForceNotificationToUserID, ExcludeNotificationToUserID, ExcludeMuteNotificationToUserID can take a list of UserIDs that are either always notified, not notified or listed as notified but not actually sent a notification email.

2.4.5.6.3. TicketCreate

Creates a ticket with an article, the new ticket can be linked with process ticket. Example:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Ticket Create',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketCreate',
        Config => {

            # ticket required:
            Title         => 'Some Ticket Title',
            Queue         => 'Raw',              # or QueueID => 123,
            Lock          => 'unlock',
            Priority      => '3 normal',         # or PriorityID => 2,
            State         => 'new',              # or StateID => 5,
            CustomerID    => '123465',
            CustomerUser  => 'customer@example.com',
            OwnerID       => 'someuserlogin',    # or OwnerID => 123,

            # ticket optional:
            TN              => $TicketObject->TicketCreateNumber(), # optional
            Type            => 'Incident',            # or TypeID => 1, not required
            Service         => 'Service A',           # or ServiceID => 1, not required
            SLA             => 'SLA A',               # or SLAID => 1, not required
            ResponsibleID   => 123,                   # not required
            ArchiveFlag     => 'y',                   # (y|n) not required
            PendingTime     => '2011-12-23 23:05:00', # optional (for pending states)
            PendingTimeDiff => 123 ,                  # optional (for pending states)

            # article required:
            SenderType           => 'agent',           # agent|system|customer
            CommunicationChannel => 'Internal'         # Internal|Phone|Email|..., default:
 Internal
            IsVisibleForCustomer => '0'

            %DataPayload,                             # some parameters depending of each
 communication channel

            # article optional:
            TimeUnit                        => 123

            # other:
            DynamicField_NameX => $Value,
            LinkAs => $LinkType,                                        # Normal, Parent,
 Child, etc. (respective original ticket)
            UserID => 123,                                              # optional, to
 override the UserID from the logged user
        },
    },
};
```

Name specifies the name of the configured TransitionAction. It can be freely chosen, but should reflect the purpose of the configured action.

Title The ticket title.

Queue or QueueID specifies the name or id of the queue to be used in the new ticket.

Lock or LockID sets the lock status of the ticket.

Priority or PriorityID specifies the name or id of the priority to be used in the new ticket.

State or StateID specifies the name or id of the state to be used in the new ticket.

CustomerID, the customer id to be set for the new ticket.

CustomerUser, the login of the customer that will be assigned in the ticket.

OwnerID or OwnerID, specifies the login or id of the agent that will be the new ticket owner.

TN, custom number for the new ticket.

Type or TypeID specifies the name or id of the ticket type to be used in the new ticket.

Service or ServiceID specifies the name or id of the service to be used in the new ticket.

SLA or SLAID specifies the name or id of the SLA to be used in the new ticket.

ResponsibleID, the ID of the agent that will be the new ticket responsible.

PendingTime, a predefined date to set the Ticket Pending Times, when the ticket state belongs to a pending state type.

PendingTimeDiff, a dynamically date (expressed in seconds from current date/time) to set the Ticket Pending Times, when the ticket state belongs to a pending state type.

SenderType defines the sender type of the article. Possible values: agent, system, customer.

IsVisibleForCustomer defines if the article should be displayed in the customer interface.

CommunicationChannel defines the type of the article to be created. Possible values: Email, Internal and Phone. This list could be extended by installing new communication channels via an OTRS Package.

Please check the additional parameters for different article channels.

TimeUnit the time invested in the current ticket article expressed in seconds, minutes, hours, etc.

DynamicField_NameX where DynamicField_ is a required prefix and NameX is the name of a Dynamic Field to be set in the new ticket (on ticket level, not article levels).

LinkAs to define the new ticket relation with originator ticket, from the new ticket point of view, for example Normal, Parent, Child etc.

OTRS smart tags like <OTRS_CUSTOMER_BODY> or <OTRS_CUSTOMER_REALNAME> are now supported in the Transition Action TicketCreate. Those smart tags could be used to create a new ticket and insert data from the process ticket to this child ticket. The usage of the OTRS smart tags is identical to the text templates in *Ticket Notifications*.

2.4.5.6.4. TicketCustomerSet

Inaseti mteja wa tiketi ya mchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Customer Set Customer to test',
        Module => 'Kernel::System::Process::TransitionAction::TicketCustomerSet',
        Config => {
            No      => 'test',
            User    => 'client-user-123',
            # or in other words
```

```
            # CustomerID     => 'client123',
            # CustomerUserID => 'client-user-123',

        },
    },
};
```

Name specifies the name of the configured TransitionAction.

No or CustomerID set the Customer ID of the customer.

User or CustomerUserID set the Username of the customer.

2.4.5.6.5. TicketLockSet

Inabadilisha ufunguo wa tiketi ya mchakato, Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set Lock to lock',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketLockSet',
        Config => {
            Lock   => 'lock',
            # or
            LockID => 2,
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

Lock defines the new lock of the process ticket.

LockID defines the internal ID of the new lock.

2.4.5.6.6. TicketOwnerSet

Inabadilisha mmiliki wa tiketi ya nchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Owner Set root@localhost',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketOwnerSet',
        Config => {
            Owner => 'root@localhost',
            # or
            OwnerID => 1,
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

Owner specifies the login name of the new owner.

OwnerID specifies the internal ID of the new owner.

2.4.5.6.7. TicketQueueSet

Inapeleka tiketi kwenye foleni lengwa. Mfano:

```
$Self->{'Process::TransitionAction'} = {
```

```
    'TA1' => {
        Name   => 'Queue Move Raw',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketQueueSet',
        Config => {
            Queue => 'Raw',
            # or
            # QueueID => '2',
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

Queue specifies the name of the target queue.

QueueID specifies the internal ID of the target queue.

2.4.5.6.8. TicketResponsibleSet

Inabadilisha tiketi ya mchakato inayohusika. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Responsible Set root@localhost',
        Module =>
 'Kernel::System::ProcessManagement::TransitionAction::TicketResponsibleSet',
        Config => {
            Responsible => 'root@localhost',
            # or
            ResponsibleID => 1,
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

Responsible specifies the login name of the new responsible.

ResponsibleID specifies the internal ID of the new responsible.

2.4.5.6.9. TicketServiceSet

Inagawia huduma kwa tiketi ya mchakato. Tiketi inahitaji kuwa na mteja na huduma lazima iwe imegawiwa kwa huyo mteja. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set MyService service',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketServiceSet',
        Config => {
            Service   => 'MyService',
            # or
            ServiceID => 123,
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

Service defines the new service of the process ticket. The full name is required (e.g. GramdFatherService::FatherService::SonService).

ServiceID defines the internal ID of the new service.

2.4.5.6.10. TicketSLASet

Inagawia makubaliano ya ngazi ya huduma kwa tiketi ya mchakato. Tiketi inahitaji kuwa na huduma na SLA lazima igawiwe kwa hiyo huduma. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set MySLA SLA',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketSLASet',
        Config => {
            SLA   => 'MySLA',
            # or
            SLAID => 123,
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

SLA defines the new service level agreement of the process ticket.

SLAID defines the internal ID of the new SLA.

2.4.5.6.11. TicketStateSet

Inabadilisha hali ya mchakato wa tiketi. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set State to open',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketStateSet',
        Config => {
            State   => 'open',
            # or
            StateID => 4,

            PendingTimeDiff => 123,
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

State defines the new state of the process ticket.

StateID defines the internal ID of the new state.

PendingTimeDiff used only for pending type states, defines the time difference in seconds relative (relative to the Transition Action execution time) to set ticket pending time (e.g. 3600 means that the pending time is 1hr after the Transition Action is executed).

2.4.5.6.12. TicketTitleSet

Inaseti kichwa cha habari cha tiketi ya mchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set Ticket Title to Ticket-title',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketTitleSet',
        Config => {
            Title => 'Ticket-title',
        },
    },
```

```
};
```

Name specifies the name of the configured TransitionAction.

Title specifies the new title of the ticket.

2.4.5.6.13. TicketTypeSet

Inaseti aina ya tiketi ya mchakato. Mfano:

```
$Self->{'Process::TransitionAction'} = {
    'TA1' => {
        Name   => 'Set Ticket Type to default',
        Module => 'Kernel::System::ProcessManagement::TransitionAction::TicketTypeSet',
        Config => {
            Type     => 'default',
            # or
            # TypeID => '1',
        },
    },
};
```

Name specifies the name of the configured TransitionAction.

Type specifies the name of the ticket type.

TypeID specifies the internal ID of the ticket type.

2.4.6. Orodha Dhibiti Sikivu

Kwa usaidizi kutoka ACLs, unaweza kuweka kikomo cha vitu vya kuchaguliwa kwenye tiketi za mchakato. Tafadhali ona pia rejea ya ACL kwa maelezo kamili ya sintaksi ya ACL.

2.4.6.1. Usanidi wa ACL

ACL zinaweza kufafanuliwa kwenye Kernel/Config.pm tu. Mfano:

```
$Self->{TicketAcl}->{'001-ACL-ProcessProperties'} = {
    Properties => {
        Process => {
            ProcessEntityID        => ['P1'],
            ActivityEntityID       => ['A1'],
            ActivityDialogEntityID => ['AD1'],
        }
    },
    Possible => {
        ActivityDialog => ['AD1', 'AD3'],
    },
    PossibleNot => {
        ActivityDialog => ['AD3'],
    },
};
```

2.4.6.2. 001-ACL-ProcessProperties

Jina la sheria ya ACL. Kwa maelezo zaidi kuhusu sheria za ACL kwa ujumla, tafadhali nenda mwongozo wa ACL.

2.4.6.3. Process

Hii sehemu inatumika lulagua kama ACL laizma itumike. Kama ina thamani zilizowekwa bayana, sheria itatumika. Thamani zifuatazo zinaweza kutumika:

2.4.6.3.1. ProcessEntityID

Kitambulisho cha mchakato ambacho mchakato. Unafanania kama tiketi ikigawiwa kwa huu mchakato.

2.4.6.3.2. ActivityEntityID

Kitambulisho cha Shughuli ambayo tiketi ya mchakato imegawiwa kwa sasa.

2.4.6.3.3. ActivityDialogEntityID

Kitambulisho cha Maongezi ya Shughuli ambayo yako wazi kwa tiketi ya mchakato kwa sasa.

2.4.6.4. Possible and PossibleNot Activity Dialog

Hapa unaweza kuweka bayana orodha ya Vitambulisho vya Maongezi ya Shughuli. Hii orodha itaweka ukomo wa Maongezi ya Shughuli ambayo yanaweza kugawiwa kwa mtu-mijai katika barakoa ya kuza tiketi.

Possible lists the Activity Dialogs that are allowed. The setting above will only allow AD1 and AD3 of the list of configured Activity Dialogs.

PossibleNot lists the Activity Dialogs that are not allowed. In the example above, the setting will remove AD3 from the list of configured Activity Dialogs.

If both Possible and PossibleNot are specified, the list of configured Activity Dialogs will first be filtered by Possible, leaving only AD1 and AD3 in our example. Then PossibleNot will be applied and filter out AD3, so that only AD1 remains and is shown as a possible Activity Dialog that the user can use.

Kama sheria zaidi ya moja za ACL zimefanana, muunganiko wa sheria zote zinazofanana utatafutwa kutengeneza Maongezi ya Shughuli yanayowezekana. Mfano:

Configured Activity Dialogs: AD1, AD2, AD3, AD4, AD5, AD6, AD7.

```
$Self->{TicketAcl}->{'001-ACL-Status'} = {
    Properties => {
        Ticket => {
            Status => 'new',
        }
    },
    Possible => {
        ActivityDialog => ['AD1', 'AD2', 'AD3', 'AD6', 'AD7'],
    },
};
$Self->{TicketAcl}->{'002-ACL-Queue'} = {
    Properties => {
        Ticket => {
            Queue => ['Raw']
        }
    },
    Possible => {
        ActivityDialog => ['AD2', 'AD3', 'AD4', 'AD7'],
    },
};
$Self->{TicketAcl}->{'003-ACL-Priority'} = {
    Properties => {
        Ticket => {
            Priority => ['3 normal']
        }
    },
    PossibleNot => {
        ActivityDialog => ['AD3', 'AD4'],
    },
```

```
};
```

If a process ticket has the state new, is in the Raw queue and has a priority 3 normal, then all three ACL rules will match.

The first rule reduces the Activity Dialogs from AD1, AD2, AD3, AD4, AD5, AD6, AD7 to AD1, AD2, AD3, AD6, AD7 and forbids AD4 and AD5.

The second rule will now further reduce the remaining Activity Dialogs. In our example, AD2, AD3, AD7 will remain.

Now the third rule will further reduce the list by PossibleNot. AD3 is removed from the list. AD4 is not removed, since it was not on the list in the first place. At the end, AD2 and AD7 remain as possible Activity Dialogs that the user can utilize.

It is also possible to limit the processes that can be displayed in the New process ticket screen. The functionality is similar to limiting the Activity Dialogs with one exception: The ACLs could only be based on Users.

Ona mifano chini:

```
$Self->{TicketAcl}->{'200-ACL-Process'} = {
    # match properties
    Properties => {
        User => {
            UserID => [2, 3],
        },
    },
    Possible => {
       Process => ['P1', 'P2', 'P3'],
    },
    PossibleNot => {
        Process => ['P4'],
    },
};
```

```
$Self->{TicketAcl}->{'201-ACL-Process'} = {
    # match properties
    Properties => {
        User => {
            Group_rw => [ 'MyGroup' ],
        },
    },
    Possible => {
       Process => ['P1', 'P2', 'P3'],
    },
    PossibleNot => {
        Process => ['P4'],
    },
};
```

```
$Self->{TicketAcl}->{'202-ACL-Process'} = {
    # match properties
    Properties => {
        User => {
            Role => [ 'MyRole' ],
        },
    },
    Possible => {
       Process => ['P1', 'P2', 'P3'],
    },
    PossibleNot => {
        Process => ['P4'],
```

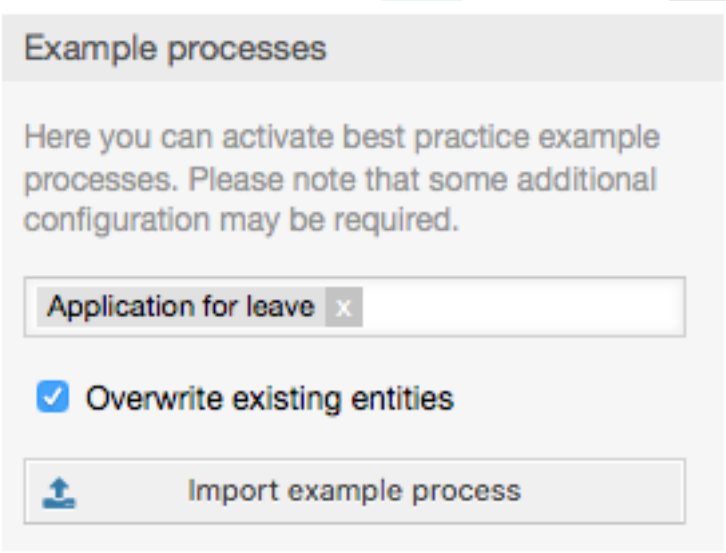
```
    },
};
```

2.5. Import Ready2Adopt process

2.5.1. Agiza

On the *AdminProcessManagement* screen you can find an *Ready2Adopt Processes* widget, where you can find best practice Ready2Adopt processes. Currently, there is only an *Application for leave* process available, but you can find additional Ready2Adopt processes in the **OTRS Business Solution™**.

Figure 5.24. Import Ready2Adopt Processes widget



Select process from the drop-down menu and click on the *Import Ready2Adopt process* button. After the process is imported, don't forget to deploy changes.

3. Localization of the OTRS Front End

Procedures for localization for the OTRS framework, steps to be followed to create a new language translation, as well as procedures for translation customizations, can be found in the Translating OTRS chapter from the developer manual.

Chapter 6. Appointment Calendar

1. Utangulizi

1.1. Vipengele

Appointment calendar feature provides a calendar implementation that allows agents to manage and display multiple calendars and their appointments.

1.1.1. Management of multiple calendars

Via a management interface it is possible to add and edit calendars.

Beside calendar names, it is possible to assign colors and access groups, as well as the current validity of the calendars.

1.1.2. Exports and imports

Once different calendars are created, it is possible to export either the complete calendar definition (including the calendar appointments) in the well-known YAML format or just export the related appointments of a calendar to ICS format.

It is also possible to import complete calendar structures using previously exported YAML files to restore calendar definitions or import just calendar appointments to an existing calendar using ICS file uploads.

That offers the possibility to backup and restore single calendars or transfer them to a different OTRS installation or an external calendar tool.

1.1.3. Management of calendar appointments

If at least one calendar is created and accessible by a certain agent, new or already existing appointments can be managed via a calendar overview and an agenda overview.

Within the calendar overview, an agent is able to display, create, edit and/or delete appointments of different calendars, depending on their permission level to the related calendars. Such appointments can be created or edited via drag and drop within this screen.

The visibility of single calendars can be enabled or disabled through the calendar list within the screen.

To have a good overview of available appointments within different calendars and the related dates they start or end, it is possible to select different view modes, like weekly view, monthly view, different timeline related views etc.

Within the agenda overview, an agent is able to display the appointments of all available (accessible) calendars in a table-like overview. This overview is designed to have a detailed list of upcoming appointments in a structured table. Like in the calendar overview, appointments can be created, edited or deleted. This view supports a monthly, weekly and daily point of view on available appointments.

1.1.4. Repeating appointments

If recurring appointments needs to be archived, it is possible to setup detailed information about the occurrences of a single appointment.

Beside pre-defined frequencies like daily, weekly, monthly etc. it is possible to setup custom repeats and exclude weekdays or dates of months, define the amount of recurrences and/or the end date after the appointment stops to repeat.

1.1.5. Taarifa

Within the edit screen of an appointment, it is possible to setup a date to notify about the appointment.

As in the settings for appointment repeat, it is possible to use pre-defined templates for notifications (i.e. 5 minutes before, 15 minutes before etc.) or setup a custom point of time.

The custom settings for notifications allows to setup a relative point of time (like 5 minutes after the appointment has been started) or an explicit date/time expression.

1.1.6. Event-based appointment/calendar notifications

As in the well-known ticket notifications, this package comes up with an event based notification mechanism, that can be handled using an administration interface. Within that interface, notification event entries can be created, updated and/or deleted to react on different OTRS events with related filters, recipients and content templates.

The content of notifications can be dynamically filled-up using OTRS smart tags, like in the event based ticket notifications.

1.1.7. Managed ticket appointments

This package offers the possibility to automatically create and update appointments in calendars based on ticket data, using special rules defined within the calendar edit screen. Any ticket date/time value (i.e. pending time, escalation times or dynamic fields) can be used to define appointment start and end dates.

1.1.8. Link tickets to appointments

Within the edit screen of an appointment, it is possible link existing tickets.

Tickets can be searched by their ticket numbers and/or titles.

Links between tickets and appointments appear in the ticket zoom like every other linked objects in a related table.

Those links can either be created through an existing appointment, using the overviews or via the link feature in the ticket zoom.

It's also possible to create a new appointment out of the ticket zoom, which links the related ticket automatically to the new appointment.

1.1.9. Dashboard widget for upcoming appointments

Every agent can activate a dashboard widget *Appointments* in the dashboard.

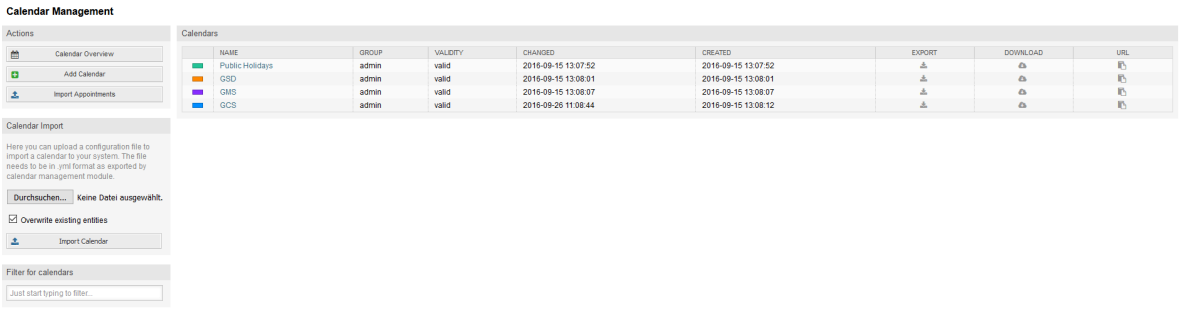
This widget shows the upcoming appointments of the different calendars for today, tomorrow and the next 5 days.

2. Usage

2.1. Calendar Management

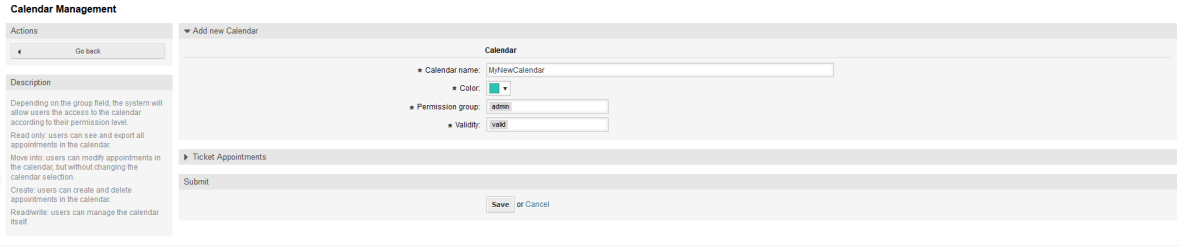
Via a management interface it is possible to add and edit calendars.

Figure 6.1. Calendar management overview



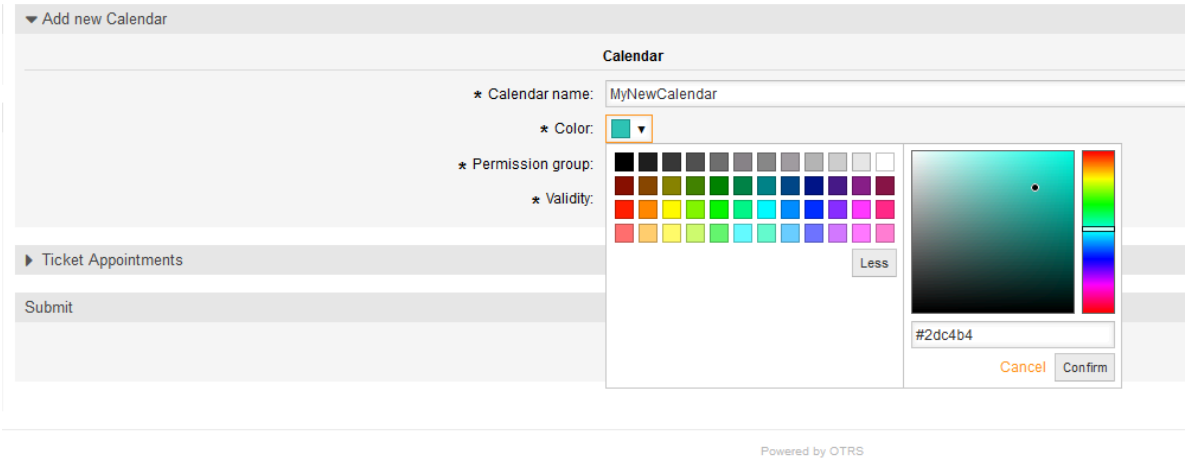
If a new calendar needs to be created or edited, it's necessary to define a calendar name, a color and the permission group the calendar belongs to. This is needed for agents to access the calendar properly with the related permissions.

Figure 6.2. Calendar edit screen



The color can be selected with the built-in color picker, like in the following screenshot. There are three ways to select a color with the color picker. After clicking on the preselected color, a window opens with a set of pre-defined colors ready to be used. If your preferred color is not available, you can click on the *More* button to open the advanced mode.

Figure 6.3. Color picker in calendar edit screen



Within that mode, you can either select a certain color by using the color bar and the color field with your mouse or you're able to directly use a hexadecimal code of a desired color. By clicking on the *Less* button, you can shrink the color picker back again to the standard mode. Right after a click on the *Confirm* button, the new color is selected and visible in the preview field. Even if you selected a certain color within the advanced mode,

the previous color will be selected again (and visible in the preview field) if you click on the *Cancel* button, but this just works if you didn't confirmed your selection yet. If that's the case (but you did not save the calendar yet), you may just reload your screen and see you current color setting again.

For the selected permission group of your calendar, an agent who should have access to, needs at least a read permission within the related group. Enclosed is a list of permissions to access certain feature-levels within the different calendars:

RO

The related agent can see the calendar and its appointments, but can't do any changes.

MOVE_INTO

The related agent can update existing appointments, but can't create new ones or delete existing ones.

CREATE

The related agent can create new appointments.

RW

The related agent is able to delete appointments.

The validity field indicates if a calendar is valid. Invalid calendars won't show up in the different overviews, even if agents have access to it.

2.2. Exporting calendars and/or appointments

Once different calendars are created, it is possible to export either the complete calendar definition (including the calendar appointments) in the well-known YAML format or just export the related appointments of a calendar to ICS format.

To export a complete calendar structure to the YAML format, the calendar list in the calendar management screen can be used. By clicking on the related link within column *Export*, a YAML structure named `Export_Calendar_CalendarName.yml`, including the calendar meta-data (calendar name, color, permission group, validity state) can be downloaded. The structure also includes all calendar appointments. This functionality can be used to simply backup a certain calendar and/or transfer it to a foreign OTRS instance.

To export just the calendar appointments in ICS format, the link within column *Download* can be used. After clicking on the related link, an ICS file named `CalendarName.ics` can be downloaded, including all appointments of the related calendar. This file can be used to backup just the appointments of a certain calendar and/or transfer it to either an existing calendar on a foreign OTRS instance or any other calendar tool, which supports the ICS standard, to display the appointments.

2.3. Importing calendars and/or appointments

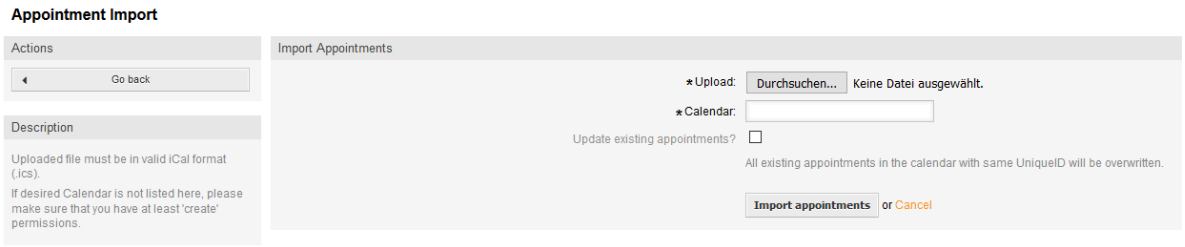
As an equivalent to the export function, it is possible to either import a complete calendar structure including related appointments in the YAML format, or just a set of appointments to an already existing calendar in the ICS format.

To import a complete calendar structure, the related *Calendar Import* widget on the left side of the calendar management screen can be used. Within this widget, a YML file can be

selected and uploaded to import the calendar. The checkbox *Overwrite existing entities* indicates if a calendar with the same name as the imported one should be overwritten. If a calendar with the same name exists, but the checkbox is empty during the upload, a related error message will be displayed.

To import a set of appointments to an already existing calendar, the *Import Appointments* button can be clicked to access the appointment import screen.

Figure 6.4. Appointment import in calendar management overview



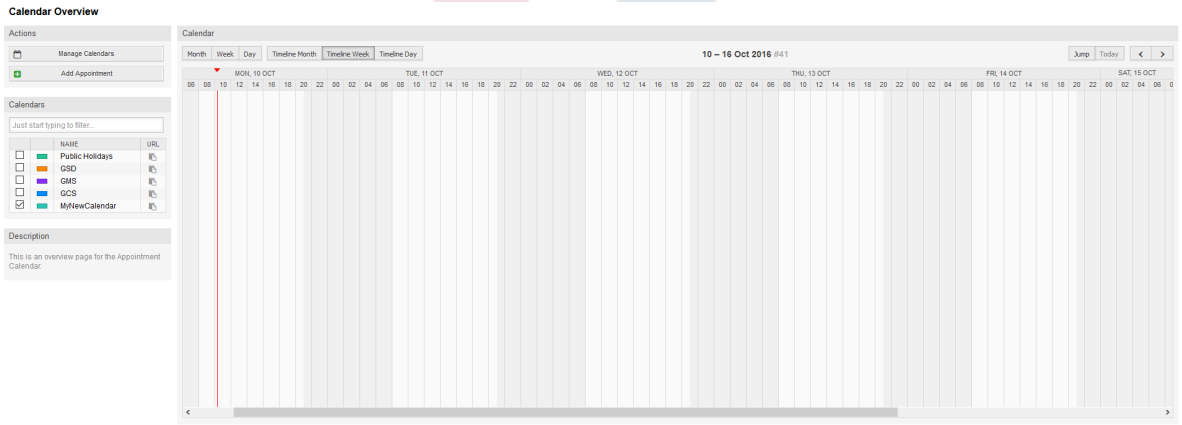
Here it's needed to select an ICS file to be used for the import. Right after that, a calendar needs to be selected from the related list to import the new appointments in. The checkbox *Update existing appointments* indicates, if already existing appointments with the same UniqueID shall be overwritten or not. Appointments with the same UniqueID but already existing in the related calendar won't be omitted during the import process. They will be inserted again and will be available multiple times in case of doubt, if the option to overwrite appointments is not enabled.

2.4. Calendar Overview

If at least one calendar is created and accessible by a certain agent, new or already existing appointments can be managed via a calendar overview and an agenda overview.

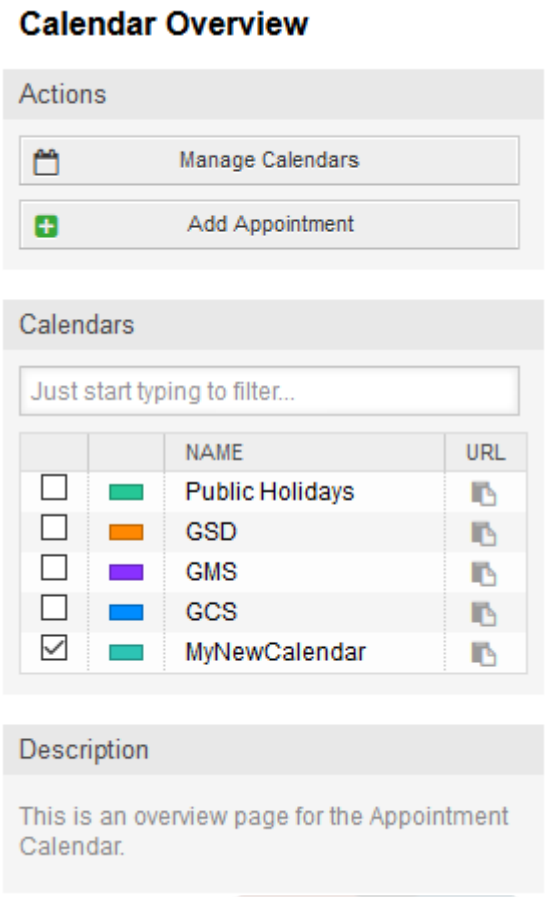
Within the calendar overview, an agent is able to display, create, edit and/or delete appointments of different calendars, depending on their permission level to the related calendars, as described above.

Figure 6.5. Calendar overview screen



As visible in the following screenshot, the calendar overview contains the management tools for the calendars and appointments on the left side and the calendar view on the right side. With the buttons in the *Actions* widget it's possible to either access the calendar management directly or add a new appointment (if the agent has the permission).

Figure 6.6. Sidebar in calendar overview screen



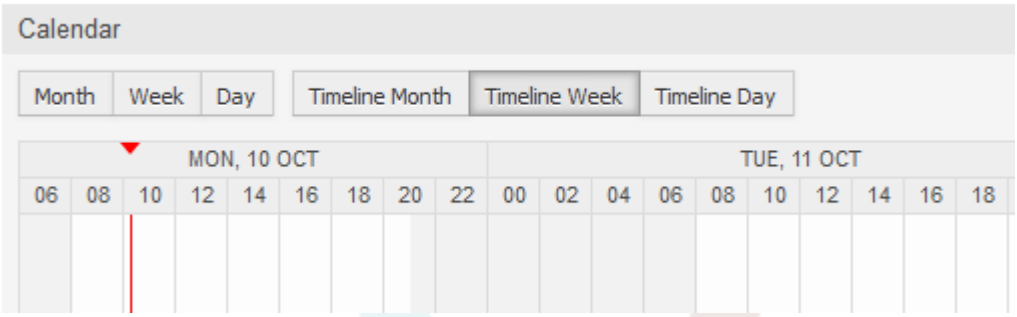
The *Calendars* widget contains all calendars accessible by the agent. The checkboxes are used to enable or disable the view of certain calendars, like it's the case in many foreign calendar tools.

Since all appointments of any active calendar for every agent will be provided by the server (and not stored or cached on the client), it can result in heavy load on the server if too many calendars are active at the same time. Therefore a system configuration option `AppointmentCalendar::CalendarLimitOverview` limits the maximum number of active calendars per agent. If the limit is reached by an agent, a related error message will be displayed, indicating there are too many active calendars.

The URL column provides an external link to the calendar, which is used to subscribe. This functionality is described later in this document.

To have a good overview of available appointments within different calendars and the related dates the appointments start or end, we provide different view modes to be used by the agents.

Figure 6.7. View modes in calendar overview screen

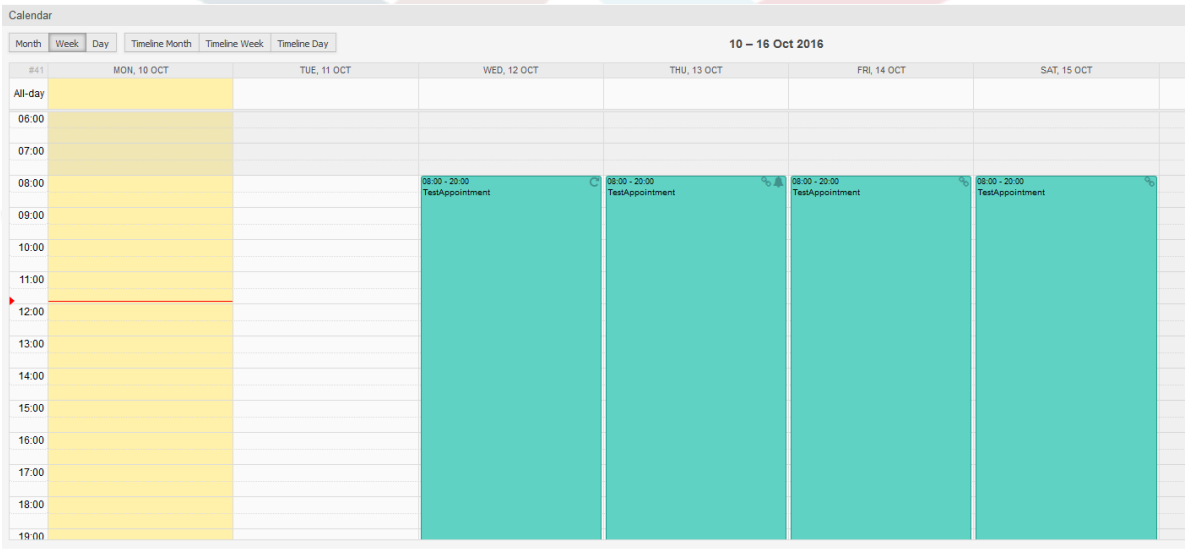


They are separated in timeline modes and non-timeline modes with different time ranges, to have the best view on different appointments for the related situations. On most of the view modes, a red line indicates the current time of the current day.

The information in the middle of the top-bar shows the current time range the agent is in, for the current view. Within the timeline views, the current calendar week will be displayed in light gray, when possible. Within the non-timeline views, the current calendar week is displayed as a single column on the left side, if possible.

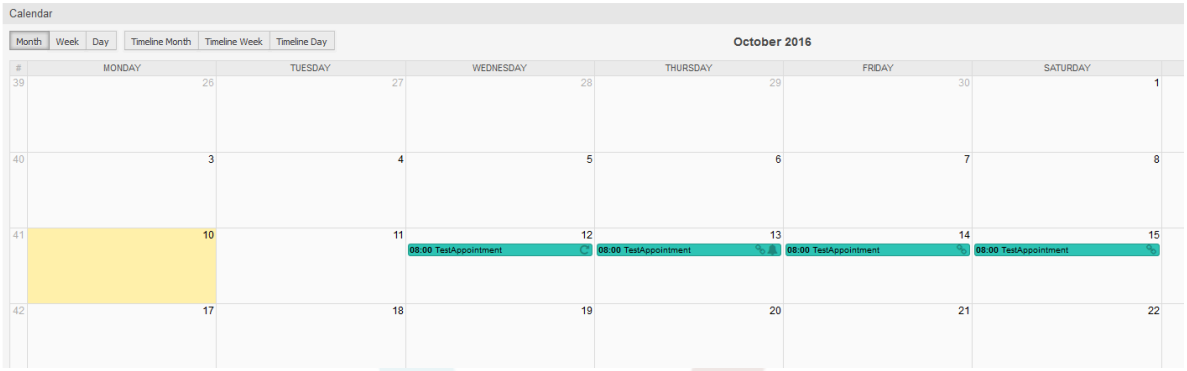
Enclosed a screenshot of the non-timeline weekly view:

Figure 6.8. Weekly view in calendar overview screen



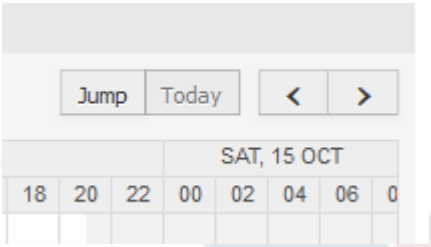
and the non-timeline monthly view:

Figure 6.9. Monthly view in calendar overview screen



On the upper right side, the agents can access the navigation controls.

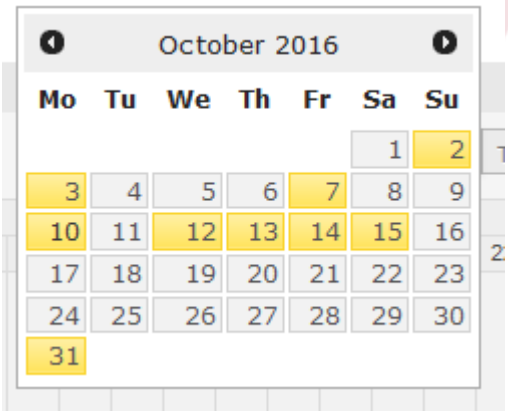
Figure 6.10. Navigation controls in calendar overview screen



The left- and right-arrow buttons are used to navigate through the dates of the current time range. The *Today* button brings the agent back to the current date to save time.

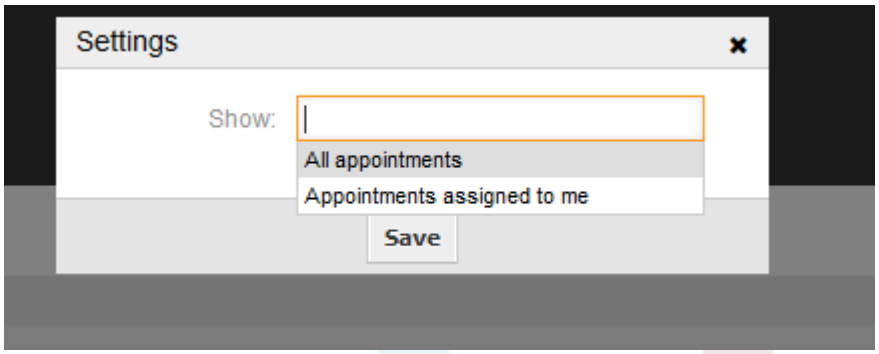
The *Jump* button is used to access a certain date directly without a need to go every date in between to access a certain date (maybe one year earlier or later). A click on the button opens a date picker, which highlights all dates which have already appointments stored. A mouseover shows the number of appointments with to the current date. A click on a date brings the agent to the related time range and displays all appointments.

Figure 6.11. Today and Jump buttons in calendar overview screen



On the right side of the main widget (on top of the navigation buttons) a gear wheel appears on mouse over, which is used to access a visibility filter:

Figure 6.12. User preferences for calendar overview screen

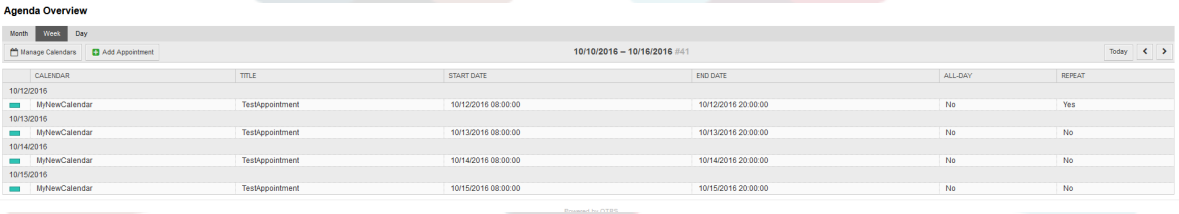


Here you can choose, if you want to see all available appointments, or just the ones that are directly assigned to you.

2.5. Agenda Overview

Within the agenda overview, an agent is able to display the appointments of all available (accessible) calendars in a table-like overview. This overview is designed to have a detailed list of upcoming appointments in a structured table. Like in the calendar overview appointments can be created, edited or deleted. This view supports a monthly, weekly and daily point of view on available appointments.

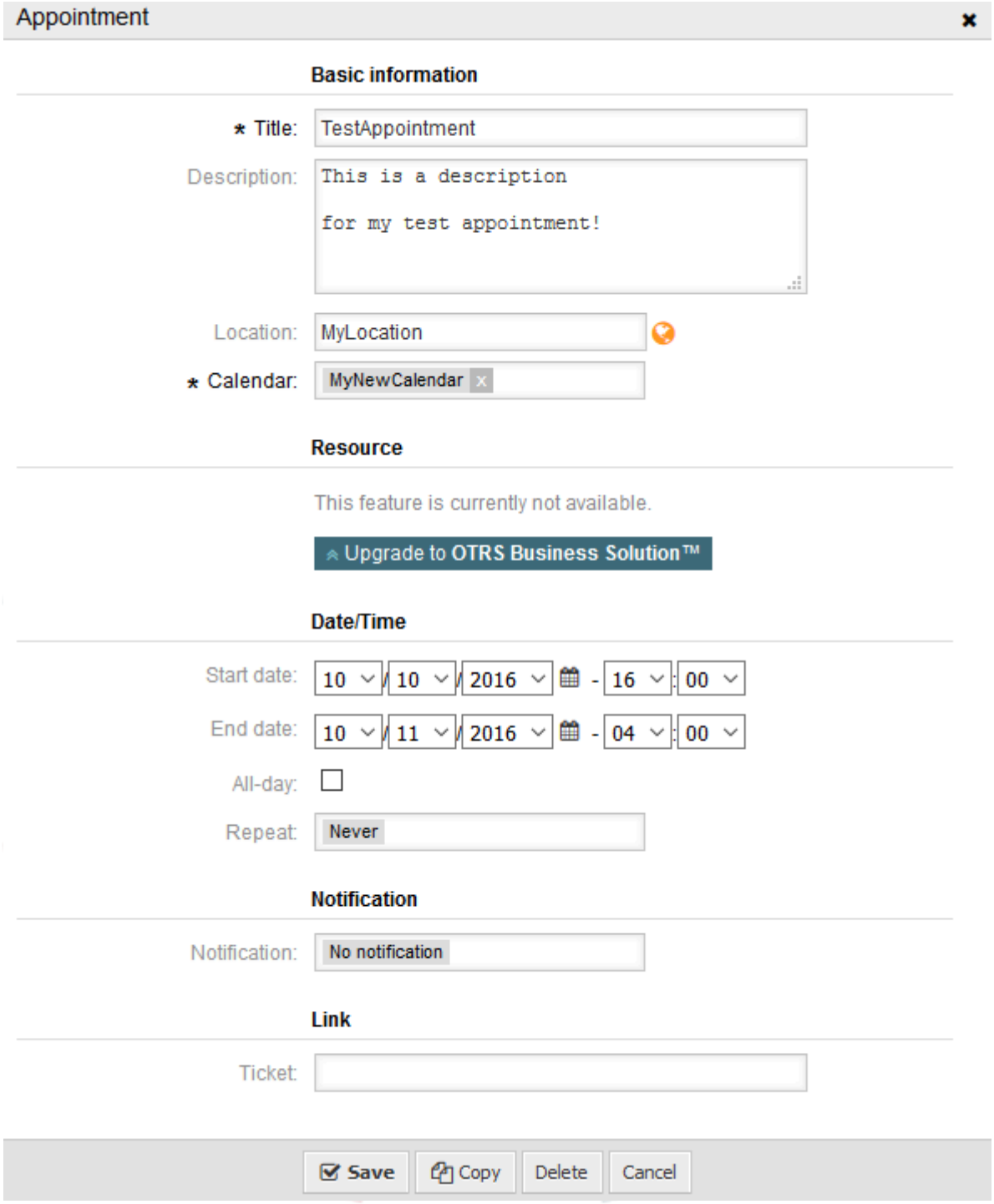
Figure 6.13. Agenda overview screen



2.6. Management of calendar appointments

Within the calendar overview, to add new appointments it's either possible to click on the *Add Appointment* button or click on the overview widget. It's also possible to drag over a range of the widget to setup a rough time span. Right after that, a modal dialog appears where the data can be inserted:

Figure 6.14. Appointment edit screen



The only mandatory fields of the basic information are the appointment title and the related calendar to assign the appointment to. The description and location are optional fields. If the location contains a value, a related link icon will show up next to the field which by default links to Google map to get a better picture of the location. This link is configurable through the system configuration option `AgentAppointmentEdit::Location::Link`.

Within the *Date/Time section*, the related start date and end date needs to be selected.

The *All-day* checkbox indicates that the appointment takes place on the whole day. If it's activated, time of the start date and the end date will be disabled and set to 00:00.

The *Repeat* option is used to define appointment recurrences and will be described separately, see section *Repeating appointments* below.

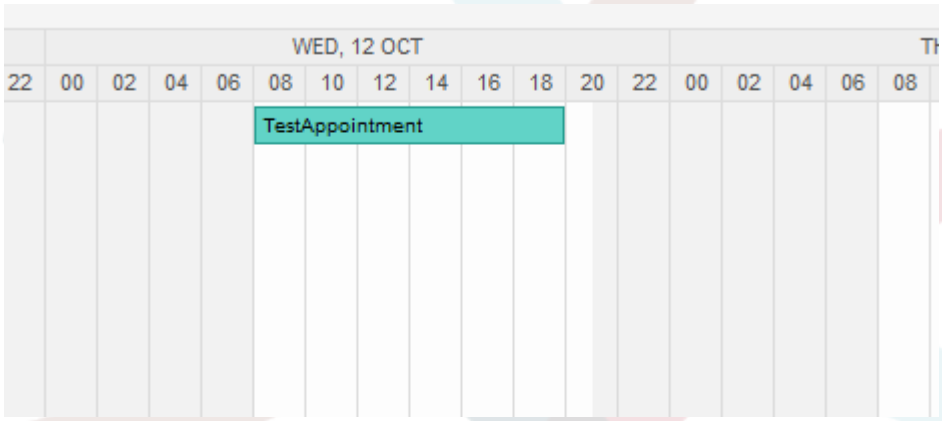
The *Notification* option is used to define appointment notifications and will be described separately, see section *Notifications* below.

The *Link* option is used to define appointment links to foreign objects (like tickets) and will be described separately, see section *Link tickets to appointments* below.

If the appointment already exists, the *Copy* and *Delete* buttons appear at the bottom of the modal dialog, provided that the current agent has the related permissions. The *Copy* button will just ignore the changes in the dialog and create a copy of the current appointment at the same time range with same information. The *Delete* button will delete related appointment, but the agent will face a question if they are really sure they want to delete the appointment, for security reasons.

Once the appointment has been saved, it appears in the overview of the page:

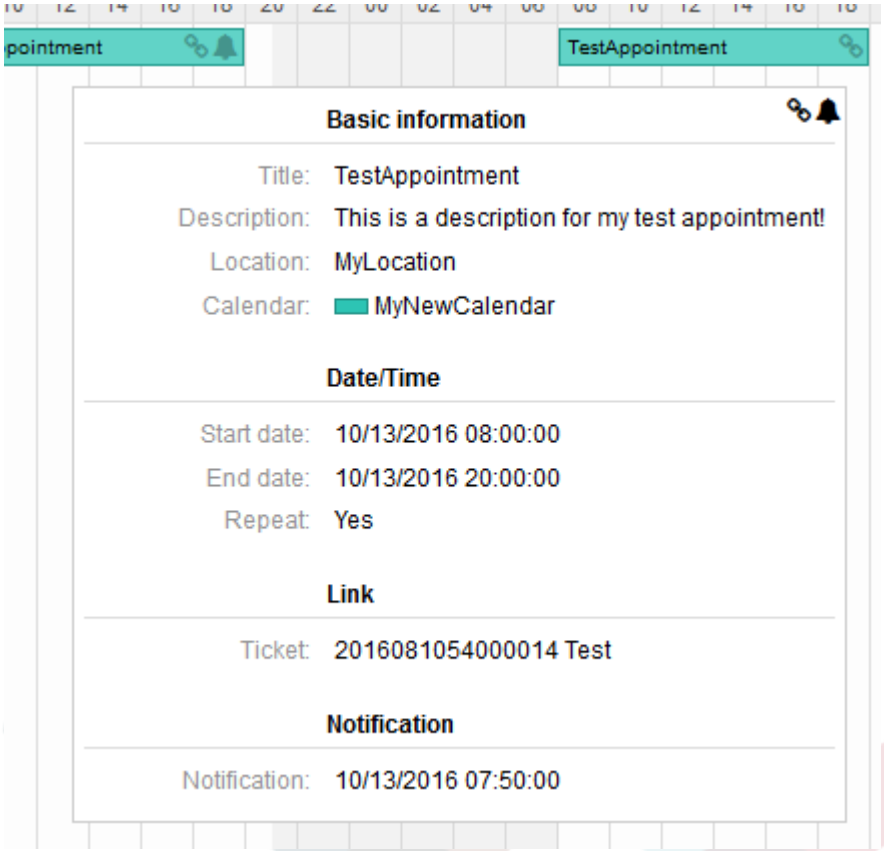
Figure 6.15. Appointment display in calendar overview screen



With a click on the appointment, the modal dialog opens again and appointment can be edited. If the agent has the correct permission, the appointment can also be edited via drag and drop to either move the complete appointment to another place (date/time) or just increase/decrease the start- and/or the end-time by dragging the appointment on the related handles on the left or the right end.

If the cursor of the mouse hovers over a certain appointment, a tooltip with the related appointment information appears:

Figure 6.16. Appointment tooltip

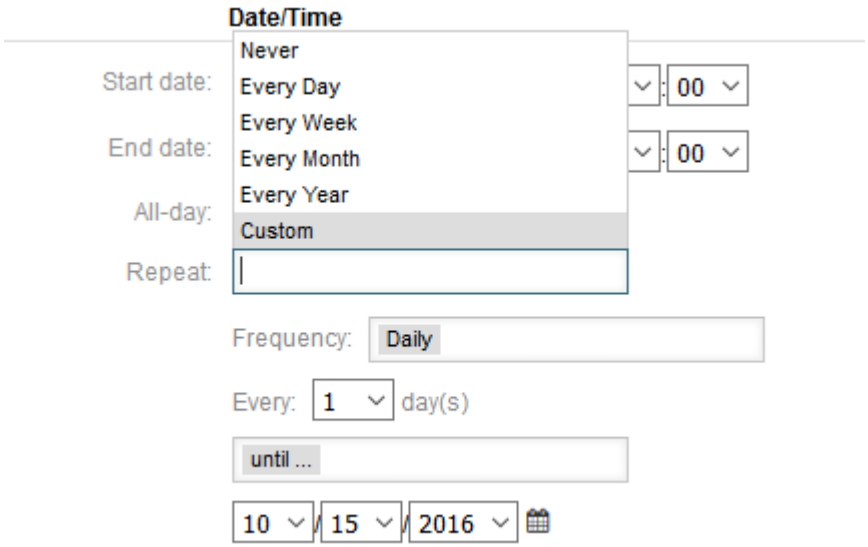


2.7. Repeating appointments

If appointments needs to be created in a recurring manner, it is possible to setup detailed information about the occurrences of an appointment.

For this to work it is either possible to use pre-defined frequencies of the occurrences, or to define custom settings:

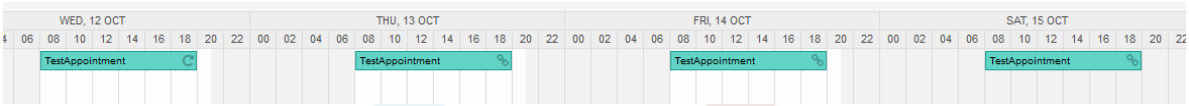
Figure 6.17. Edit screen of a repeating appointment



After the selection is finished, it's necessary to define the runtime of the recurrences. It's possible to choose either a date to repeat until, or an amount of times to repeat.

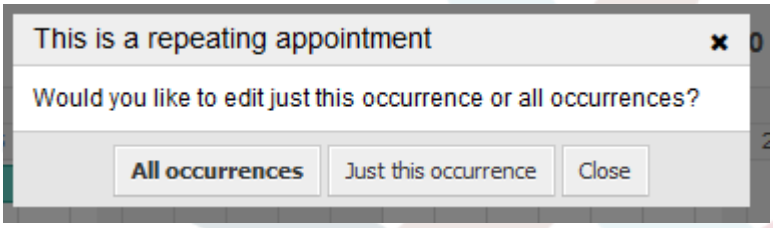
After all decisions are made and the settings are saved successfully, the appointment will be marked a recurring appointment. The parent appointment will be marked with circle-arrow-symbol and the child appointments with a chain-symbol.

Figure 6.18. Repeating appointments in calendar overview screen



Future changes to the parent appointment will affect the children automatically, without any further message. If an agent is about to change one of the child appointments, a message will ask what would they like to update:

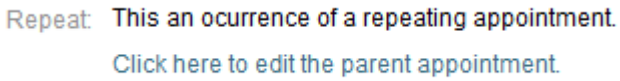
Figure 6.19. Edit screen of a repeating child appointment



If the update affects all appointments, the behavior will be the same as with the update of the parent appointment. All options (including the recurring settings) are changeable.

If just the current (child) occurrence is affected, it's not possible to change the repeating settings, but a related message and a link to the parent appointment will be provided:

Figure 6.20. Repeating settings of a child appointment

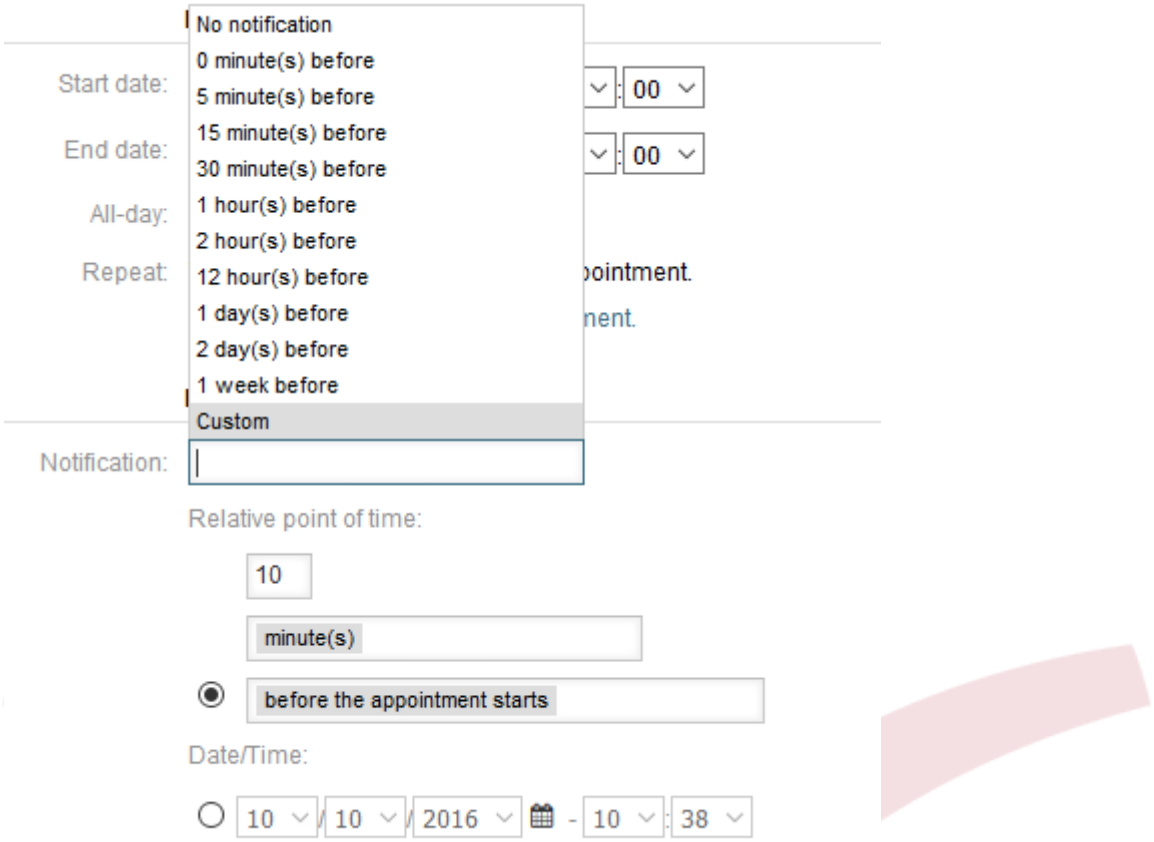


The enabled repeating option will be additionally displayed in the tooltip of the related appointment(s).

2.8. Taarifa

Within the edit screen of an appointment, it is possible to setup a date to notify about the appointment. As in the settings for appointment repeat, it is possible to use pre-defined templates for notifications (i.e. 5 minutes before, 15 minutes before etc.) or to setup a custom point of time:

Figure 6.21. Notification settings in appointment edit screen



The custom settings for notifications are split into a relative point of time (like 5 minutes after the appointment has been started, 2 hours before the appointment ends etc.) and an explicit date time value, which can additionally be selected with a date picker. The related section needs to be enabled with a radio button, hence the disabled section will be ignored.

If an appointment has an active notification setting, the date/time string of the notification will be displayed in the tooltip. In addition to that, the appointment will be marked with a bell-symbol to indicate that there is an active notification set, without any mouse over actions.

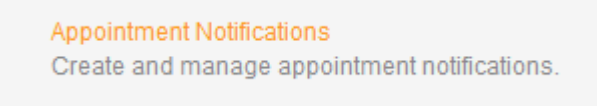
2.9. Event-based appointment/calendar notifications

As in the well-known ticket notifications, this package comes up with an event based notification mechanism, that can be handled using an administration interface. Within that interface, notification event entries can be created, updated and/or deleted to react on different OTRS events with related filters, recipients and content templates.

During the installation of the package, one default entry *Appointment reminder notification* will be installed.

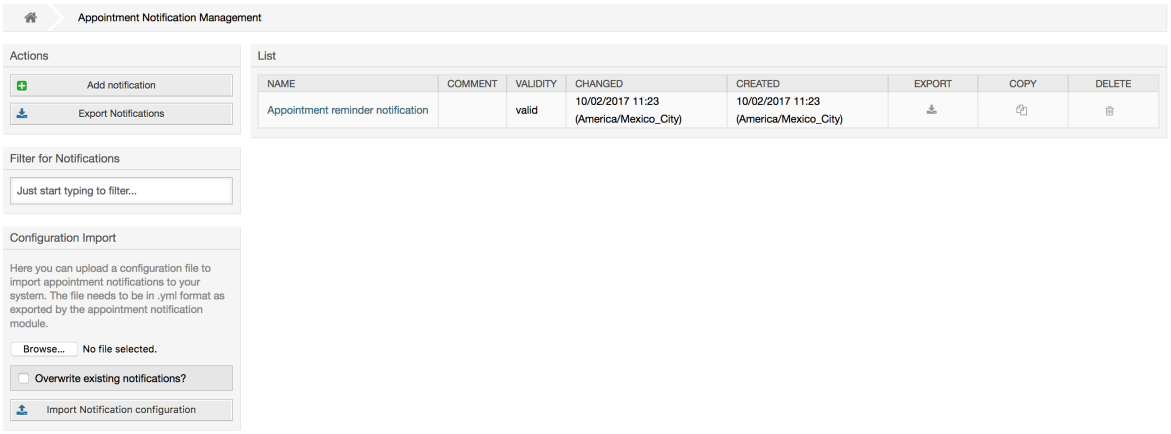
The management frontend for notification templates can be reached using the administration menu:

Figure 6.22. Calendar/Appointment notification management link



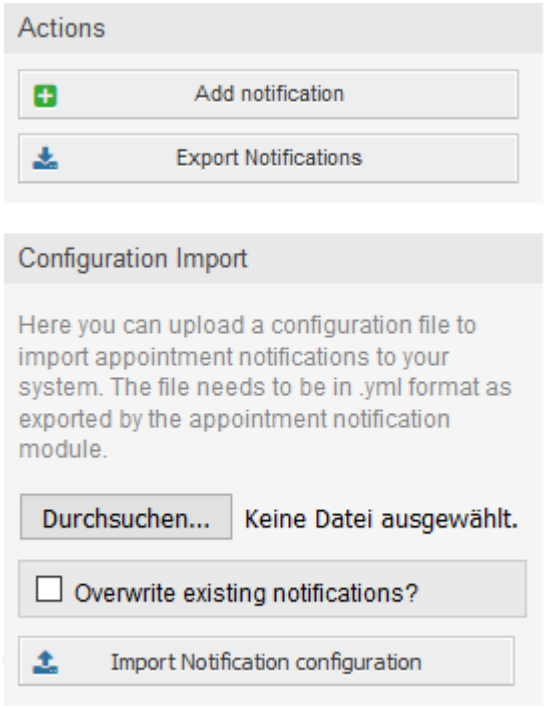
In the notification overview, all available notification templates can be displayed. Within that overview, such templates can be created, edited, imported/exported and, of course, deleted.

Figure 6.23. Calendar/Appointment notification management overview



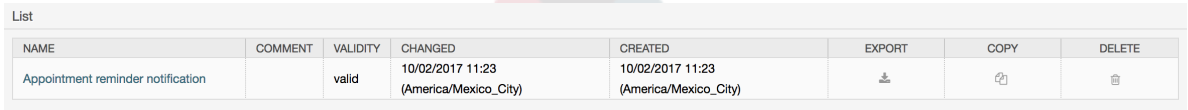
From the left sidebar, notification entries can either be created, exported or imported. The complete set of available entries can be exported, or an already exported file can be used to import notification entries.

Figure 6.24. Sidebar in calendar/appointment notification overview



The main table on the right side will display the available appointment notifications. For each line, the related entry can be edited by clicking on the name column, exported with a click on the export icon, copied with a click on the copy icon or even deleted. All icons relates just to the single entries (not like the export notifications button in the sidebar).

Figure 6.25. Table in calendar/appointment notification overview



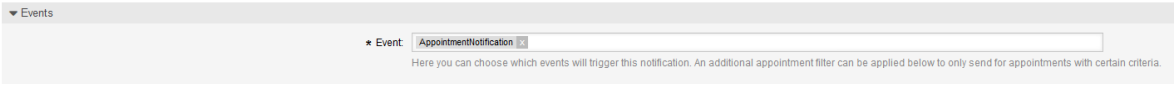
In order to create a new or update an existing entry, edit screen can be used, same as in the ticket notifications. Within that screen, it is needed to define some basic parameters, like a name, which needs to be unique for the OTRS system (it cannot even conflict with a name from the ticket notifications).

Each notification entry can be made selectable as an option in the agent preferences. Optionally, a tooltip message for the related notification entry in the user preferences can be inserted, which will be displayed to the user on mouse over.

If needed, a comment for the entry can be added which will be displayed in the overview screen of the administration interface. Last but not least, the validity state can be selected (valid by default).

To let the template react on OTRS events, at least one of the available events need to be selected from the list in *Events* widget.

Figure 6.26. Event definition for calendar/appointment notifications



Enclosed is a list of possible events with description:

AppointmentCreate

Executed after an appointment has been created.

AppointmentUpdate

Executed after an appointment has been updated.

AppointmentDelete

Executed after an appointment has been deleted.

AppointmentNotification

This is a special appointment event that will be executed by the OTRS daemon in time. If an appointment contains a date/time value for notifications, as already described in this documentation, and such a notification date is reached, the OTRS daemon will execute the event `AppointmentNotification` for every related appointment separately.

CalendarCreate

Executed after a calendar has been created.

CalendarUpdate

Executed after a calendar has been updated.

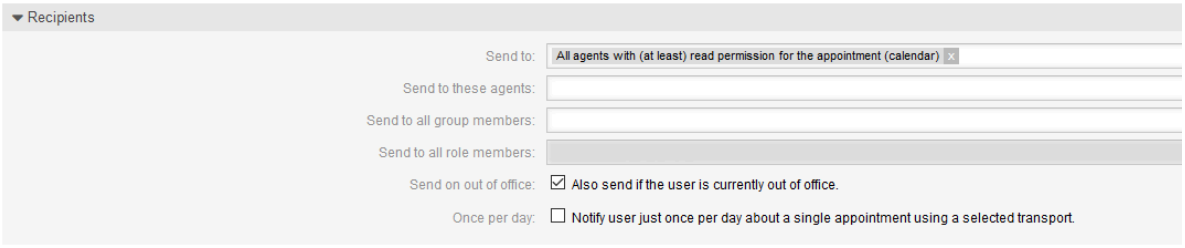
The appointment filter widget can optionally be used to narrow the list of appointments by matching configured values:

Figure 6.27. Filter settings in calendar/appointment notifications

For example, here it's possible to select which calendar the related appointment needs to be part of, or a part or complete title or location of the appointment. Also, it's possible to choose from a list of teams or resources assigned to the appointments (available only with **OTRS Business Solution™**).

Within the *Recipient* widget, the related recipients can be selected which would receive generated notifications.

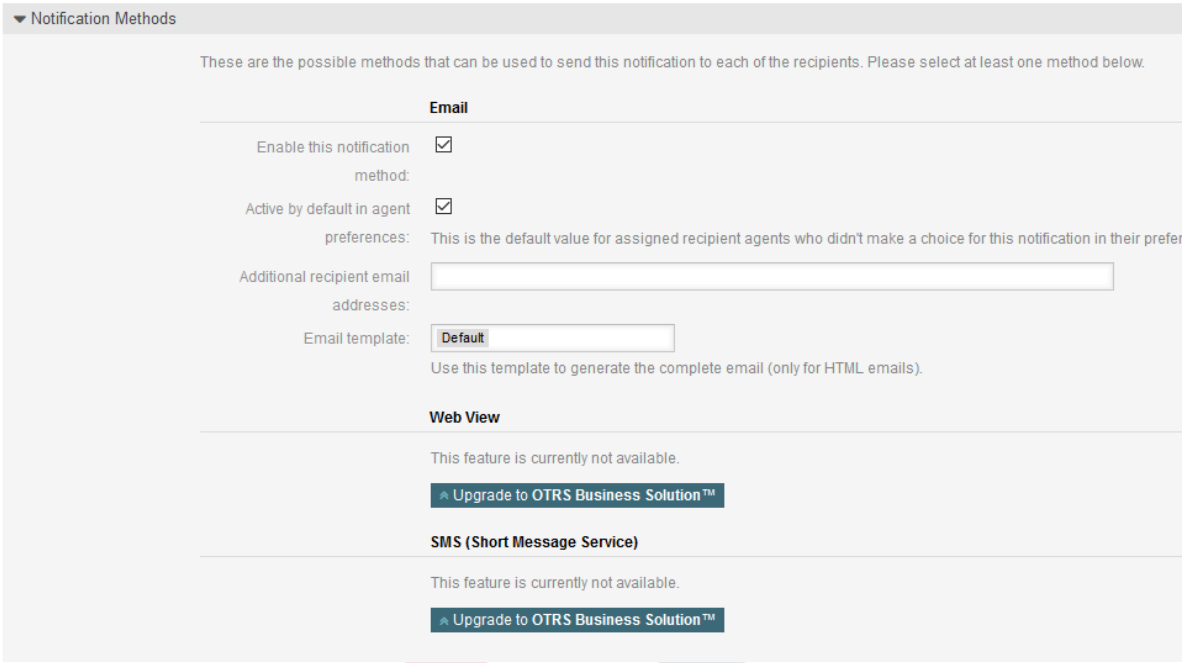
Figure 6.28. Recipient settings in calendar/appointment notifications



All resource related list entries are available only with **OTRS Business Solution™**.

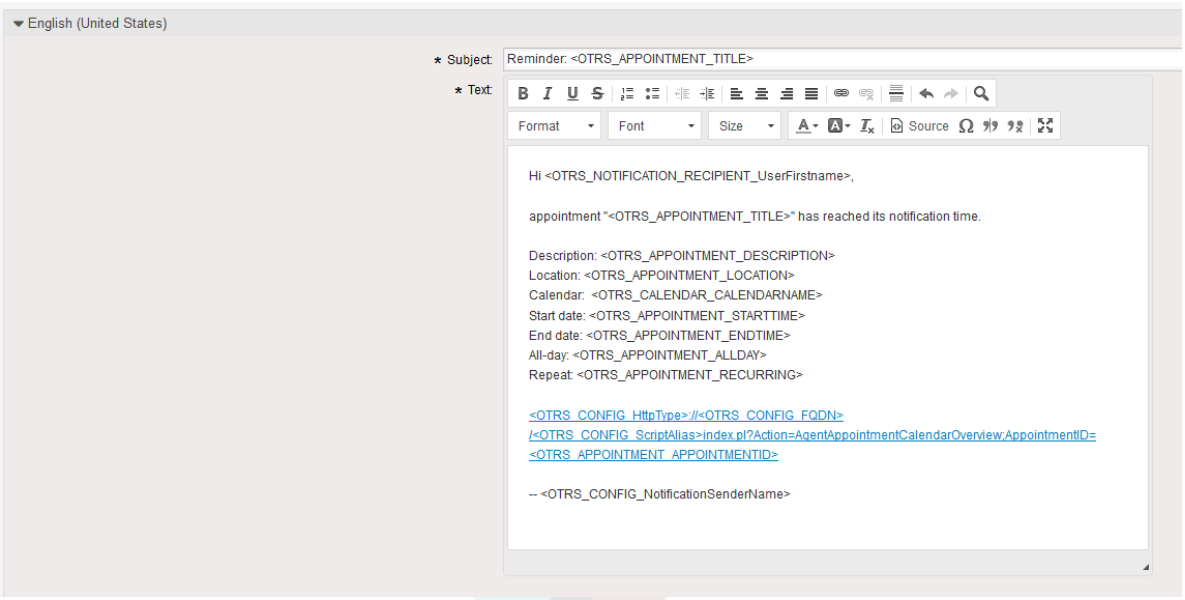
Within the *Notification Methods* widget, an available transport can be selected (*Email*, *SMS* or *Web View*), as well as additional recipients and email templates.

Figure 6.29. Notification methods in calendar/appointment notifications



The main content of a notification can be defined in the localized subject and the body fields. Here it's possible to define static text content mixed with OTRS smart tags, if needed. The default notification entry shows how such a body and subject can look like.

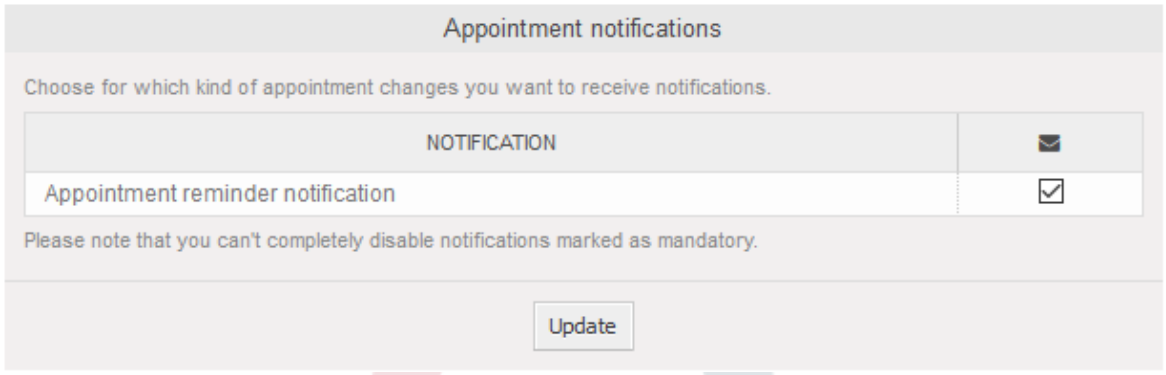
Figure 6.30. Notification body in calendar/appointment notifications



A full list of available smart tags is provided in the *Tag Reference* widget at the bottom of the page.

For every added notification entry which has the option *Show in agent preferences* enabled, a new option will be displayed in the related user preferences widget of every agent. With these options, every agent can select which types of notifications and by which available transport method they want to receive.

Figure 6.31. Show in agent preferences option in calendar/appointment notifications

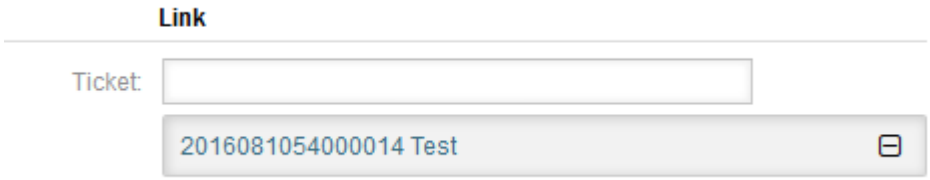


2.10. Link tickets to appointments

The appointment calendar comes with an abstraction layer to link external objects with appointments, using the OTRS internal link object. Those additional objects can come up with external packages without any further need to update the code of the calendar directly.

Basically, within the edit screen of an appointment it is possible to link existing tickets. Tickets can be searched by their ticket numbers and/or ticket titles via an autocompletion field. Once the agent clicks on a result, the related ticket will be saved in a result box and after the appointment has been saved, the ticket will be linked to the appointment.

Figure 6.32. Ticket link option in appointment edit screen

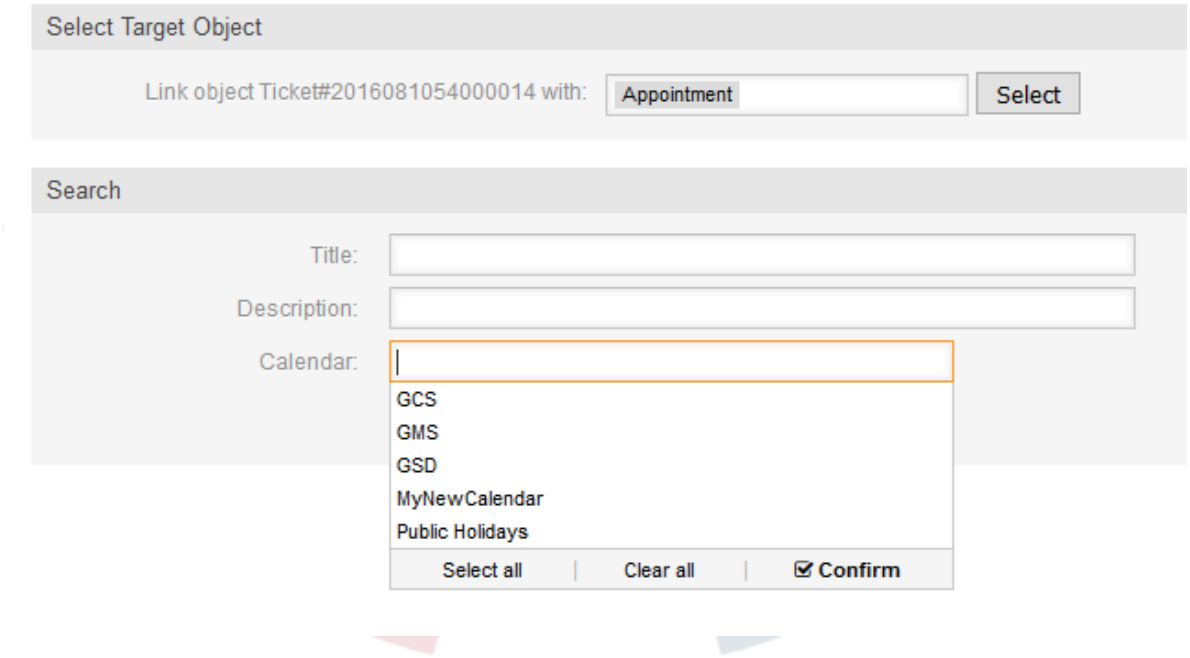


Additionally, it's possible to link multiple tickets to one appointment. Since the normal OTRS link object is used to create the connection between both objects, the link will be displayed in the ticket zoom screen as well.

Figure 6.33. Linked appointments table in ticket zoom screen

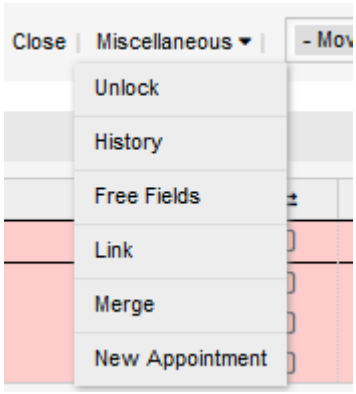
Those links can either be created through an existing appointment in the related edit dialog, using the overviews or via the link feature in the ticket zoom.

Figure 6.34. Appointment linking from ticket zoom screen



Via the ticket zoom screen, it's additionally possible to create a new appointment, which links the related ticket automatically to the newly created appointment. There is a new option *New Appointment* located in the ticket action menu *Miscellaneous*.

Figure 6.35. New appointment link in ticket zoom screen



After a click on the link, the agent will be forwarded to the calendar overview, which automatically opens a new appointment dialog, that has the related ticket pre-linked and can be filled out as usual.

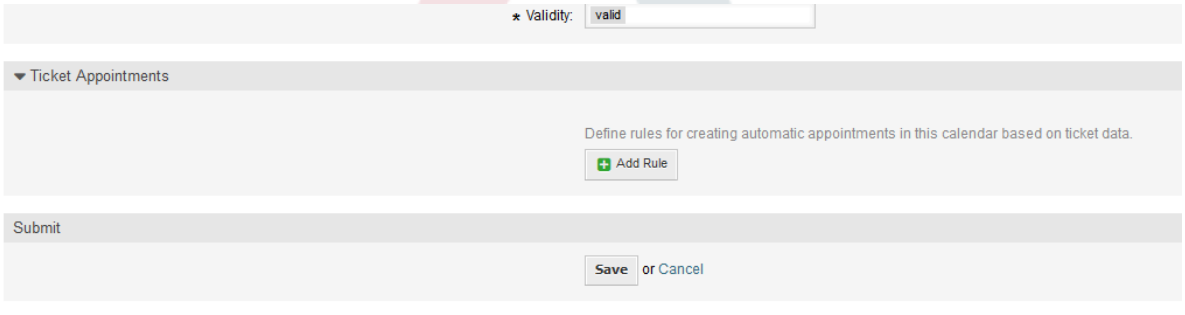
2.11. Managed ticket appointments

To make a step back to the calendar management, the package offers the possibility to automatically create and update appointments in calendars, using a special ticket search rule within the calendar edit screen.

Tickets can have special date/time entries like pending times, escalation times (first response time, update time etc.) or assigned dynamic field from type date/time. Logically, the calendars are able to show those date/time entries, but since the calendar appointments needs to have time ranges consisting of a start time and an end time, it's needed to define a related end time for managed appointments, as times like the pending time points to just a single date/time value.

Below the basic calendar configuration in the calendar edit screen, a special widget called *Ticket Appointments* takes care about the rules to be used for automatic appointment creation.

Figure 6.36. Ticket appointments configuration in calendar edit screen



It's necessary to define rules to describe a ticket search for tickets, which will result in automatically created and managed appointments in the related calendar. It's possible to define multiple rules with different parameters to combine several types of tickets within the same calendar.

A rule consists of the following parameters to generate proper ticket searches:

Tarehe ya kuanza

A dropdown list, that indicates the special date/time value of the related tickets. This can be either the pending time, the different escalation times or a dynamic field from type date/time assigned to the ticket.

End date

This can be a relative time value, counted from the selected start time (like +5 minutes, +1 hour etc.) or a dynamic field from type date/time, pointing to an absolute date and time value.

Foleni

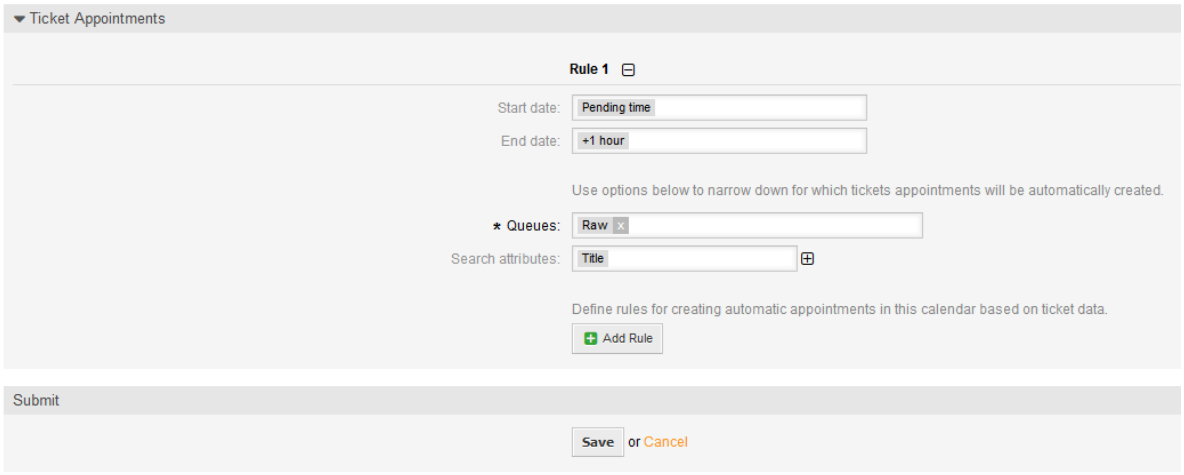
A multi-selectable dropdown list, that indicates the queues the related tickets needs to be located in. This field is mandatory and can't be left unfilled.

Search attributes

This is a list of additional (optional) search attributes to provide more detailed filter possibilities to the agent. It acts like the search attributes in ticket search screen of the agent interface. Single attributes can be selected, added to the form and filled out with filter values.

An overview of the configuration for such a rule looks as follows:

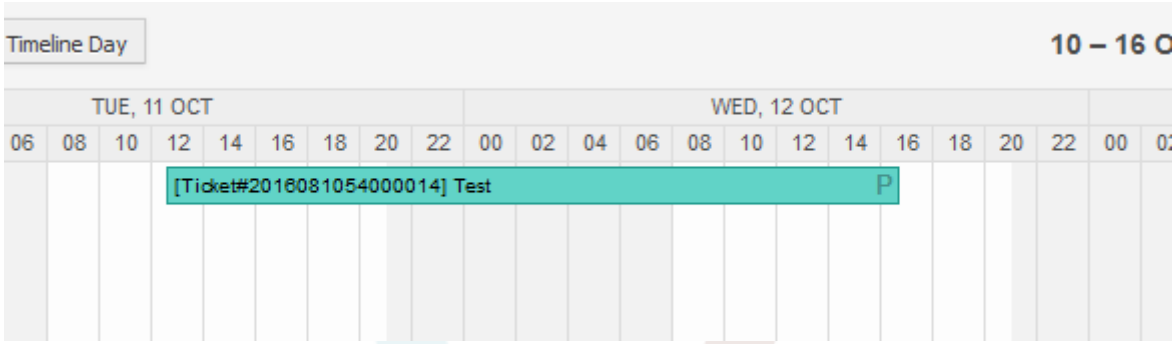
Figure 6.37. Ticket appointment rule in calendar edit screen



The rule in the screenshot will find all tickets that have a pending time and would add one hour to the related pending time to generate the end time and create appointments for the set of found tickets during the search. The tickets additionally needs to be located in queue *Raw*.

An example of an automatically added appointment looks as follows:

Figure 6.38. Ticket appointment in calendar overview screen



The *P* symbol indicates that this appointment includes a pending time as the start time value. The end time value is a dynamic field from type date/time in this example to display a bigger appointment for that test purpose.

Special appointments of different types will be marked with related symbols:

P

Appointments of tickets with pending time as the start time.

E

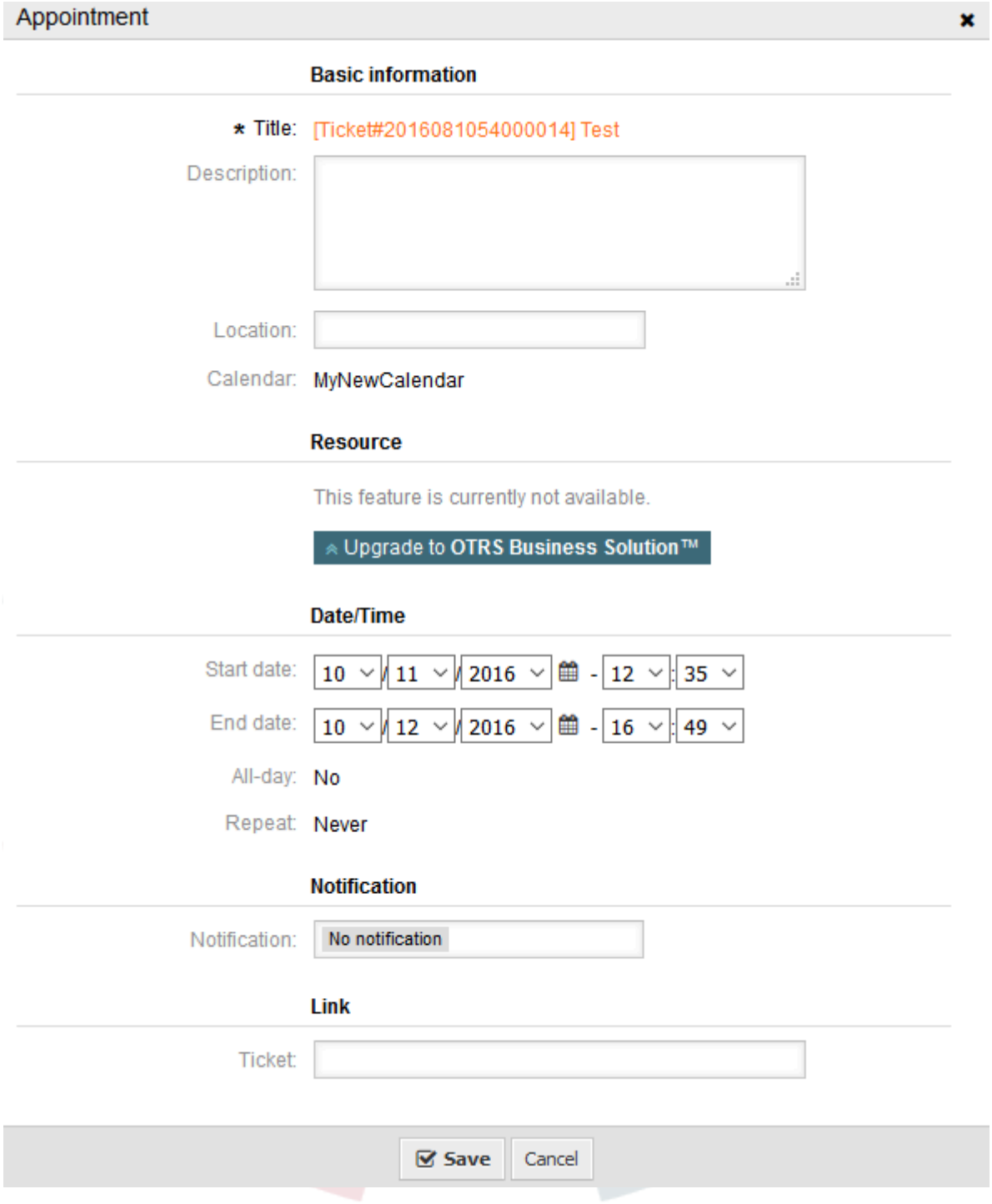
Appointments of tickets with escalation times as the start time (first response time, update time, solution time).

D

Appointments of tickets with a dynamic field from type date/time as the start time.

The edit screen of such a special appointment looks as follows:

Figure 6.39. Edit screen of a ticket appointment



The appointment title will be displayed as ticket number and title and cannot be changed, since it's automatically created, updated and removed, depending on the related ticket. Title will be displayed as a link to the related ticket zoom screen.

Of course, it's still possible to define basic information like a description and a location, which will be stored for that single appointment. For such appointments it's also possible to define notification times and link additional tickets.

Some of those start time values are variable and therefore updatable by the related agent and some are not.

For instance the pending time is a value that can be changed using the pending ticket action in the ticket zoom of the related ticket. Dynamic field values can be changed easily, too.

An escalation value like first response time or the update time are special values which will be computed using a Service / SLA entry assigned to the related ticket.

If, for instance, an automatically created appointment of type pending time is changed using the calendar overview, the related value will be updated in the ticket as well, which is the same behavior as for special appointments of type dynamic field. Therefore it's either possible to update the related ticket using the ticket zoom, or by just updating the appointment that writes back all needed changes to the ticket.

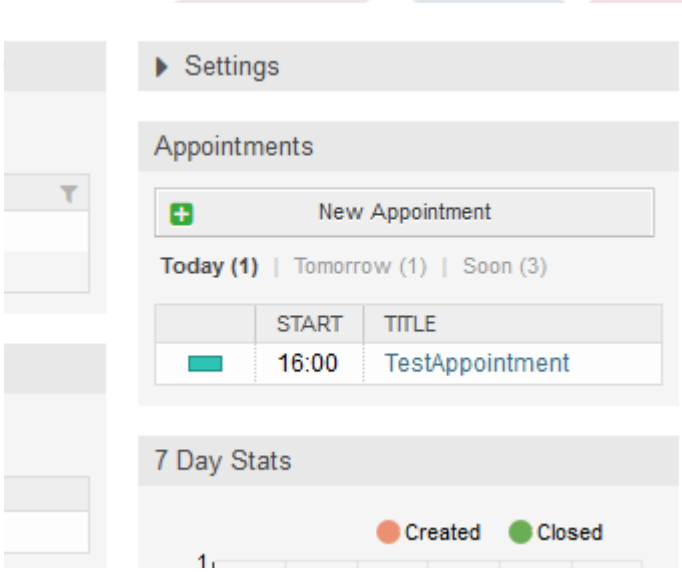
Appointments from type escalation time cannot be updated using the related appointments, as those values are not changeable directly by the agent. Such appointments are simply read-only on the related values, as well as on the drag and drop features/handles.

On every update on the calendar definition or the related tickets, the automatically created appointments will be updated as well. This work will be done by the OTRS daemon in the background. Therefore, it's necessary to have the daemon running for this feature to work properly!

2.12. Dashboard widget for upcoming appointments

To have a quick overview about upcoming appointments, it's possible to enable a dashboard widget called *Appointments*.

Figure 6.40. Today filter in upcoming appointments dashboard widget



This widget displays upcoming appointments of every accessible calendar by the agent in a simplified manner.

It offers the possibility to create new appointments with a click on the *New Appointment* button, which forwards the agent to the calendar overview screen and opens a new appointment dialog.

The widget content consists of three filter entries:

Leo

Displays upcoming appointments for the current date.

Kesho

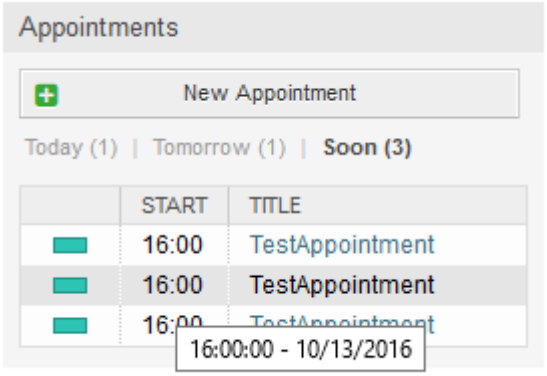
Displays upcoming appointments for the next day.

Soon

Soon means the next five days, excluding today and tomorrow.

Like in the other dashboard widgets, the agent can switch between the filters by clicking on the filter name:

Figure 6.41. Soon filter in upcoming appointments dashboard widget



Since the appointment information is simplified and needs to be compact in order to be displayed properly in the small widget, it's possible to show more detailed information about every value in the related tooltip while hovering over the column, as visible in the previous screenshot.

Basically just the color of the related calendar, the start time of the appointment and the appointment title will be displayed to the agent. On hovering over the related column, further information will be displayed if needed. If the agent clicks on such an appointment, the browser redirects to the calendar overview screen and opens the related appointment to show the full set of information.

Chapter 7. Kuboresha Utendaji

Inayoonyeshwa chini ni orodha ya mbinu za kuboresha utendaji wa usakinishaji wako wa OTRS, ikijumuisha usanidi, uandikaji kanuni, matumizi ya kumbukumbu, na mengine.

1. OTRS

Kuna njia tofauti za kuboresha utendaji wa OTRS.

1.1. ModuliKielelezoTiketi

There are two backend modules for the index for the ticket queue view:

`Kernel::System::Ticket::IndexAccelerator::RuntimeDB`

This is the default option, and will generate each queue view on the fly from the ticket table. You will not have performance trouble until you have about 60,000 open tickets in your system.

`Kernel::System::Ticket::IndexAccelerator::StaticDB`

The most powerful module, should be used when you have above 80,000 open tickets. It uses an extra `ticket_index` table, which will be populated with keywords based on ticket data. Use `bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild` for generating an initial index after switching backends.

You can change the used IndexAccelerator module via SysConfig.

1.2. Ticket Search Index

OTRS uses a special search index to perform full-text searches across fields in articles from different communication channels.

To create an initial index, use `bin/otrs.Console.pl Maint::Ticket::FulltextIndex --rebuild`.

Note

Actual article indexing happens via an OTRS daemon job in the background. While articles which were just added in the system are marked for indexing immediately, it could happen their index is available within a few minutes.

There are some options available for fine tuning the search index:

`Ticket::SearchIndex::IndexArchivedTickets`

Defines if archived tickets will be included in the search index (off by default). This is advisable to keep the index small on large systems with archived tickets. If this is turned off, archived tickets will not be found by full-text searches.

`Ticket::SearchIndex::Attribute`

The attribute `WordCountMax` defines the maximum number of words which will be processed to build up the index. For example only the first 1000 words of an article body are stored in the article search index. The attributes `WordLengthMin` and `WordLengthMax` are used as word length boundaries. Only words with a length between these two values are stored in the article search index.

`Ticket::SearchIndex::Filters`

There are three default filters defined:

- The first filter strips out special chars like: `, & < > ? " ! * | ; [ ] ( ) + $ ^=`
- The second filter strips out words which begin or ends with one of following chars: `' : .`
- The third filter strips out words which do not contain a word-character: `a-z, A-Z, 0-9, _`

`Ticket::SearchIndex::StopWords`

There are so-called stop-words defined for some languages. These stop-words will be skipped while creating the search index.

1.3. Article Storage (Email, Phone and Internal Articles)

There are two different backend modules for the article storage of phone, email and internal articles (configured via `Ticket::Article::Backend::MIMEBase::ArticleStorage`):

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

This default module will store attachments in the database.

Note

Don't use it with large setups.

Pro: works with multiple front end servers.

Con: requires much storage space in the database.

`Kernel::System::Ticket::Article::Backend::MIMEBase::ArticleStorageFS`

Use this module to store attachments on the local file system.

Note

Recommended for large setups.

Faida: Ni ya kasi!

Con: If you have multiple front end servers, you must make sure the file system is shared between the servers. Place it on an NFS share or preferably a SAN or similar solution.

Note

You can switch from one back-end to the other on the fly. You can switch the back-end in the SysConfig, and then run the command line utility `bin/otrs.Console.pl Admin::Article::StorageSwitch` to put the articles from the database onto the filesystem or the other way around. You can use the *--target* option to specify the target backend. Please note that the entire process can take considerable time to run, depending on the number of articles you have and the available CPU power and/or network capacity.

```
shell> bin/otrs.Console.pl Admin::Article::StorageSwitch --target ArticleStorageFS
```

Hati: Kubadilisha mazingira ya nyuma ya hifadhi kutoka hifadhidata kuwa mfumo wa mafaili

If you want to keep old attachments in the database, you can activate the SysConfig option `Ticket::Article::Backend::MIMEBase::CheckAllStorageBackends` to make sure OTRS will still find them.

1.4. Kuhifadhi Tiketi

Kwa kuwa OTRS inaweza kutumika kama mfumo wa kuzuia ukaguzi, kufuta tiketi zilizofungwa inaweza kuwa sio wazo zuri. Kwa hiyo tumetengeneza kipengele kinachokuruhusu kuhifadhi tiketi kwenye nyaraka.

Tickets that match certain criteria can be marked as "archived". These tickets are not accessed if you do a regular ticket search or run a Generic Agent job. The system itself does not have to deal with a huge amount of tickets any longer as only the "latest" tickets are taken into consideration when using OTRS. This can result in a huge performance gain on large systems.

Kutumia kipengele cha nyaraka fuata hatua zifuatazo kirahisi:

1. Amilisha mfumo wa nyaraka katika SysConfig

   Katika kurasa ya msimamizi, nenda kwenye AysConfig na chagua `Tiketi` ya kundi hilo. Katika `Kiini::Tiketi` unakuta chaguo `Tiketi::MfumoNyaraka` ambao umesetiwa kuwa "hapana" kwa chaguo-msingi. Badilisha mpangilio huu kuwa "ndiyo" na hifadhi mabadiliko.

2. Fafanua kazi ya WakalaWaJumla

   On the Admin page, select GenericAgent and add a new job there.

   a. Mpangilio wa kazi

      Toa jina kwa

   b. Chujio la Tiketi

      Vichujio vya tiketi vinatafuta tiketi ambazo zinafanana na kigezo kilichochaguliwa. Inaweza kuwa wazo zuri kuweka kwenye nyaraka zile tiketi zilizo kwenye hali iliyofungwa na zimefungwa miezi michache nyuma.

   c. Kitendo cha Tiketi

      Katika kifungu hiki, seti sehemu yenye lebo"Hifadhi kwenye Nyaraka tiketi zilizochaguliwa" kuwa "hifadhi tiketi kwenye nyaraka".

   d. Hifadhi kazi

      Mwisho wa kurasa utapata chaguo la kuhifadhi kazi.

   e. Tiketi zilizoathirika.

      Mfumo utaonyesha tiketi zote zitakazohifadhiwa kwenye nyaraka wakati wa kutekeleza kazi ya Wakala wa Ujumla.

3. Tafuta Tiketi

Ukitafuta tiketi, mfumo kwa kawaida unatafuta tiketi zisizo kwenye nyaraka. Kama ukitaka kutafuta tiketi za kwenye nyaraka pia, ongeza kirahisi "tafuta nyaraka" wakati wa kufafanua vigezo vya kutafuta.

1.5. Hifadhi muda

OTRS caches a lot of temporary data in `/opt/otrs/var/tmp`. Please make sure that this uses a high performance file system/storage. If you have enough RAM, you can also try to put this directory on a ramdisk like this:

```
shell> /opt/otrs/bin/otrs.Console.pl Maint::Session::DeleteAll
shell> /opt/otrs/bin/otrs.Console.pl Maint::Cache::Delete
shell> sudo mount -o size=16G -t tmpfs none /opt/otrs/var/tmp

# add persistent mount point in /etc/fstab
```

Note

Please note that this will be a non-permanent storage that will be lost on server reboot. All your sessions (if you store them in the filesystem) and your cache data will be lost.

There is also a centralized memcached based cache backend available for purchase from OTRS Group.

2. Hifadhidata

Masula ya DB yanategemeanan na hifadhidata inayotumika. Jifunze kupitia nyaraka za hifadhidata yako au onana na msimamizi wa hifadhidata yako.

2.1. MySQL

Kama ukitumia jedwali la MySQL la aina MyISAM (ambalo ni chaguo-msingi), na ukafuta sehemu kubwa ya jedwali au kama umefanya mabadiliko mengi kwenye jedwali yenye safu mlalo zenye urefu unaobadilika (majedwali yenye safuwima VARCHAR, BLOB na NAKALA), lazima uunganishe vipande vya faili la data (majedwali) kwa kutumia amri "sadifisha"

Unatakiwa kujaribu hili kama mysqld daemon inahitaji sana kutoka kwenye muda wako wa CPU. Sadifisha majedwali - tiketi, tiketi_historia na makala (ona Hati chini).

```
shell> mysql -u user -p database
mysql> optimize table ticket;
mysql> optimize table ticket_history;
mysql> optimize table article;
```

Hati: Kuongeza ufanisi wa majedwali msingi ya data.

2.2. PostgreSQL

PostgreSQL is best tuned by modifying the `postgresql.conf` file in your PostgreSQL data directory. For advice on how to do this, reference the following articles:

- http://www.revsys.com/writings/postgresql-performance.html

- http://varlena.com/GeneralBits/Tidbits/perf.html
- http://varlena.com/GeneralBits/Tidbits/annotated_conf_e.html Type your translation here

If performance is still not satisfactory, we suggest that you join the PostgreSQL Performance mailing list (http://www.postgresql.org/community/lists/), and ask questions there. The folks on the PostgreSQL list are very friendly and can probably help.

3. Seva ya tovuti

Of course you should use mod_perl 2.0 (http://perl.apache.org/). It's much faster (~ *100) than pure CGI, but it needs more RAM.

3.1. Miunganiko ya hifadhidata iliyotengenezwa.

You can have the database connections pre-established on startup of the web server. This saves time (see `README.webserver`).

3.2. Moduli zilizopakiwa tayari -startup.pl

Use the startup script `scripts/apache2-perl-startup.pl` for preloaded/precompiled Perl modules on your mod_perl webserver to be faster, with a smaller memory footprint (see `README.webserver`).

3.3. Pakia tena moduli za perl zinapo sasishwa kwnye diski

By default Apache::Reload is used in `scripts/apache2-httpd.include.conf`. Disable it and you will get 8% more speed. But remember to restart the web server if you install any modules via the OTRS Package Manager, or any values in your SysConfig or in `Kernel/Config.pm`.

Important

This would also mean you can't use the OTRS Package Manager via the web interface, you will need to use the console commands: `bin/otrs.Console.pl Admin::Package::*`.

3.4. Kuchagua mkakati sahihi

If you have a larger installation, e.g. over 1,000 new tickets per day and over 40 agents, it is a good idea to read the chapters on Performance of the mod_perl User's Guide (http://perl.apache.org/docs/2.0/user/index.html).

3.5. mod_gzip/mod_deflate

If your bandwidth is small, use `mod_deflate` for Apache2. If you have an html page with 45k, `mod_gzip/mod_deflate` compresses it to about 7k. The drawback is that this increases the load on the server side.

Appendix A. Rasilimali za Ziada

otrs.com

The OTRS website with source code, documentation and news is available at www.otrs.com. Here you can also find information about professional services and OTRS Administrator training seminars from OTRS Group, the creator of OTRS.

Mailing Lists

Table A.1. Mailing Lists

Name & URL	Maelezo
announce@otrs.org	Orodha ya hali chini ya msongamano, kwa Kiingereza, kwa ajili ya matangazo ya matoleo mapya ya OTRS na masuala ya usalama.
otrs@otrs.org	Orodha ya hali ya kati kwenda juu ya msongamano, kwa Kiingereza, ambapo unaweza kupata maswali ya aina zote yanayohusika na msaada kuhusu bidhaa.
otrs-de@otrs.org	Orodha ya hali ya kati kwenda juu ya msongamano, kwa Kijerumani, ambapo unaweza kupata maswali ya aina zote yanayohusika na msaada kuhusu bidhaa.
dev@otrs.org	Orodha ya hali ya kati, kwa Kiingereza, ambapo waundaji wa OTRS wanajadili masuala mbali mbali ya usanifu na utekelezaji.

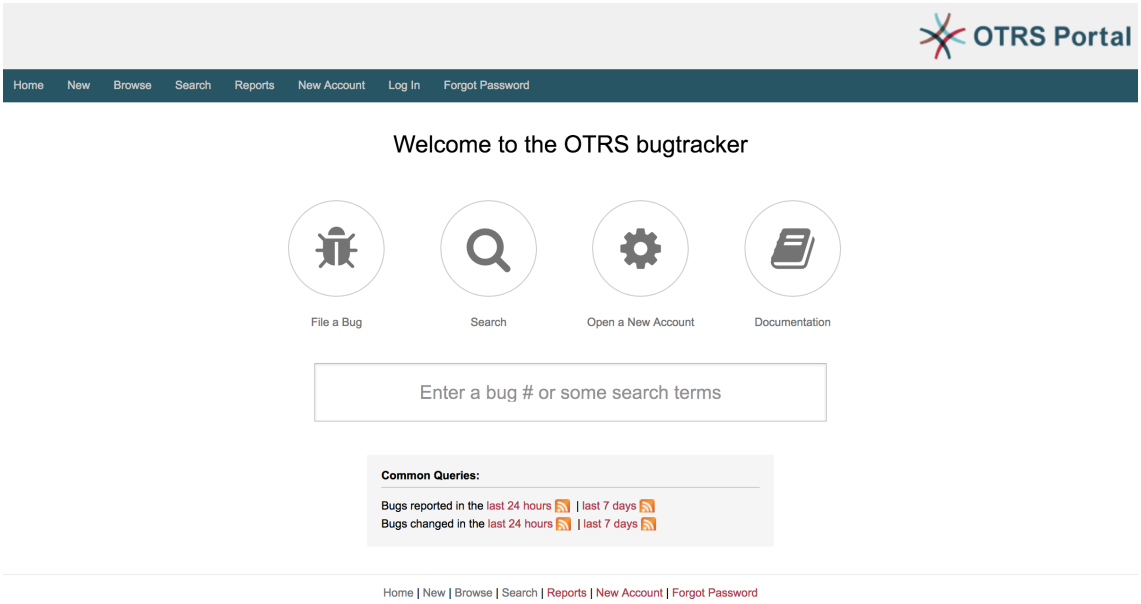
Translations

You can help translate OTRS to your language at translate.otrs.com.

Ufuatiliaji makosa

To report software defects, please visit http://bugs.otrs.org/ (see figure below). Please take note of the difference between a bug and a configuration issue. Configuration issues are problems that you encounter when setting a system, or general questions regarding the use of OTRS. Bug reports should only be used for issues with the source code of OTRS or other open source OTRS modules itself. For configuration issues, you should either use the commercial support, available from OTRS, or the public mailing lists.

Figure A.1. Kifaa cha ufwatiliajimakosa



Appendix B. Configuration Options Reference

1. CloudService

CloudServices::Disabled

Defines if the communication between this system and OTRS Group servers that provide cloud services is possible. If set to 'Disable cloud services', some functionality will be lost such as system registration, support data sending, upgrading to and use of OTRS Business Solution™, OTRS Verify™, OTRS News and product News dashboard widgets, among others.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

2. CloudService → Admin → ModuleRegistration

CloudService::Admin::Module###100-SupportDataCollector

Cloud service admin module registration for the transport layer.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminCloudServiceSupportDataCollector
Description: Configure sending of support data to OTRS Group for improved support.
Icon: fa fa-compass
Name: Support data collector
```

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

Cloud service admin module registration for the transport layer.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminCloudServiceSMS
Description: This will allow the system to send text messages via SMS.
Icon: fa fa-mobile
IsOTRSBusiness: '1'
Name: SMS
```

3. Core

ConfigImportAllowed

Inadhibiti kama kiongozi anaruhusiwa kuleta usanidi wa mfumo uliohifadhiwa katika UsanidiMfumo

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

DemoSystem

Runs the system in "Demo" mode. If enabled, agents can change preferences, such as selection of language and theme via the agent web interface. These changes are only valid for the current session. It will not be possible for agents to change their passwords.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

FQDN

Inafafanua jina la kikoa lilifuzu la mfumo. Mpangilio huu unatumika kama unaobadilika, OTRS_CONFIG_FQDN inayopatikana katika kila umbizo la ujumbe kwa programu tumizi, kujenga viunganishi kwenye tiketi katika mfumo wako.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- yourhost.example.com
```

Organization

Jina la kampuni litakalohusishwa katika barua pepe zinazotoka nje kama kichwa-X.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Example Company
```

ProductName

Inafafanua jina la programu tumizi, inayoonyeshwa katikakiolesura cha wavuti, vichupo na ufio wa kichwa wa kivinjari cha wavuti.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRS 6
```

Secure::DisableBanner

If enabled, the OTRS version tag will be removed from the Webinterface, the HTTP headers and the X-Headers of outgoing mails. NOTE: If you change this option, please make sure to delete the cache.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

SecureMode

Disables the web installer (http://yourhost.example.com/otrs/installer.pl), to prevent the system from being hijacked. If not enabled, the system can be reinstalled and the current basic configuration will be used to pre-populate the questions within the

installer script. If enabled, it also disables the GenericAgent, PackageManager and SQL Box.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

SystemID

Inafafanua kitambulishi cha mfumo. Kila namba ya tiketi na tungo ya kipindi cha http inacho kitambulisho hiki. Hii inahakikisha kwamba kila tiketi ambayo ipo katika mfumo wako itashughulikiwa kama iliyokuwa inafuatiliwa (Inatumika wakati wa kuwasiliana kati ya mifani 2 ya OTRS).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10'
```

4. Core → AppointmentCalendar

AgentAppointmentEdit::Location::Link###1-GoogleMaps

Defines an icon with link to the google map page of the current location in appointment edit screen.

Thamani chaguo-msingi:

```
---
CSSClass: GoogleMaps
IconName: fa-globe fa-lg
Target: _blank
Text: Location
URL: http://maps.google.com/maps?z=7&q=
```

AppointmentCalendar::CalendarColors

List of colors in hexadecimal RGB which will be available for selection during calendar creation. Make sure the colors are dark enough so white text can be overlayed on them.

Thamani chaguo-msingi:

```
---
- '#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'
- '#00FDFF'
- '#008CFF'
- '#002EFF'
- '#8931FF'
- '#FF39FF'
- '#FF2987'
- '#FF726E'
- '#FFCE6E'
- '#FFFB6D'
- '#CEFA6E'
- '#68F96E'
- '#68FDFF'
- '#68FBD0'
- '#6ACFFF'
- '#6E76FF'
- '#D278FF'
- '#FF7AFF'
- '#FF7FD3'
```

AppointmentCalendar::CalendarLimitOverview

Maximum number of active calendars in overview screens. Please note that large number of active calendars can have a performance impact on your server by making too much simultaneous calls.

Thamani chaguo-msingi:

```
--- '10'
```

AppointmentCalendar::Import::RecurringMonthsLimit

OTRS doesn't support recurring Appointments without end date or number of iterations. During import process, it might happen that ICS file contains such Appointments. Instead, system creates all Appointments in the past, plus Appointments for the next N months (120 months/10 years by default).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '120'
```

5. Core → AppointmentCalendar → Plugin

AppointmentCalendar::Plugin###0100-Ticket

Defines the ticket plugin for calendar appointments.

Thamani chaguo-msingi:

```
---
Module: Kernel::System::Calendar::Plugin::Ticket
Name: Ticket
URL: <OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?
Action=AgentTicketZoom;TicketID=%s
```

6. Core → AppointmentCalendar → TicketAppointments

AppointmentCalendar::TicketAppointmentSearchParam

Defines the list of params that can be passed to ticket search function.

Thamani chaguo-msingi:

```
---
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
```

AppointmentCalendar::TicketAppointmentType###0100-FirstResponseTime

Defines the ticket appointment type backend for ticket escalation time.

Thamani chaguo-msingi:

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

AppointmentCalendar::TicketAppointmentType###0200-UpdateTime

Defines the ticket appointment type backend for ticket escalation time.

Thamani chaguo-msingi:

```
---
Event: TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate
Key: UpdateTime
Mark: E
Module: Kernel::System::Calendar::Ticket::EscalationTime
Name: Update time
```

AppointmentCalendar::TicketAppointmentType###0300-SolutionTime

Defines the ticket appointment type backend for ticket escalation time.

Thamani chaguo-msingi:

```
---
Event: TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate
Key: SolutionTime
Mark: E
Module: Kernel::System::Calendar::Ticket::EscalationTime
Name: Solution time
```

AppointmentCalendar::TicketAppointmentType###0400-PendingTime

Defines the ticket appointment type backend for ticket pending time.

Thamani chaguo-msingi:

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

AppointmentCalendar::TicketAppointmentType###0500-DynamicField

Defines the ticket appointment type backend for ticket dynamic field date time.

Thamani chaguo-msingi:

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

7. Core → Auth → Agent → TwoFactor

AuthTwoFactorModule

Defines the two-factor module to authenticate agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::System::Auth::TwoFactor::GoogleAuthenticator
```

AuthTwoFactorModule::AllowEmptySecret

Defines if agents should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

Thamani chaguo-msingi:

```
--- '1'
```

AuthTwoFactorModule::AllowPreviousToken

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

Thamani chaguo-msingi:

```
--- '1'
```

AuthTwoFactorModule::SecretPreferencesKey

Defines the agent preferences key where the shared secret key is stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UserGoogleAuthenticatorSecretKey
```

8. Core → Auth → Customer

Customer::AuthModule

Inafafanua moduli ya kuwahalalisha wateja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::CustomerAuth::DB
```

Customer::AuthModule::DB::CryptType

If "DB" was selected for Customer::AuthModule, the encryption type of passwords must be specified.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- sha2
```

Customer::AuthModule::DB::CustomerKey

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la safu wima kwa ajili ya funguo wa mteja katika jedwali la mteja lazima libainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- login
```

Customer::AuthModule::DB::CustomerPassword

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la safu wima kwa ajili ya neno la siri la mteja katika jedwali la mteja lazima libainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- pw
```

Customer::AuthModule::DB::DSN

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,DNS kwa jilia ya kuunganisha kwenye jedwali la mteja linaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- DBI:mysql:database=customerdb;host=customerdbhost
```

Customer::AuthModule::DB::Password

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,neno la siri la kuunganisha kwenye jedwali la mteja linaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_password
```

Customer::AuthModule::DB::Table

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la jedwali ambapo data za mteja wako zitahifadhiwa lazima libainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer_user
```

Customer::AuthModule::DB::Type

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,viendeshaji hifadhi data(mara nyingi ugunduzi wa otomatiki unatumika) vinaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- mysql
```

Customer::AuthModule::DB::User

Kama "DB" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji,jina la mtumiaji la kuunganisha kwenye jedwali la mteja linaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_user
```

Customer::AuthModule::DB::bcryptCost

If "bcrypt" was selected for CryptType, use cost specified here for bcrypt hashing. Currently max. supported cost value is 31.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '12'
```

Customer::AuthModule::HTTPBasicAuth::Replace

Kama "Uhifadhi wa msingi wa HTTP" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha kwenye sehemu zilizo wazi za majina ya watumiaji (mfano kwa vikoa kwa example_domain\user kwa mtumiaji).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- example_domain\\
```

Customer::AuthModule::HTTPBasicAuth::ReplaceRegExp

Kama "Uhifadhi wa msingi wa HTTP" inachaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha (kwa kutumia RegExp) kuachanisha sehemu za MTUMIAJI_WA_MBALI (mfano kuongoa vikoa mkia). RegExp-Note, $1 itakuwa muingio mpya.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::AccessAttr

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha sifa za kufikia hapa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- memberUid
```

Customer::AuthModule::LDAP::AlwaysFilter

Kama "LDAP" imechaguliwa unaweza kuongeza kichuja katika kila ulizo la LDAP, mfano (barua pepe=*), (tabaka la kipengele = mtumiaji) au (!tabaka la kipengele = tarakilishi).

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::BaseDN

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji DN ya msingi lazima ibainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::Die

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha kama programu tumizi zitaacha kufanya kazi kama mfano muunganisho wa kwenye seva hauwezi kuanzishwa kwasababu ya matatizo ya mtandao.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthModule::LDAP::GroupDN

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kuangalia hapa kama mtumiaji anaruhusiwa kuhalalisha kwasababu yuo kwenye posixGroup, mfano mtumiaji anahitaji kuwa kwenye kikundi xyz kutumia OTRS. Bainisha kikundi, nani anaweza kufikia mfumo.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::Host

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, mwenyeji wa LDAP anaweza kubainishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ldap.example.com
```

Customer::AuthModule::LDAP::Params

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na parameta maalum zinahitajika kwa jaili ya moduli ya Net::LDAP, unaweza kubainisha hapa. Angalia "perldoc Net::LDAP" kwa taarifa zaidi kuhusu parameta.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::SearchUserDN

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na na watumiaji wako wana uwezo usiojulikana wa kufikia mti wa LDAP, lakini unataka kutafuta kupitia data, unaweza kufanya hivi na mtumiaji ambaye anafikia mpangilio orodha wa LDAP. Bainisha jina la mtumiaji kwa huyu mtumiaji wa maalum hapa.

This setting is not active by default.

Thamani chaguo-msingi:

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

Customer::AuthModule::LDAP::SearchUserPw

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na na watumiaji wako wana uwezo usiojulikana wa kufikia mti wa LDAP, lakini unataka kutafuta kupitia data, unaweza kufanya hivi na mtumiaji ambaye anafikia mpangilio orodha wa LDAP. Bainisha neno la siri kwa huyu mtumiaji wa maalum hapa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_password
```

Customer::AuthModule::LDAP::UID

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, kitambulishi cha mtumiaji lazima kibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- uid
```

Customer::AuthModule::LDAP::UserAttr

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, sifa za mtumiaji zinaweza kubainishwa. Kwa LDAP posixGroups wanatumia UID, kwa wasio LDAP posixGroups wanatumia DN kamili ya mtumiaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UID
```

Customer::AuthModule::LDAP::UserSuffix

Kama "LDAP" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji na kama unahitaji kuongeza kiambishi kwa kila jina la mteja la kuingia, bainisha hapa, mfano unataka kuandika jina la mtumiaji lakini katika mpangilio orodha wako wa LDAP ipo user@domain.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '@domain.com'
```

Customer::AuthModule::Radius::Die

Kama "Nusu kipenyo" imechaguliwa kwa ajili ya Mteja::Moduli ya uhalalishaji, unaweza kubainisha kama programu tumizi zitaacha kufanya kazi kama mfano muunganisho wa kwenye seva hauwezi kuanzishwa kwasababu ya matatizo ya mtandao.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthModule::Radius::Host

Kama "Nusu kipenyo" kimechaguliwa kwa ajili ya Moduli ya kuhalalisha::Mteja, mwenyeji wa nusu kipenyo lazima ibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- radiushost
```

Customer::AuthModule::Radius::Password

Kama "Nusu kipenyo" kimechaguliwa kwa ajili ya Moduli ya kuhalalisha::Mteja, neno la siri kuhalalisha kwa mwenyeji wa nusu kipenyo lazima ibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- radiussecret
```

9. Core → Auth → Customer → TwoFactor

Customer::AuthTwoFactorModule

Defines the two-factor module to authenticate customers.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::System::CustomerAuth::TwoFactor::GoogleAuthenticator
```

Customer::AuthTwoFactorModule::AllowEmptySecret

Defines if customers should be allowed to login if they have no shared secret stored in their preferences and therefore are not using two-factor authentication.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthTwoFactorModule::AllowPreviousToken

Defines if the previously valid token should be accepted for authentication. This is slightly less secure but gives users 30 seconds more time to enter their one-time password.

Thamani chaguo-msingi:

```
--- '1'
```

Customer::AuthTwoFactorModule::SecretPreferencesKey

Defines the customer preferences key where the shared secret key is stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UserGoogleAuthenticatorSecretKey
```

10. Core → Autoload

AutoloadPerlPackages###1000-Test

Example package autoload configuration.

This setting is not active by default.

Thamani chaguo-msingi:

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

11. Core → Cache

Cache::InBackend

If enabled, the cache data will be stored in cache backend.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Cache::InMemory

If enabled, the cache data be held in memory.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Cache::Module

Chagua hifadhi muda ya mazingira ya nyuma ya kutumia.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::Cache::FileStorable
```

Cache::SubdirLevels

Bainisha ngazi ngapi za vipengele vya mpangilio orodha vya kutumia wakati wa kutengeneza faili la hifadhi muda. Hii izuie mafaili mengi kuwa kwenye mpangilio orodha moja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2'
```

12. Core → CommunicationChannel

CommunicationChannel###Chat

Defines chat communication channel.

Thamani chaguo-msingi:

```
---
Description: Chat communication channel.
Icon: fa-comment
Module: Kernel::System::CommunicationChannel::Chat
Name: Chat
```

CommunicationChannel###Email

Defines email communication channel.

Thamani chaguo-msingi:

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

CommunicationChannel###Internal

Defines internal communication channel.

Thamani chaguo-msingi:

```
---
Description: Internal communication channel.
Icon: fa-cloud
Module: Kernel::System::CommunicationChannel::Internal
Name: OTRS
```

CommunicationChannel###Phone

Defines phone communication channel.

Thamani chaguo-msingi:

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

13. Core → CommunicationChannel → MIMEBase

Ticket::Article::Backend::MIMEBase::ArticleDataDir

Specifies the directory to store the data in, if "FS" was selected for ArticleStorage.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Home>/var/article
```

Ticket::Article::Backend::MIMEBase::ArticleStorage

Saves the attachments of articles. "DB" stores all data in the database (not recommended for storing big attachments). "FS" stores the data on the filesystem; this is faster but the webserver should run under the OTRS user. You can switch between the modules even on a system that is already in production without any loss of data. Note: Searching for attachment names is not supported when "FS" is used.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Article::Backend::MIMEBase::CheckAllStorageBackends

Specifies whether all storage backends should be checked when looking for attachments. This is only required for installations where some attachments are in the file system, and others in the database.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Article::Backend::MIMEBase::IndexAttachmentNames

Specifies whether the (MIMEBase) article attachments will be indexed and searchable.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

14. Core → CommunicationLog

CommunicationLog::PurgeAfterHours::AllCommunications

Defines the number of hours a communication will be stored, whichever its status.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '744'
```

CommunicationLog::PurgeAfterHours::SuccessfulCommunications

Defines the number of hours a successful communication will be stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '168'
```

CommunicationLog::Transport###Email

Registers a log module, that can be used to log communication related information.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

15. Core → Crypt → PGP

PGP

Inawezesha msaada wa PGP. Wakati msaada wa PGP umewezeshwa kwa ajili ya kuipa na usimbaji fiche barua bebe, inashauriwa kwamba seva ya wavuti kufanya kazi kama mtumiaji wa OTRS. Vinginevyo kutakuwa na matatizo na mapendeleo wakati wa kufikia mpangilio orodha wa .gnupg.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

PGP::Bin

Inafafanua njia ya kufika kwenye jozi ya PGP.

This setting is not active by default.

Thamani chaguo-msingi:

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

PGP::Key::Password

Inaweka neno la siri kwa kibonye cha PGP ya binafsi

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PGP::Log

Sanidi matini batli yako kwa ajili ya PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
BADSIG: The PGP signature with the keyid has not been verified successfully.
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 keyid is good.
```

PGP::Method

Sets the method PGP will use to sing and encrypt emails. Note Inline method is not compatible with RichText messages.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Detached
```

PGP::Options

Inaweka chaguo kwa binari za PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PGP::Options::DigestPreference

Sets the preferred digest to be used for PGP binary.

Thamani chaguo-msingi:

```
--- sha256
```

PGP::TrustedNetwork

Enable this if you trust in all your public and private pgp keys, even if they are not certified with a trusted signature.

Thamani chaguo-msingi:

```
--- 0
```

16. Core → Crypt → SMIME

SMIME

Wezesha msaada wa S/MIME.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

SMIME::Bin

Inafafanua njia ya kufungua jozi ya ssl. Inaweza kuhitaji HOME env($ENV{HOME} = '/var/lib/wwwrun';).

This setting is not active by default.

Thamani chaguo-msingi:

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

SMIME::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili yasifa za cheti cha SSL.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '86400'
```

SMIME::CertPath

Inabainisha mpangilio orodha ambapo vyeti cha SSL vimehifadhiwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- /etc/ssl/certs
```

SMIME::FetchFromCustomer

Enables fetch S/MIME from CustomerUser backend support.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

SMIME::PrivatePath

Inabainisha mpango ordha ambapo Vyeti vya SSL binafsi vimehifadhiwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- /etc/ssl/private
```

17. Core → DB → Mirror

Core::MirrorDB::AdditionalMirrors###1

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::AdditionalMirrors###2

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::AdditionalMirrors###3

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::AdditionalMirrors###4

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::AdditionalMirrors###5

Configure any additional readonly mirror databases that you want to use.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::DSN

OTRS can use one or more readonly mirror databases for expensive operations like fulltext search or statistics generation. Here you can specify the DSN for the first mirror database.

This setting is not active by default.

Thamani chaguo-msingi:

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

Core::MirrorDB::Password

Specify the password to authenticate for the first mirror database.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_password
```

Core::MirrorDB::User

Specify the username to authenticate for the first mirror database.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_user
```

18. Core → Draft

FormDraftTTL###Ticket

Defines time in minutes since last modification for drafts of specified type before they are considered expired.

Thamani chaguo-msingi:

```
--- '10080'
```

19. Core → DynamicFields → Driver-Registration

DynamicFields::Driver###ActivityID

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Checkbox

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Date

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###DateTime

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Dropdown

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Multiselect

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###ProcessID

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###Text

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::Driver###TextArea

Usajili wa mazingira ya nyuma ya uga wenye nguvu.

Thamani chaguo-msingi:

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

20. Core → DynamicFields → ObjectTypeRegistration

DynamicFields::ObjectType###Article

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::ObjectType###CustomerCompany

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::ObjectType###CustomerUser

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

DynamicFields::ObjectType###Ticket

Usajili wa kipengele cha uga wenye nguvu.

Thamani chaguo-msingi:

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

21. Core → Email

AdminEmail

Inafafanua anwani ya barua pepe ya msimamizi wa mfumo. Itaonyeshwa katika skrini za makosa ya programu tumizi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- support@<OTRS_CONFIG_FQDN>
```

CheckEmailAddresses

Inafanya programu tumizi kuangalia sintaksi ya anwani ya barua pepe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CheckEmailInvalidAddress

Inafafanua semi za kawaida ambazo zinachuja anwani za barua pepe ambazo hazitakiwi kutumika katika program tumizi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

CheckEmailValidAddress

Inafafanua semi za kawaida ambazo zinazuia baadhi ya anwani kwenye uangalizi wa sintaksi("Uangalizi wa Anwani za Barua pepe" umewekwa kuwa "Yes"). Tafadhali ingia regex katika uga huu kwa ajili ya anwani za barua pepe, ambazo kisintentiki zipo batili, lakini ni za lazima kwa ajili ya mfumo (mfano "root@localhost").

This setting can not be deactivated.

Thamani chaguo-msingi:

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

CheckMXRecord

Inafanya programu tumizi kuangalia kumbukumbu ya MX ya anwani za barua pepe kabla ya kutuma barua pepe au kukusanya kielezo au tiketi ya barua pepe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CheckMXRecord::Nameserver

Inafafanua anwani ya seva ya DNS iliyojitotelea, kama muhimu kwa ajili ya ukaguaji wa "Angalia rekodi ya MX".

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ns.example.com
```

Fetchmail::Bin

Defines the fall-back path to open fetchmail binary. Note: The name of the binary needs to be 'fetchmail', if it is different please use a symbolic link.

This setting is not active by default.

Thamani chaguo-msingi:

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

NotificationSenderEmail

Specifies the email address that should be used by the application when sending notifications. The email address is used to build the complete display name for the notification master (i.e. "OTRS Notifications" otrs@your.example.com). You can use the OTRS_CONFIG_FQDN variable as set in your configuation, or choose another email address.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- otrs@<OTRS_CONFIG_FQDN>
```

NotificationSenderName

Specifies the name that should be used by the application when sending notifications. The sender name is used to build the complete display name for the notification master (i.e. "OTRS Notifications" otrs@your.example.com).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRS Notifications
```

Sendmail::DefaultHeaders

Defines default headers for outgoing emails.

This setting is not active by default.

Thamani chaguo-msingi:

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

SendmailBcc

Tuma bariu pepe za kwenda nje zote kupitia bcc kwa anwani iliyobainishwa.Tafadhali tumia hii kwa sababu za chelezo.

Thamani chaguo-msingi:

```
--- ''
```

SendmailEncodingForce

Inalazimisha usimbaji wa barua pepe zinatoka nje (7bit|8bit|quoted-printable|base64).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- base64
```

SendmailEnvelopeFrom

Kama imewekwa, anwani hii inatumika kama mtumaji wa bahasha katika ujumbe unaokwenda nje (hakuna taarifa- angalia chini). Kama hakuna anwani iliyobainishwa mtumaji wa bahasha ni sawa anwani ya barua pepe ya foleni

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

SendmailModule

Defines the module to send emails. "DoNotSendEmail" doesn't send emails at all. Any of the "SMTP" mechanisms use a specified (external) mailserver. "Sendmail" directly uses the sendmail binary of your operating system. "Test" doesn't send emails, but writes them to $OTRS_HOME/var/tmp/CacheFileStorable/EmailTest/ for testing purposes.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SendmailModule::AuthPassword

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, na uhalalishaji kwenye seva ya barua pepe unahitajika, neno la siri lazima libainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- MailserverPassword
```

SendmailModule::AuthUser

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, na uhalalishaji kwenye seva ya barua pepe unahitajika, jina la mtumiaji lazima libainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- MailserverLogin
```

SendmailModule::CMD

Kama "Tuma Barua pepe" ilichaguliwa kama Moduli ya kutuma barua pepe, eneo la pacha tuma barua pepe na michaguo inayohusika lazima ibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

SendmailModule::Host

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, mwenyeji wa barua pepe ambaye anatuma lazima abainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- mail.example.com
```

SendmailModule::Port

Kama moja ya taratibu za "SMTP" itachaguliwa kama Moduli ya Barua pepe ya kutuma, kituo tarishi ambacho seva yako ya barua pepe inasikiliza kwa ajili ya miunganisho inayoingia lazima ibainishwe.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '25'
```

SendmailNotificationEnvelopeFrom

If set, this address is used as envelope sender header in outgoing notifications. If no address is specified, the envelope sender header is empty (unless SendmailNotificationEnvelopeFrom::FallbackToEmailFrom is set).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

SendmailNotificationEnvelopeFrom::FallbackToEmailFrom

If no SendmailNotificationEnvelopeFrom is specified, this setting makes it possible to use the email's from address instead of an empty envelope sender (required in certain mail server configurations).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

22. Core → Email → PostMaster

AutoResponseForWebTickets

If this option is enabled, tickets created via the web interface, via Customers or Agents, will receive an autoresponse if configured. If this option is not enabled, no autoresponses will be sent.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

KeepStateHeader

Defines the PostMaster header to be used on the filter for keeping the current state of the ticket.

Thamani chaguo-msingi:

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

LoopProtectionLog

Njia ya faili ya batli (Inatumika tu kama "FS" ilichaguliwa kwa ajili ya Moduli ya Kulinda Kitanzi na ni lazima).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LoopProtectionModule

Moduli ya kulinda kitanzi chaguo-msingi.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0000-BounceEmail

Executes follow-up checks on OTRS Header 'X-OTRS-Bounce'.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0100-Subject

Checks if an E-Mail is a followup to an existing ticket by searching the subject for a valid ticket number.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0200-References

Executes follow-up checks on In-Reply-To or References headers for mails that don't have a ticket number in the subject.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0300-Body

Executes follow-up checks on email body for mails that don't have a ticket number in the subject.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0400-Attachments

Executes follow-up checks on attachment contents for mails that don't have a ticket number in the subject.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

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

PostMaster::CheckFollowUpModule###0500-RawEmail

Executes follow-up checks on the raw source email for mails that don't have a ticket number in the subject.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::CheckFollowUpModule###0600-ExternalTicketNumberRecognition

Checks if an email is a follow-up to an existing ticket with external ticket number which can be found by ExternalTicketNumberRecognition filter module.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::NewTicket::AutoAssignCustomerIDForUnknownCustomers

Controls if CustomerID is automatically copied from the sender address for unknown customers.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

PostMaster::PreCreateFilterModule###000-FollowUpArticleVisibilityCheck

Module to check if arrived emails should be marked as internal (because of original forwarded internal email). IsVisibleForCustomer and SenderType define the values for the arrived email/article.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-DecryptBody

Module to filter encrypted bodies of incoming messages.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::System::PostMaster::Filter::Decrypt
StoreDecryptedBody: '0'
```

PostMaster::PreFilterModule###000-DetectAttachment

Module used to detect if attachments are present.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-DetectBounceEmail

Module to check if a incoming e-mail message is bounce.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition1

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition2

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition3

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

PostMaster::PreFilterModule###000-ExternalTicketNumberRecognition4

Recognize if a ticket is a follow-up to an existing ticket using an external ticket number. Note: the first capturing group from the 'NumberRegExp' expression will be used as the ticket number value.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

PostMaster::PreFilterModule###000-MatchDBSource

Moduli ya kutumia hifadhi ya kichujua cha hifadhi data.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###000-SMIMEFetchFromCustomer

Module to fetch customer users SMIME certificates of incoming messages.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###1-Match

Moduli ya kuchuja na kuendesha ujumbe unaoingia. Funga/zuia barua pepe taka kutoka: noreply@ address.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Match:
  From: noreply@
Module: Kernel::System::PostMaster::Filter::Match
```

```
Set:
  X-OTRS-Ignore: yes
```

PostMaster::PreFilterModule###2-Match

Moduli ya kuchuja na kuendesha ujumbe zinazoingia. Pata namba yenye tarakimu 4 kwenye matini huru ya tiketi, tumia regex kufananisha mfano =>'(.+?)@.+?', na tumia () kama [***] katika seti ya =>.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###3-NewTicketReject

Zuia barua pepe zote zinazooingia ambazo hazina namba ya tiketi halali katika somo kutoka: @example.com address.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###4-CMD

Mpangilio wa mfano wa CMD. Inapuuzia barua pepe ambapo CMD ya nje inarudisha baadhi ya matokeo katika STDOUT (Barua pepe zitapitishwa katika TDIN ya some.bin).

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###5-SpamAssassin

Mfano wa mpangilio wa barua taka muuaji. Puuzia barua pepe ambazo zimewekwa alama kama barua taka muuaji.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule###6-SpamAssassin

Mfano wa mpangilio wa barua taka muuaji.Hamisha barua pepe zilizowekwa alama kwenye foleni ya barua taka.

This setting is not active by default.

Thamani chaguo-msingi:

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

PostMaster::PreFilterModule::NewTicketReject::Body

Inafafanua kiini cha matini ya barua pepe zilizokataliwa

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- |2

  Dear Customer,

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

  Please create a new ticket via the customer panel.

  Thanks for your help!

   Your Helpdesk Team
```

PostMaster::PreFilterModule::NewTicketReject::Sender

Inamfafanua mtumaji wa barua pepe zilizolizokataliwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- noreply@example.com
```

PostMaster::PreFilterModule::NewTicketReject::Subject

Inafafanua somo kwa barua pepe zilizokataliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Email Rejected
```

PostMasterMaxEmailSize

Ukubwa wa upeo wa juu katika baiti K kwa ajili ya barua pepe ambazo zinawezwa kuchukuliwa kwa kutumia POP3/POP3S/IMAP/IMAPS (Baiti K).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '16384'
```

PostMasterReconnectMessage

The maximum number of mails fetched at once before reconnecting to the server.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '20'
```

PostmasterAutoHTML2Text

Badilisha barua pepe za HTML katika ujumbe mfupi wa maneno.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

PostmasterBounceEmailAsFollowUp

Indicates if a bounce e-mail should always be treated as normal follow-up.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

PostmasterDefaultPriority

Inafafanua kipaumbele chaguo msingi cha tiketi mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

PostmasterDefaultQueue

Inafafanua foleni chaguo msingi ya mkuu wa posta.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Raw
```

PostmasterDefaultState

Inafafanua hali chaguo-msingi ya tiketi mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- new
```

PostmasterFollowUpOnUnlockAgentNotifyOnlyToOwner

Tuma taarifa za ufuatiliaji za wakala kwa mmiliki tu, kama tiketi imefunguliwa (Chaguo-msingi ni kutuma taarifa kwa mawakala wote).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

PostmasterFollowUpState

Inafafanua hali ya tiketi kama ikipata kufatiliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

PostmasterFollowUpStateClosed

Inafafanua hali ya tiketi kama ikipata kufuatiliwa na tiketi ilikuwa tayari imefungwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- open
```

PostmasterHeaderFieldCount

Fafanua namba za uga wa kichwa katika moduli za kiolesura kwa kuongeza na kusasisha kichuja cha mchapishajimkuu. Inawezakuwa hadi uga 99.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '12'
```

PostmasterMaxEmails

Majibu ya barua pepe ya otomatiki ya upeo wa juu kwenda anwani yake yenyewe ya barua pepe kwa siku (Ulinzi wa kitanzi).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '40'
```

PostmasterMaxEmailsPerAddress

Maximal auto email responses to own email-address a day, configurable by email address (Loop-Protection).

Thamani chaguo-msingi:

```
--- {}
```

PostmasterUserID

Bainisha kitambulisho cha mtumiaji cha hifadhi data cha mkuu wa posti.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

PostmasterX-Header

Inafafanua vichwa vyote vya X ambavyo vinatakiwa kutambazwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- 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
- 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
```

SendNoAutoResponseRegExp

Kama regex inafanana, hakuna ujumbe utakaotumwa na kiitiko cha ototmatiki.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

23. Core → Event → AppointmentCalendar

AppointmentCalendar::EventModulePost###100-Notification

Appointment calendar event module that prepares notification entries for appointments.

Thamani chaguo-msingi:

```
---
Event: (AppointmentCreate|AppointmentUpdate|AppointmentDelete|AppointmentNotification|
CalendarCreate|CalendarUpdate)
Module: Kernel::System::Calendar::Event::Notification
```

AppointmentCalendar::EventModulePost###200-TicketAppointments

Appointment calendar event module that updates the ticket with data from ticket appointment.

Thamani chaguo-msingi:

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

24. Core → Event → CustomerCompany

CustomerCompany::EventModulePost###2000-UpdateCustomerUsers

Moduli ya tukio inayosasisha mteja mtumiaji baada ya usasishaji wa mteja.

Thamani chaguo-msingi:

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

CustomerCompany::EventModulePost###2100-UpdateDynamicFieldObjectName

Event module that updates customer company object name for dynamic fields.

Thamani chaguo-msingi:

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

CustomerCompany::EventModulePost###2300-UpdateTickets

Moduli ya tukio inayosasisha tiketi baada ya usasishaji wa mteja.

Thamani chaguo-msingi:

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

CustomerCompany::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

25. Core → Event → CustomerUser

CustomerUser::EventModulePost###2000-UpdateDynamicFieldObjectName

Event module that updates customer user object name for dynamic fields.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###2100-UpdateSearchProfiles

Event module that updates customer user search profiles if login changes.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###2200-UpdateServiceMembership

Moduli ya tukio inayosasisha uanachama wa huduma za mteja mtumiaji kama ameingiza mabadiliko.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###2300-UpdateTickets

Moduli ya tukio inayosasisha tiketi baada ya usasishaji wa mteja mtumiaji.

Thamani chaguo-msingi:

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

CustomerUser::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

26. Core → Event → DynamicField

DynamicField::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

27. Core → Event → LinkObject

LinkObject::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

28. Core → Event → Package

Package::EventModulePost###9000-SupportDataSend

Faili la moduli ya tukio la kifurushi kipanga ratiba cha kazi kwa ajili la usajili wa us-asishwaji.

Thamani chaguo-msingi:

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

Package::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

29. Core → Event → Queue

Queue::EventModulePost###2300-UpdateQueue

Moduli ya tukio ambayo inafanya tamko la usasishwaji katika Kielezoo cha Tiketi kuipa jina foleni kama inahitajika na DBTuli inatumika.

Thamani chaguo-msingi:

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

Queue::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

30. Core → Event → Ticket

Ticket::EventModulePost###2300-ArchiveRestore

Restores a ticket from the archive (only if the event is a state change to any open available state).

Thamani chaguo-msingi:

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

Ticket::EventModulePost###2600-AcceleratorUpdate

Sasisha kiharakishi cha kielezo cha tiketi.

Thamani chaguo-msingi:

```
---
Event: TicketStateUpdate|TicketQueueUpdate|TicketLockUpdate
Module: Kernel::System::Ticket::Event::TicketAcceleratorUpdate
```

Ticket::EventModulePost###2700-ForceOwnerResetOnMove

Inaweka upya na inamfungua mmiliki wa tiketi kama ilikuwa imeamishwa kwenye foleni.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###2800-ForceStateChangeOnLock

Inalazimisha kuchagua hali tofauti za tiketi (Kutoka sasa) baada ya kitendo cha kufunga. Fafanua hali ya sasa kama funguo, na hali ijayo baada ya kitendo cha kufunga kama maudhui.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3000-ResponsibleAutoSet

Inamuweka otomatiki mmhusika wa tiketi (Kama hajawekwa bado) baada ya usasishwaji wa mmiliki wa kwanza.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3100-LockAfterCreate

When agent creates a ticket, whether or not the ticket is automatically locked to the agent.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3300-TicketPendingTimeReset

Inaweka muda wa kusubiri wa tiketi kuwa 0 kama hali imebadilishwa kuwa hali ya kutokusubiria.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###3600-ForceUnlockOnMove

Inalazimisha kufungua tiketi baada ya kuhamishwa kwenye foleni nyingine.

Thamani chaguo-msingi:

```
---
Event: TicketQueueUpdate
```

```
Module: Kernel::System::Ticket::Event::ForceUnlock
```

Ticket::EventModulePost###4000-TicketArticleNewMessageUpdate

Sasisha alama ya tiketi "Imeonekana" kama kila makala imeonekana au makala mpya imetengenezwa.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser

This event module stores attributes from CustomerUser as DynamicFields tickets. Please see DynamicFieldFromCustomerUser::Mapping setting for how to configure the mapping.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###4300-EscalationStopEvents

Moduli ya tukio la tiketi ambalo linaamsha tukio la kusimamishwa kuwa upandishwaji.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###7000-NotificationEvent

Sends the notifications which are configured in the admin interface under "Ticket Notifications".

Thamani chaguo-msingi:

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

Ticket::EventModulePost###950-TicketAppointments

Triggers add or update of automatic calendar appointments based on certain ticket times.

Thamani chaguo-msingi:

```
---
Event: TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate|
TicketPendingTimeUpdate|TicketDynamicFieldUpdate_.*
Module: Kernel::System::Ticket::Event::TicketAppointments
Transaction: '1'
```

Ticket::EventModulePost###9600-TicketDynamicFieldDefault

Usajili wa moduli ya tukio. Kwa utendaji wa zaidi unaweza kuweka tukio chochezi (mfano Tukio => Tengeneza tiketi). Hii inawezekana tu kama uga wenye nguvu wa tiketi inahitaji tukio hilohilo.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9700-GenericAgent

Usajili wa moduli ya tukio. Kwa utendaji wa zaidi unaweza kuweka tukio chochezi (mfano Tukio => Tengeneza tiketi).

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9800-TicketProcessTransitions

Usajili wa moduli ya tukio. Kwa utendaji wa zaidi unaweza kuweka tukio chochezi (mfano Tukio => Tengeneza tiketi).

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9900-GenericInterface

Performs the configured action for each event (as an Invoker) for each configured web service.

Thamani chaguo-msingi:

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

Ticket::EventModulePost###9990-EscalationIndex

Sasisha kielezo cha kupanda cha tiketi baada ya sifa ya tiketi kusasishwa.

Thamani chaguo-msingi:

```
---
Event: TicketSLAUpdate|TicketQueueUpdate|TicketStateUpdate|TicketCreate|ArticleCreate|
TicketDynamicFieldUpdate|TicketTypeUpdate|TicketServiceUpdate|TicketCustomerUpdate|
TicketPriorityUpdate|TicketMerge
Module: Kernel::System::Ticket::Event::TicketEscalationIndex
Transaction: '1'
```

31. Core → LinkObject

LinkObject::IgnoreLinkedTicketStateTypes

Inafafanua tiketi ambazo aina ya hali ya tiketi isiorodheshwe katika orodha ya tiketi zilizounganishwa.

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###0200

Inaunganisha tiketi 2 na kiunganishi aina ya "Kawaida".

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###0201

Inaunganisha tiketi 2 na kiunganishi aina ya "ZaziMtoto".

Thamani chaguo-msingi:

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

LinkObject::PossibleLink###1200

Links appointments and tickets with a "Normal" type link.

Thamani chaguo-msingi:

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

LinkObject::ShowDeleteButton

Determines if a button to delete a link should be displayed next to each link in each zoom mask.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

LinkObject::StrikeThroughLinkedTicketStateTypes

For these state types the ticket numbers are striked through in the link table.

Thamani chaguo-msingi:

```
---
- merged
```

LinkObject::Type###Normal

Inafafanua aina ya kiunganishi 'Kawaida'.Kama jina la chanzo na jina lengwa yana thamani sawa, kiunganishi kilichotokea hakina uelekeo;vinginevyo ni kiungo chenye uelekeo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
SourceName: Normal
TargetName: Normal
```

LinkObject::Type###ParentChild

Inafafanua aina ya kiunganishi 'ZaziMtoto'.Kama jina la chanzo na jina lengwa yana thamani sawa, kiunganishi kilichotokea hakina uelekeo;vinginevyo ni kiungo chenye uelekeo.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LinkObject::TypeGroup###0001

Inafafanua aina ya kiunganishi vikundi. Aina za viunganishi zilizokatika kikundi kimoja zinajifuta zenyewe.Mfano: Kama tiketi A imeunganishwa na kiunganishi 'Kawaida' na tiketi B, tiketi hizi haziwezi kuunganishwa tena na kiunganishi kutoka 'Zazi mtoto'.

Thamani chaguo-msingi:

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

LinkObject::ViewMode

Inaamua jinsi ambayo vipengele vilivyounganishwa vitaonyeshwa katika kila barakoa ya kukuza.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Simple
```

32. Core → Log

CGILogPrefix

Bainisha matini ambayo inatokea katika faili la batli kuchangia hati ya CGI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRS-CGI
```

LogModule

Inafafanua moduli batli kwa mfumo. "Faili" inaandika jumbe zote katika faili batli lilipo, "BatliMfumo" unatumia batli mfumo jini wa mfumo mfano syslogd

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LogModule::LogFile

Kama "Faili" limechagulia kwa Moduli batli, failibatli lazima libainishwe. Kama faili halipo, litatengenezwa na mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

LogModule::LogFile::Date

Inaongeza kiendelezi na mwaka na mwezi wa ukweli katika faili la batli. Faili la batli litatengenezwa kila mwezi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

LogModule::SysLog::Charset

Kama "BatliMfumo" ilichagulia moduli ya batli, seti ya herufi ambayo itumike kuingia ibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- utf-8
```

LogModule::SysLog::Facility

Kama "BatliMfumo" imechaguliwa kwa ajili ya ModuliBatli, kituo batli maalum kitabainishwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- user
```

MinimumLogLevel

Set the minimum log level. If you select 'error', just errors are logged. With 'debug' you get all logging messages. The order of log levels is: 'debug', 'info', 'notice' and 'error'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- error
```

33. Core → MailQueue

MailQueue

MailQueue configuration settings.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

34. Core → PDF

PDF::LogoFile

Inabainisha njia kwenda kwenye faili kwa ajili ya nembo katika kichwa cha ukurasa (gif|jpg|png, 700 x 100 pikseli).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

PDF::MaxPages

Inafafanua namba ya upeo wa juu ya kurasa lwa kila faili la PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

PDF::PageSize

Inafafanua kiwango cha ukubwa wa kurasa za PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- a4
```

PDF::TTFontFile###Monospaced

Fafanua njia na faili la TTF kumudu fonti za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono.ttf
```

PDF::TTFontFile###MonospacedBold

Fafanua njia na faili la TTF kumudu fonti za herufi nzito za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono-Bold.ttf
```

PDF::TTFontFile###MonospacedBoldItalic

Fafanua njia na faili la TTF kumudu fonti za italiki za herufi nzito za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono-BoldOblique.ttf
```

PDF::TTFontFile###MonospacedItalic

Fafanua njia na faili la TTF kumudu fonti za italiki za nafasimoja katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSansMono-Oblique.ttf
```

PDF::TTFontFile###Proportional

Fafanua njia na faili la TTF kumudu fonti zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans.ttf
```

PDF::TTFontFile###ProportionalBold

Fafanua njia na faili la TTF kumudu fonti za herufi nzito zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans-Bold.ttf
```

PDF::TTFontFile###ProportionalBoldItalic

Fafanua njia na faili la TTF kumudu fonti za italiki za herufi nzito zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans-BoldOblique.ttf
```

PDF::TTFontFile###ProportionalItalic

Fafanua njia na faili la TTF kumudu fonti za italiki zilizosawa katika waraka wa PDF.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- DejaVuSans-Oblique.ttf
```

35. Core → Package

OTRSBusiness::ReleaseChannel

Bainisha mkondo utakao tumika kuchukua usasishwaji wa OTRS Business Solution™. Onyo: Matoleo ya maendeleo yanaweza yasiwe kamili, mfumo wako unaweza kupata matatizo yasiyoweza kupona na kwa hali za zilizokithiri unaweza kuwa hauwezi kuji.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Package::AllowLocalModifications

If this setting is enabled, local modifications will not be highlighted as errors in the package manager and support data collector.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Package::AllowNotVerifiedPackages

If this setting is enabled, it is possible to install packages which are not verified by OTRS Group. These packages could threaten your whole system!

Thamani chaguo-msingi:

```
--- 0
```

Package::FileUpload

Inawezeshesha upakiaji wa faili katika mazinga ya mbele ya msimamizi ya kifurushi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Package::Proxy

Inachukua vifurushi kupitia seva mbadala. Inaandika juu kwa "Wakala mtumiaji wa tovuti::Seva mbadala".

This setting is not active by default.

Thamani chaguo-msingi:

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

Package::RepositoryAccessRegExp

Inafafanua maelezo ya kawaida ya IP ya kufikia hifadhi ya ndani. Unahitaji kuwezesha hii ili kuweza kufikia hifadhi yako ya ndani na kifurushi:: Orodha ya hifadhi inahitajika kwa mwenyeji wa mbali.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 127\.0\.0\.1
```

Package::RepositoryList

Inafafanua orodha ya hifadhi za mtandaoni. Usanidi mwingine unaweza kutumika kama hifadhi, kwa mfano: kibonye="http://example.com/otrs/public.pl?Action=PublicRepository;File=" na maudhui="Baadhi ya majina".

This setting is not active by default.

Thamani chaguo-msingi:

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

Package::RepositoryRoot

Inafafanua sehemu ya kupata orodha hifadhi mtandaoni kwa vifurushi vilivyoongezwa. Jibu la kwanza lililopo litatumika.

Thamani chaguo-msingi:

```
---
- https://ftp.otrs.org/pub/otrs/misc/packages/repository.xml
```

Package::ShowFeatureAddons

Inageuza onyesho la orodha ya vifaa vya nyongeza ya vipengele vya OTRS katika msimamizi wa kifurushi.

Thamani chaguo-msingi:

```
--- '1'
```

Package::Timeout

InawekInaweka muda wa kuisha (katika sekunde) kwa vifurushi vya kupakua. Inaandika kwa juu ya "wakala wa mtumiaji wa tovuti::Muda umekwisha".

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '120'
```

36. Core → PerformanceLog

PerformanceLog

Wezesha batli ya utendaji (Kuingiza muda wa kujibu wa ukurasa). Itaathiri utendaji wa mfumo. Frontend::Module###AdminPerformanceLog lazima iwezeshwa.

Thamani chaguo-msingi:

```
--- 0
```

PerformanceLog::File

Bainisha njia ya faili kwa ajili ya batli ya utendaji.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Home>/var/log/Performance.log
```

PerformanceLog::FileMax

Inafafanua ukubwa wa upeo wa juu (katika MB) wa faili la batli.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '25'
```

37. Core → Permission

EditAnotherUsersPreferencesGroup

Specifies the group where the user needs rw permissions so that they can edit other users preferences.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- admin
```

SwitchToCustomer

Inawaruhusu viongozi kuingia kama wateja wengine, kupitia paneli ya uongozi wa mtumiaji wa mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

SwitchToCustomer::PermissionGroup

Bainisha kikundi ambacho mtumiaji anahitaji ruhusa za rw ili aweze kufikia kipengele cha "Badili kwenda kwa Mteja".

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- admin
```

SwitchToUser

Inawaruhusu viongozi kuingia kama wateja wengine, kupitia paneli ya uongozi ya watumiaji.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

System::Customer::Permission

Inafafanua ruhusa zinazopatikana za kiwango kwa wateja ndani ya programu tumizi. Kama ruhusa zaidi zinahitajika, unaweza kuziingiza hapa. Ruhusa lazima zifafanuliwe kuwa za ufanisi. Tafadhali hakikisha kwamba wakati wa kuongeza ruhusa zozote zilizotajwa kabla, kwamba ruhusa ya "rw" ibakie kuwa ingizo la mwisho.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

System::Permission

Ruhusa zinazopatikana za kiwango kwa mawakala ndani ya programu tumizi. Kama ruhusa zaidi zinahitajika, zinaweza kuingizwa hapa. Ruhusa lazima zifafanuliwe kuwa

za ufanis. Baadhi ya ruhusa nzuri zimejengwa ndani: Kidokezo,Kungoja, Mteja, matini huru, kusogeza, Kutunga, uhusika, kutuma mbele na udundaji. Hakikisha kwamba "rw" sikuzote ni ruhusa ya mwisho kusajiliwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

38. Core → ProcessManagement

Process::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya mazingira ya nyuma ya mchakato wa DB.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3600'
```

Process::DefaultLock

Chaguo hili linafafanua ufungwaji chaguo msingi wa tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- unlock
```

Process::DefaultPriority

Chaguo hili linafafanua kipaumbele chaguo msingi ya tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

Process::DefaultQueue

Chaguo hili linafafanua foleni chaguo msingi ya tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Raw
```

Process::DefaultState

Chaguo hili linafafanua hali chaguo msingi ya tiketi ya mchakato.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- new
```

Process::DynamicFieldProcessManagementActivityID

Chaguo hili linafafanua uga wenye nguvu ambao kitambulisho cha kipengele halisi cha shughuli wa usimamizi wa mchakato kinahifadhiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ProcessManagementActivityID
```

Process::DynamicFieldProcessManagementProcessID

Chaguo hili linafafanua uga wenye nguvu ambao kitambulisho kipengele halisi cha mchakato wa usimamizi wa mchakato kinahifadhiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ProcessManagementProcessID
```

Process::Entity::Prefix

Viambishi awali vya vipengeee halisi vya Usimamizi wa mchakato chaguo msingi kwa ajili ya kitambulisho cha kipengee halisi ambavyo vinatengenezwa otomatiki.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Activity: A
ActivityDialog: AD
Process: P
Transition: T
TransitionAction: TA
```

Process::NavBarOutput::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya Moduli ya matokeo ya mwambaa wa uaburi wa mchakato wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '900'
```

ProcessManagement::Transition::Debug::Enabled

Kama imewezeshwa kueua taarifa kwa ajili ya mipito imewekwa batli.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

ProcessManagement::Transition::Debug::Filter###00-Default

Chuja kwa ajili ya mipito ya ueuaji.Angalizo: Vichuja zaidi vinaweza kuongezwa katika umbizo <OTRS_TICKET_Attribute> mfano <OTRS_TICKET_Priority>.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
<OTRS_TICKET_TicketNumber>: ''
TransitionEntityID: ''
```

ProcessManagement::Transition::Debug::LogPriority

Inafafanua kipaumbele ambacho taarifa zinawekwa batli na kuwasilishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- debug
```

39. Core → Queue

QueuePreferences###Comment2

Vigezo vya maoni ya 2 ya mfano wa foleni.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: TextArea
Cols: '50'
Desc: Define the queue comment 2.
Label: Comment2
Module: Kernel::Output::HTML::QueuePreferences::Generic
PrefKey: Comment2
Rows: '5'
```

40. Core → ReferenceData

ReferenceData::OwnCountryList

Mpangalio huu unakuruhusu kutendua orodha ya nchi ilijengewa ndani kwa orodha yako ya nchi. Inatumika hasa kama unataka kutumia nchi chache usichaguazo.

This setting is not active by default.

Thamani chaguo-msingi:

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

41. Core → SLA

SLAPreferences###Comment2

Vigezo vya maoni ya 2 ya mfano wa sifa za SLA.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: TextArea
Cols: '50'
Desc: Define the sla comment 2.
Label: Comment2
Module: Kernel::Output::HTML::SLAPreferences::Generic
PrefKey: Comment2
Rows: '5'
```

42. Core → SOAP

SOAP::Keep-Alive

Wezesha kichwa cha muunganisho weka-hai kwa ajili ya majibu ya SOAP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

SOAP::Password

Fafanua neno la siri la kufikia kishiko cha SOAP (bin/cgi-bin/rpc.pl).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_pass
```

SOAP::User

Inafafanua jina la mtuaji kufikia kishiko cha SOAP (bin/cgi-bin/rpc.pl).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- some_user
```

43. Core → Service

ServicePreferences###Comment2

Vigezo vya maoni ya 2 ya sifa za mfano wa huduma.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: TextArea
Cols: '50'
Desc: Define the service comment 2.
Label: Comment2
Module: Kernel::Output::HTML::ServicePreferences::Generic
PrefKey: Comment2
Rows: '5'
```

44. Core → Session

AgentSessionLimit

Sets the maximum number of active agents within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

```
--- '100'
```

AgentSessionLimitPriorWarning

Sets the maximum number of active agents within the timespan defined in SessionMaxIdleTime before a prior warning will be visible for the logged in agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '90'
```

AgentSessionPerUserLimit

Sets the maximum number of active sessions per agent within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

```
--- '20'
```

CustomerPanelSessionName

Fafanua jina la funguo kwa vipindi vya mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRSCustomerInterface
```

CustomerSessionLimit

Sets the maximum number of active customers within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

```
--- '100'
```

CustomerSessionPerUserLimit

Sets the maximum number of active sessions per customers within the timespan defined in SessionMaxIdleTime.

Thamani chaguo-msingi:

```
--- '20'
```

SessionAgentOnlineThreshold

Defines the period of time (in minutes) before agent is marked as "away" due to inactivity (e.g. in the "Logged-In Users" widget or for the chat).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

SessionCSRFProtection

Protection against CSRF (Cross Site Request Forgery) exploits (for more info see https://en.wikipedia.org/wiki/Cross-site_request_forgery).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionCheckRemoteIP

Turns on the remote ip address check. It should not be enabled if the application is used, for example, via a proxy farm or a dialup connection, because the remote ip address is mostly different for the requests.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionCustomerOnlineThreshold

Defines the period of time (in minutes) before customer is marked as "away" due to inactivity (e.g. in the "Logged-In Users" widget or for the chat).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

SessionDeleteIfNotRemoteID

Inafuta kipindi kama kitambulisho cha kipindi kinatumika na anwani batili ya IP ya mbali.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionDeleteIfTimeToOld

Inafuta vipindi vilivyoombwa kama vina muda ulioisha.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionDir

Kama "DB" inachaguliwa kwa ajili ya Moduli ya kipindi, mpangilio orodha ambapo data za kipindi zitahifadhiwa lazima zibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Home>/var/sessions
```

SessionMaxIdleTime

Sets the inactivity time (in seconds) to pass before a session is killed and a user is logged out.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '7200'
```

SessionMaxTime

Inafafanua upeo wa juu wa muda halali (katika sekunde) kwa kitambulisho cha kipindi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '57600'
```

SessionModule

Inafafanua moduli inayotumika kuhifadhi data ya kipindi. Na "DB" seva ya mazingira ya mbele inaweza kugawanywa kutoka kwenye seva ya db. "FS" ni haraka.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::AuthSession::DB
```

SessionName

Fafanua jina la funguo wa kipindi.Mfano Kipindi, Kitambulisho cha kipindi au OTRS.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- OTRSAgentInterface
```

SessionTable

Kama "DB" inachaguliwa kwa ajili ya Moduli ya kipindi, jedwali katika hifadhi data ambapo data za kipindi zitahifadhiwa lazima zibainishwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- sessions
```

SessionUseCookie

Inafanya usimamizi wa kipindi utumie vidakuzi vya html. Kama vidakuzi vya html hav-ijawezeshwa au kivinjari cha mteja haijawezesha vidakuzi vya html, mfumo utafanya kazi kama kawaida na itaambatisha kitambulisho cha kipindi kwenye viunganishi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

SessionUseCookieAfterBrowserClose

Inahifadhi vidakuzi baada ya kivinjari kufungwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

45. Core → Stats

Stats::DynamicObjectRegistration###Ticket

Moduli ya kutengeneza takwimu za tiketi.

Thamani chaguo-msingi:

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

Stats::DynamicObjectRegistration###TicketAccountedTime

Moduli ya kutengeneza takwimu za tiketi za muda unaohusika

Thamani chaguo-msingi:

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

Stats::DynamicObjectRegistration###TicketList

Inaamua kaam moduli ya takwimu inaweza kutengeneza orodha za tiketi.

Thamani chaguo-msingi:

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

Stats::DynamicObjectRegistration###TicketSolutionResponseTime

Moduli kutengeneza ufumbuzi wa tiketi na takwimu za muda za majibu.

Thamani chaguo-msingi:

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

Stats::MaxXaxisAttributes

Inafafanua upeo wa juu wa namba chaguo msingi ya sifa za jira X kwa ajili ya mzani wa muda.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '1000'
```

Stats::StatsHook

Inaweka ndoano ya takwimu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Stat#
```

Stats::StatsStartNumber

Anza namba kwa ajili ya hesabu ya takwimu. Kila takwimu mpya ongeza namba hii.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10000'
```

46. Core → SupportDataCollector

SupportDataCollector::HTTPHostname

Defines the HTTP hostname for the support data collection with the public module 'PublicSupportDataCollector' (e.g. used from the OTRS Daemon).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

SupportDataCollector::WebUserAgent::Timeout

Defines the timeout (in seconds, minimum is 20 seconds) for the support data collection with the public module 'PublicSupportDataCollector' (e.g. used from the OTRS Daemon).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '20'
```

47. Core → SystemMaintenance

SystemMaintenance::IsActiveDefaultLoginErrorMessage

Weka ujumbe wa yaliyokosewa chaguo-msingi kwa skrini ya kuingia kwenye kiolesura cha wakala na mteja, inaonyeshwa wakati wa kipindi amilifu cha matengenezo ya mfumo yanaendelea.

Thamani chaguo-msingi:

```
--- We are performing scheduled maintenance. Login is temporarily not available.
```

SystemMaintenance::IsActiveDefaultLoginMessage

Weka ujumbe chaguo-msingi kwa skrini ya kuingia kwenye kiolesura cha wakala na mteja, inaonyeshwa wakati wa kipindi amilifu cha matengenezo ya mfumo yanaendelea.

Thamani chaguo-msingi:

```
--- We are performing scheduled maintenance. We should be back online shortly.
```

SystemMaintenance::IsActiveDefaultNotification

Weka ujumbe chaguo msingi kwa taarifa itaonyeshwa wakati wa matengenezo ya mfumo unaendelea.

Thamani chaguo-msingi:

```
--- We are performing scheduled maintenance.
```

SystemMaintenance::TimeNotifyUpcomingMaintenance

Inawekea dakika taarifa inaonyeshwa kwa ilani kuhusu kipindi cha marekebisho ya mfumo ujao.

Thamani chaguo-msingi:

```
--- '30'
```

48. Core → Ticket

AgentSelfNotifyOnAction

Inabainisha kama wakala apokee taarifa ya barua pepe kwa ajili ya matendo yake.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

CustomerNotifyJustToRealCustomer

Sends customer notifications just to the mapped customer.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

DynamicFieldFromCustomerUser::Mapping

Define a mapping between variables of the customer user data (keys) and dynamic fields of a ticket (values). The purpose is to store customer user data in ticket dynamic fields. The dynamic fields must be present in the system and should be enabled for AgentTicketFreeText, so that they can be set/updated manually by the agent. They mustn't be enabled for AgentTicketPhone, AgentTicketEmail and AgentTicketCustomer. If they were, they would have precedence over the automatically set values. To use this mapping, you have to also activate the Ticket::EventModulePost###4100-DynamicFieldFromCustomerUser setting.

This setting is not active by default.

Thamani chaguo-msingi:

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

OTRSEscalationEvents::DecayTime

Muda katika dakika baada ya kutoa tukio, ambacho uarifu wa kupandishwa kupya na kuanza kwa matukio kumefutwa.

Thamani chaguo-msingi:

```
--- '1440'
```

StandardTemplate2QueueByCreating

Orodha ya vielezo vya viwango chaguo msingi ambavyo vimepewa otomatiki kwa foleni mpya wakati wa kutengenezwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

StandardTemplate::Types

Infafanua aina ya orodha kwa vielezo.

Thamani chaguo-msingi:

```
---
Answer: Answer
Create: Create
Email: Email
Forward: Forward
Note: Note
PhoneCall: Phone call
```

Ticket::ArchiveSystem

Inaamilisha mfumo wa uhifadhi wa tiketi kuwa na mfumo wa haraka kwa kuhamisha baadhi ya tiketi nje ya upeo wa kila siku. Kutafuta tiketi hizi, bendera ya hifadhi za nyaraka inabidi iwezeshwa katika utafutaji wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::ArchiveSystem::RemoveSeenFlags

Inadhibiti kama alama zilizoonekana za tiketi na makala zimeondolewa wakati tiketi zimwekwa kwenye nyaraka.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::ArchiveSystem::RemoveTicketWatchers

Inatoa taarifa za mwangaliaji wa tiketi wakati imehifadhiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::ChangeOwnerToEveryone

Badilii mmiliki wa tiketi kuwa kila mtu(Inafaa kwa ASP). Mara nyingi wakala tu mwenye ruhusa za rw katika foleni ya tiketi itaonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::CustomModule###001-CustomModule

Pakia (Inafafanua tena) fomula saidizi katika kiini::Mfumo::Tiketi. Inatumika kuongeza kirahisi hali hukidhi haja binafsi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::System::Ticket::Custom
```

Ticket::CustomQueue

Jina la foleni maalum. Foleni maalum ni uchaguzi wa foleni wa foleni zako unazozipendelea na zinazeweza kuchaguliwa katika mipangilio ya mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- My Queues
```

Ticket::CustomService

Jina la huduma maalum. Huduma maalum ni uchaguzi wa huduma wa huduma zako unazozipendelea na zinazeweza kuchaguliwa katika mipangilio ya mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- My Services
```

Ticket::CustomerArchiveSystem

Amilisha mfumo wa uhifadhi wa tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::DefineEmailFrom

Inafafanua jinsi uga wa Kutoka kutoka kwenye barua pepe (umetumwa kutoka kwenye majibu na tiketi za barua pepe) unatakiwa ufanane.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- SystemAddressName
```

Ticket::DefineEmailFromSeparator

Inafafanua kitenganishi kati ya majina halisi la mawakala na anwani za barua pepe za foleni zilizogaiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- via
```

Ticket::Frontend::DefaultRecipientDisplayType

Default display type for recipient (To,Cc) names in AgentTicketZoom and CustomerTicketZoom.

Thamani chaguo-msingi:

```
--- Realname
```

Ticket::Frontend::DefaultSenderDisplayType

Default display type for sender (From) names in AgentTicketZoom and CustomerTicketZoom.

Thamani chaguo-msingi:

```
--- Realname
```

Ticket::GenericAgentAllowCustomModuleExecution

Allows generic agent to execute custom modules.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::GenericAgentAllowCustomScriptExecution

Allows generic agent to execute custom command line scripts.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::GenericAgentRunLimit

Set the limit of tickets that will be executed on a single genericagent job execution.

Thamani chaguo-msingi:

```
--- '4000'
```

Ticket::GenericAgentTicketSearch###ExtendedSearchCondition

Allows extended search conditions in ticket search of the generic agent interface. With this feature you can search e. g. ticket title with this kind of conditions like "(*key1*&&*key2*)" or "(*key1*||*key2*)".

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Hook

Kitambulishi cha tiketi, mfano. Tiketi #, Simu#, Tiketizangu#. Chaguo-msingi ni Tiketi#.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Ticket#
```

Ticket::HookDivider

Kitenganishi kati ya ndoano ya tiketi na namba ya tiketi. Mfano ':'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::IncludeUnknownTicketCustomers

Include unknown customers in ticket filter.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::IndexModule

IndexAccelerator: to choose your backend TicketViewAccelerator module. "RuntimeDB" generates each queue view on the fly from ticket table (no performance problems up to approx. 60.000 tickets in total and 6.000 open tickets in the system). "StaticDB" is the most powerful module, it uses an extra ticket-index table that works like a view (recommended if more than 80.000 and 6.000 open tickets are stored in the system). Use the command "bin/otrs.Console.pl Maint::Ticket::QueueIndexRebuild" for initial index creation.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::Ticket::IndexAccelerator::RuntimeDB
```

Ticket::InvalidOwner::StateChange

Automatically change the state of a ticket with an invalid owner once it is unlocked. Maps from a state type to a new ticket state.

Thamani chaguo-msingi:

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

Ticket::MergeDynamicFields

Orodha ya uga zenye nguvu ambazo zimeunganishwa katika tiketi kuu wakati wa mchakato wa kuunganisha. Uga zenye nguvu tu amabzo zipo wazi katika tiketi kuu zitawekwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- []
```

Ticket::NewArticleIgnoreSystemSender

Ignore system sender article types (e. g. auto responses or email notifications) to be flagged as 'Unread Article' in AgentTicketZoom or expanded automatically in Large view screens.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::NumberGenerator

Selects the ticket number generator module. "AutoIncrement" increments the ticket number, the SystemID and the counter are used with SystemID.counter format (e.g. 1010138, 1010139). With "Date" the ticket numbers will be generated by the current date, the SystemID and the counter. The format looks like Year.Month.Day.SystemID.counter (e.g. 200206231010138, 200206231010139). With "DateChecksum" the counter will be appended as checksum to the string of date and SystemID. The checksum will be rotated on a daily basis. The format looks like Year.Month.Day.SystemID.Counter.CheckSum (e.g. 2002070110101520, 2002070110101535).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::Ticket::Number::DateChecksum
```

Ticket::NumberGenerator::CheckSystemID

Checks the SystemID in ticket number detection for follow-ups. If not enabled, SystemID will be changed after using the system.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::NumberGenerator::Date::UseFormattedCounter

Wezesha ukubwa kihesabuji cha tiketi cha upeo wa chini (kama "Tarehe" ilichaguliwa kama kitengenezaji tiketi).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::NumberGenerator::MinCounterSize

Sets the minimal ticket counter size if "AutoIncrement" was selected as TicketNumberGenerator. Default is 5, this means the counter starts from 10000.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

Ticket::PendingAutoStateType

Inaamua hali zinazowezekana kwa ajili ya tiketi zinazongoja ambazo zimebadilisha hali baada ya kikomo cha muda kufika.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::PendingNotificationNotToResponsible

Disables sending reminder notifications to the responsible agent of a ticket (Ticket::Responsible needs to be enabled).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::PendingNotificationOnlyToOwner

Tuma taarifa za kukumbusha za tiketi iliyofunguliwa baada ya kufikia tarehe kukumbushwa. (Inatumwa kwa mmiliki wa tiketi tu).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::PendingReminderStateType

Inafafanua aina ya hali ya kikumbusho cha tiketi zinazogoja.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Responsible

Wezesha kipengele cha uwajibikaji cha tiketi kuweka ufatiliaji wa tiketi maalum.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::ResponsibleAutoSet

Automatically sets the owner of a ticket as the responsible for it (if ticket responsible feature is enabled). This will only work by manually actions of the logged in user. It does not work for automated actions e.g. GenericAgent, Postmaster and GenericInterface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Service

Inaruhusu kufafanua huduma na SLA kwa ajili ya tiketi (mfano barua pepe, eneo kazi, mtandao,....) na sifa ya kupanda kwa ajili ya SLA(kama huduma/SLA ya tiketi imeruhusiwa).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Service::Default::UnknownCustomer

Inaruhusu huduma chaguo-msingi kuchaguliwa pia kwa wateja wasiokuwepo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Service::KeepChildren

Inaacha huduma zote katika orodha hata kama ni vipengele vidogo vya vipengele batili.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::StateAfterPending

Inafafanua hali ipi iwekwe otomatiki (maudhui), baada ya muda wa kusubiri wa hali (funguo) kufikia.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::SubjectFormat

The format of the subject. 'Left' means '[TicketHook#:12345] Some Subject', 'Right' means 'Some Subject [TicketHook#:12345]', 'None' means 'Some Subject' and no ticket number. In the latter case you should verify that the setting PostMaster::CheckFollowUpModule###0200-References is activated to recognize followups based on email headers.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Left
```

Ticket::SubjectFwd

Matini mwanzoni mwa somo wakati barua pepe inatumwa mbele, mfano FW, Fwd, au WG.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Fwd
```

Ticket::SubjectRe

Matini mwanzoni mwa somo katika majibu ya barua pepe, mfano RE,AW au AS.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Re
```

Ticket::SubjectSize

Max size of the subjects in an email reply and in some overview screens.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Type

Enables ticket type feature.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Type::Default

Defines the default ticket type.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Unclassified
```

Ticket::UnlockOnAway

Fungua tiketi kidokezo kinapoongezwa na mmiliki hayupo ofisini.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::UnlockStateType

Defines the valid states for unlocked tickets. To unlock tickets the script "bin/otrs.Console.pl Maint::Ticket::UnlockTimeout" can be used.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- new
- open
```

Ticket::ViewableLocks

Defines the viewable locks of a ticket. NOTE: When you change this setting, make sure to delete the cache in order to use the new value. Default: unlock, tmp_lock.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::ViewableSenderTypes

Fafanua aina ya chaguo-msingi inayoonekana ya mtumaji ta tiketi (chaguo-msingi: mteja).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- '''customer'''
```

Ticket::ViewableStateType

Defines the valid state types for a ticket. If a ticket is in a state which have any state type from this setting, this ticket will be considered as open, otherwise as closed.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Watcher

Wezesha au lemeza kipengele cha mwangaliaji tiketi, kufuatilia tiketi bila kuwa mmiliki au muhusika.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::WatcherGroup

Wezesha kipengele cha kiangalizi cha tiketi katika makundi yaliyoorodheshwa tu.

This setting is not active by default.

Thamani chaguo-msingi:

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

49. Core → Ticket → ACL

ACL::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya mazingira ya nyuma ya DB ACL.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3600'
```

ACLKeysLevel1Change

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya kwanza ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel1Match

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya kwanza ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::Possible

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::PossibleAdd

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::PossibleNot

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

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

ACLKeysLevel2::Properties

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

```
---
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
```

ACLKeysLevel2::PropertiesDatabase

Inafafanua vipengele ambavyo vinapatikana katika ngazi ya pili ya muundo wa ACL.

Thamani chaguo-msingi:

```
---
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
```

ACLKeysLevel3::Actions###100-Default

Inafafa vipengelee ambavyo vinapatikana kwa ajili ya 'Kitendo' katika ngazi ya tatu ya muundo wa ACL.

Thamani chaguo-msingi:

```
---
- AgentAppointmentCalendarOverview
- AgentTicketBounce
- AgentTicketBulk
- AgentTicketClose
- AgentTicketCompose
- AgentTicketCustomer
- AgentTicketForward
- AgentTicketEmail
- AgentTicketEmailOutbound
- AgentTicketEmailResend
- AgentTicketFreeText
- AgentTicketHistory
- AgentTicketLink
- AgentTicketLock
- AgentTicketMerge
- AgentTicketMove
- AgentTicketNote
- AgentTicketOwner
- AgentTicketPending
- AgentTicketPhone
- AgentTicketPhoneInbound
- AgentTicketPhoneOutbound
- AgentTicketPlain
- AgentTicketPrint
- AgentTicketPriority
- AgentTicketProcess
```

```
- AgentTicketResponsible
- AgentTicketSearch
- AgentTicketWatcher
- AgentTicketZoom
- AgentLinkObject
- AgentSplitSelection
- CustomerTicketPrint
- CustomerTicketProcess
- CustomerTicketZoom
```

Ticket::Acl::Module###1-Ticket::Acl::Module

Moduli za ACL ambazo zinakubali kufunga tiketi zazi tu kama ndogo zake zimefungwa tayari ("Hali" inaonyesha hali ambazo hazipataki kwa tiketi zazi hadi tiketi ndogo zote ziwe zimefungwa).

This setting is not active by default.

Thamani chaguo-msingi:

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

TicketACL::Debug::Enabled

Kama imewezeshwa kueua taarifa kwa ajili ya ACL imewekwa batli.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

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

Chuja kwa ajili ya ueuaji wa ACL.Angalizo: Sifa za tiketi zaidi vinaweza kuongezwa katika umbizo <OTRS_TICKET_Attribute> mfano <OTRS_TICKET_Priority>.

This setting is not active by default.

Thamani chaguo-msingi:

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

TicketACL::Debug::LogPriority

Inafafanua kipaumbele ambacho taarifa zinawekwa batli na kuwasilishwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- debug
```

TicketACL::Default::Action

Thamani za ACL chaguo msingi kwa ajili ya vitendo vya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- {}
```

50. Core → Ticket → DynamicFieldDefault

Ticket::TicketDynamicFieldDefault###Element1

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element10

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element11

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element12

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element13

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element14

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element15

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element16

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element2

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element3

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element4

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element5

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

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

Ticket::TicketDynamicFieldDefault###Element6

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element7

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element8

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::TicketDynamicFieldDefault###Element9

Configures a default TicketDynamicField setting. "Name" defines the dynamic field which should be used, "Value" is the data that will be set, and "Event" defines the trigger event. Please check the developer manual (https://doc.otrs.com/doc/), chapter "Ticket Event Module".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Event: ''
```

```
Name: ''
Value: ''
```

51. Core → Ticket → FulltextSearch

Ticket::SearchIndex::Attribute

Basic fulltext index settings. Execute "bin/otrs.Console.pl Maint::Ticket::FulltextIndex --rebuild" in order to generate a new index.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::Filters

Regex ya kielezo cha nakala kamili inachuja kuondoa sehemu za makala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::ForceUnfilteredStorage

Force the storage of the original article text in the article search index, without executing filters or applying stop word lists. This will increase the size of the search index and thus may slow down fulltext searches.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::SearchIndex::IndexArchivedTickets

Defines whether to index archived tickets for fulltext searches.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::SearchIndex::StopWords###Custom

Customizable stop words for fulltext index. These words will be removed from the search index.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

```
- MyStopWord
```

Ticket::SearchIndex::StopWords###de

German stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::StopWords###en

English stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
---
- 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
- 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
- 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
- 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
```

Ticket::SearchIndex::StopWords###es

Spanish stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
---
- un
- una
- unas
- unos
- uno
- sobre
- todo
- también
- tras
- otro
- algún
- 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
- 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
- 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
- ampleamos
- empleais
- valor
- muy
- era
- eras
- eramos
- eran
- modo
- bien
- cual
- cuando
- donde
- mientras
- quien
- con
- entre
- sin
- trabajo
- trabajar
- trabajas
- trabaja
- trabajamos
- trabajais
- trabajan
- podria
- podrias
- podriamos
```

```
- podrian
- podriais
- yo
- aquel
```

Ticket::SearchIndex::StopWords###fr

French stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
---
- 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
- 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
- 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
```

Ticket::SearchIndex::StopWords###it

Italian stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

```
---
- 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
- 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
- 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
```

Ticket::SearchIndex::StopWords###nl

Dutch stop words for fulltext index. These words will be removed from the search index.

Thamani chaguo-msingi:

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

Ticket::SearchIndex::WarnOnStopWordUsage

Display a warning and prevent search when using stop words within fulltext search.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::SearchIndexModule

Helps to extend your articles full-text search (From, To, Cc, Subject and Body search). It will strip all articles and will build an index after article creation, increasing fulltext searches about 50%. To create an initial index use "bin/otrs.Console.pl Maint::Ticket::FulltextIndex --rebuild".

This setting can not be deactivated.

Thamani chaguo-msingi:

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

52. Core → Ticket → Permission

CustomerTicket::Permission###1-GroupCheck

Module to check the group permissions for customer access to tickets.

Thamani chaguo-msingi:

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

CustomerTicket::Permission###2-CustomerUserIDCheck

Module to grant access if the CustomerUserID of the ticket matches the CustomerUserID of the customer.

Thamani chaguo-msingi:

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

CustomerTicket::Permission###3-CustomerIDCheck

Module to grant access if the CustomerID of the ticket matches the CustomerID of the customer.

Thamani chaguo-msingi:

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

CustomerTicket::Permission###4-CustomerGroupCheck

Module to grant access if the CustomerID of the customer has necessary group permissions.

Thamani chaguo-msingi:

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

Ticket::Permission###1-OwnerCheck

Module to grant access to the owner of a ticket.

Thamani chaguo-msingi:

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

Ticket::Permission###2-ResponsibleCheck

Module to grant access to the agent responsible of a ticket.

Thamani chaguo-msingi:

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

Ticket::Permission###3-GroupCheck

Module to check the group permissions for the access to tickets.

Thamani chaguo-msingi:

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

Ticket::Permission###4-WatcherCheck

Module to grant access to the watcher agents of a ticket.

Thamani chaguo-msingi:

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

Ticket::Permission###5-CreatorCheck

Module to grant access to the creator of a ticket.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission###6-InvolvedCheck

Module to grant access to any agent that has been involved in a ticket in the past (based on ticket history entries).

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::CreatorCheck::Queues

Optional queue limitation for the CreatorCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::InvolvedCheck::Queues

Optional queue limitation for the InvolvedCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::OwnerCheck::Queues

Optional queue limitation for the OwnerCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

Ticket::Permission::ResponsibleCheck::Queues

Optional queue limitation for the ResponsibleCheck permission module. If set, permission is only granted for tickets in the specified queues.

This setting is not active by default.

Thamani chaguo-msingi:

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

53. Core → Time

CalendarWeekDayStart

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

MaximumCalendarNumber

Maximum Number of a calendar shown in a dropdown.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '50'
```

OTRSTimeZone

Sets the time zone being used internally by OTRS to e. g. store dates and times in the database. WARNING: This setting must not be changed once set and tickets or any other data containing date/time have been created.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UTC
```

ShowUserTimeZoneSelectionNotification

If enabled, users that haven't selected a time zone yet will be notified to do so. Note: Notification will not be shown if (1) user has not yet selected a time zone and (2) OTRSTimeZone and UserDefaultTimeZone do match and (3) are not set to UTC.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeInputFormat

Inafafanua umbizo umbizo ingizo la tarehe linalotumika katika fomu (hiari au uga ingizo).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Option
```

TimeInputMinutesStep

Defines the available steps in time selections. Select "Minute" to be able to select all minutes of one hour from 1-59. Select "30 Minutes" to only make full and half hours available.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeShowAlwaysLong

Shows time in long format (days, hours, minutes), if enabled; or in short format (days, hours), if not enabled.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

TimeShowCompleteDescription

Shows time use complete description (days, hours, minutes), if enabled; or just first letter (d, h, m), if not enabled.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

TimeVacationDays

Adds the permanent vacation days.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime

Adds the one time vacation days.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours

Inafafanua masaa na siku za wiki za kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone

This setting is deprecated. Set OTRSTimeZone instead.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '+0'
```

UserDefaultTimeZone

Sets the time zone that will be assigned to newly created users and will be used for users that haven't yet set a time zone. This is the time zone being used as default to convert date and time between the OTRS time zone and the user's time zone.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- UTC
```

54. Core → Time → Calendar1

CalendarWeekDayStart::Calendar1

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar1

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar1

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar1

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa ku-fanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar1

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar1Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 1
```

55. Core → Time → Calendar2

CalendarWeekDayStart::Calendar2

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar2

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar2

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar2

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar2

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar2Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 2
```

56. Core → Time → Calendar3

CalendarWeekDayStart::Calendar3

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar3

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar3

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar3

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar3

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar3Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 3
```

57. Core → Time → Calendar4

CalendarWeekDayStart::Calendar4

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar4

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar4

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar4

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar4

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar4Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 4
```

58. Core → Time → Calendar5

CalendarWeekDayStart::Calendar5

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar5

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar5

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar5

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar5

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar5Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 5
```

59. Core → Time → Calendar6

CalendarWeekDayStart::Calendar6

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar6

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar6

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar6

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa ku-fanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar6

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar6Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 6
```

60. Core → Time → Calendar7

CalendarWeekDayStart::Calendar7

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar7

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar7

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar7

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa ku-fanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar7

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar7Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 7
```

61. Core → Time → Calendar8

CalendarWeekDayStart::Calendar8

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar8

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar8

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar8

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar8

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar8Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 8
```

62. Core → Time → Calendar9

CalendarWeekDayStart::Calendar9

Inafafanua siku ya kwanza ya wiki kwa kichagua tarehe kama ilivyoonyeshwa kwenye kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

TimeVacationDays::Calendar9

Adds the permanent vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
'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
```

TimeVacationDaysOneTime::Calendar9

Adds the one time vacation days for the indicated calendar.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

TimeWorkingHours::Calendar9

Inafafanua masaa na siku za wiki za kalenda iliyoonyeshwa, kuhesabu muda wa kufanya kazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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:
- '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'
```

TimeZone::Calendar9

Inafafanua majira ya masaa yaliyoonyeshwa katika kalenda, ambayo yatapewa baadae kwa foleni maalum.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- UTC
```

TimeZone::Calendar9Name

Fafanua jina la kalenda iliyoonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Calendar Name 9
```

63. Core → WebUserAgent

WebUserAgent::DisableSSLVerification

Zima uhalalishaji wa cheti wa SSL, kwa mfano kama ukitumia seva mbadala ya HTTPS iliyowazi. Tumia kwa tahadhari yako mwenyewe!

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

WebUserAgent::Proxy

Inafafanua miunganiko kwa ajili ya http/ftp, kupitia seva mbadala.

This setting is not active by default.

Thamani chaguo-msingi:

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

WebUserAgent::Timeout

Inaweka muda wa kuisha (katika sekunde) kwa http/ftp za kupakua.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '15'
```

64. Daemon

Daemon::PID::Path

If enabled the daemon will use this directory to create its PID files. Note: Please stop the daemon before any change and use this setting only if <$OTRSHome>/var/run/ can not be used.

This setting is not active by default.

Thamani chaguo-msingi:

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

65. Daemon → Log

Daemon::Log::DaysToKeep

Defines the number of days to keep the daemon log files.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Daemon::Log::RotationType

Type of daemon log rotation to use: Choose 'OTRS' to let OTRS system to handle the file rotation, or choose 'External' to use a 3rd party rotation mechanism (i.e. logrotate). Note: External rotation mechanism requires its own and independent configuration.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- otrs
```

Daemon::Log::STDERR

If enabled the daemon will redirect the standard error stream to a log file.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Daemon::Log::STDOUT

If enabled the daemon will redirect the standard output stream to a log file.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

66. Daemon → ModuleRegistration

DaemonModules###SchedulerCronTaskManager

The daemon registration for the scheduler cron task manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SchedulerFutureTaskManager

The daemon registration for the scheduler future task manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SchedulerGenericAgentTaskManager

The daemon registration for the scheduler generic agent task manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SchedulerTaskWorker

The daemon registration for the scheduler task worker.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

DaemonModules###SystemConfigurationSyncManager

The daemon registration for the system configuration deployment sync manager.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

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

67. Daemon → Scheduler-CronTaskManager → Task

Daemon::SchedulerCronTaskManager::Task###ArticleSearchIndexRebuild

Checks for articles that needs to be updated in the article search index.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###CommunicationLogDelete

Checks for communication log entries to be deleted.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###ConfigurationDeployment-Cleanup

Removes old system configuration deployments (Sunday mornings).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###CoreCacheCleanup

Delete expired cache from core modules.

Thamani chaguo-msingi:

```
---
Function: CleanUp
MaximumParallelInstances: '1'
Module: Kernel::System::Cache
Params:
```

```
- Expired
- '1'
Schedule: 20 0 * * 0
TaskName: CoreCacheCleanup
```

Daemon::SchedulerCronTaskManager::Task###Custom1

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom2

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Function: ''
MaximumParallelInstances: '1'
Module: ''
Params: []
Schedule: '* * * * *'
TaskName: Custom2
```

Daemon::SchedulerCronTaskManager::Task###Custom3

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom4

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom5

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom6

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom7

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom8

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###Custom9

Executes a custom command or module. Note: if module is used, function is required.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###EscalationCheck

Triggers ticket escalation events and notification events for escalation.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###FetchMail

Fetch emails via fetchmail.

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###FetchMailSSL

Fetch emails via fetchmail (using SSL).

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenerateDashboardStats

Generate dashboard statistics.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Stats::Dashboard::Generate
Params: []
```

```
Schedule: 5 * * * *
TaskName: GenerateDashboardStats
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile1

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/20 * * * *'
TaskName: GenericAgentFile1
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile2

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/20 * * * *'
TaskName: GenericAgentFile2
```

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile3

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile4

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###GenericAgentFile5

Run file based generic agent jobs (Note: module name needs to be specified in -configuration-module param e.g. "Kernel::System::GenericAgent").

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericAgent::Run
Params:
- --configuration-module
- <ModuleName>
Schedule: '*/20 * * * *'
TaskName: GenericAgentFile5
```

Daemon::SchedulerCronTaskManager::Task###GeneticInterfaceDebugLog-Cleanup

Removes old generic interface debug log entries created before the specified amount of days.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::GenericInterface::DebugLog::Cleanup
Params:
- --created-before-days
- '14'
Schedule: 02 03 * * *
TaskName: GeneticInterfaceDebugLogCleanup
```

Daemon::SchedulerCronTaskManager::Task###LoaderCacheDelete

Delete expired loader cache weekly (Sunday mornings).

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###MailAccountFetch

Fetch incoming emails from configured mail accounts.

Thamani chaguo-msingi:

```
---
Function: Execute
```

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

Daemon::SchedulerCronTaskManager::Task###MailQueueSend

Checks for queued outgoing emails to be sent.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###OTRSBusinessAvailability-Check

Checks the availability of OTRS Business Solution™ for this system.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::OTRSBusiness::AvailabilityCheck
Params: []
Schedule: 15,35,55 */1 * * *
TaskName: OTRSBusinessAvailabilityCheck
```

Daemon::SchedulerCronTaskManager::Task###OTRSBusinessEntitle-mentCheck

Checks the entitlement status of OTRS Business Solution™.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::OTRSBusiness::EntitlementCheck
Params: []
Schedule: 25,45 */1 * * *
TaskName: OTRSBusinessEntitlementCheck
```

Daemon::SchedulerCronTaskManager::Task###RegistrationUpdateSend

Sends registration information to OTRS group.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Registration::UpdateSend
Params: []
```

```
Schedule: 30 * * * *
TaskName: RegistrationUpdateSend
```

Daemon::SchedulerCronTaskManager::Task###RenewCustomerSMIMECertificates

Renew existing SMIME certificates from customer backend. Note: SMIME and SMIME::FetchFromCustomer needs to be enabled in SysConfig and customer backend needs to be configured to fetch UserSMIMECertificate attribute.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::SMIME::CustomerCertificate::Renew
Params: []
Schedule: 02 02 * * *
TaskName: RenewCustomerSMIMECertificates
```

Daemon::SchedulerCronTaskManager::Task###SessionDeleteExpired

Delete expired sessions.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###SpoolMailsReprocess

Reprocess mails from spool directory that could not be imported in the first place.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::PostMaster::SpoolMailsReprocess
Params: []
Schedule: 10 0 * * *
TaskName: SpoolMailsReprocess
```

Daemon::SchedulerCronTaskManager::Task###SupportDataCollectAsynchronous

Collect support data for asynchronous plug-in modules.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###TicketAcceleratorRebuild

Rebuild the ticket index for AgentTicketQueue.

Thamani chaguo-msingi:

```
---
Function: TicketAcceleratorRebuild
MaximumParallelInstances: '1'
Module: Kernel::System::Ticket
Params: []
Schedule: 01 01 * * *
TaskName: TicketAcceleratorRebuild
```

Daemon::SchedulerCronTaskManager::Task###TicketDraftDeleteExpired

Delete expired ticket draft entries.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::FormDraft::Delete
Params:
- --object-type
- Ticket
- --expired
Schedule: 55 * * * *
TaskName: TicketDraftDeleteExpired
```

Daemon::SchedulerCronTaskManager::Task###TicketNumberCounterCleanup

Removes old ticket number counters (each 10 minutes).

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###TicketPendingCheck

Process pending tickets.

Thamani chaguo-msingi:

```
---
Function: Execute
MaximumParallelInstances: '1'
Module: Kernel::System::Console::Command::Maint::Ticket::PendingCheck
Params: []
Schedule: 45 */2 * * *
TaskName: TicketPendingCheck
```

Daemon::SchedulerCronTaskManager::Task###TicketUnlockTimeout

Unlock tickets that are past their unlock timeout.

Thamani chaguo-msingi:

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

Daemon::SchedulerCronTaskManager::Task###WebUploadCacheCleanup

Delete expired upload cache hourly.

Thamani chaguo-msingi:

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

68. Daemon → SchedulerGenericAgentTaskManager

Daemon::SchedulerGenericAgentTaskManager::SleepTime

Defines a sleep time in microseconds between tickets while they are been processed by a job.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Daemon::SchedulerGenericAgentTaskManager::TicketLimit

Defines the maximum number of affected tickets per job.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '4000'
```

69. Daemon → SchedulerGenericInterfaceTaskManager

Daemon::SchedulerGenericInterfaceTaskManager::FutureTaskTimeDiff

Defines the default the number of seconds (from current time) to re-schedule a generic interface failed task.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '300'
```

70. Daemon → SchedulerTaskWorker

Daemon::SchedulerTaskWorker::MaximumWorkers

Defines the maximum number of tasks to be executed as the same time.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

Daemon::SchedulerTaskWorker::NotificationRecipientEmail

Specifies the email addresses to get notification messages from scheduler tasks.

Thamani chaguo-msingi:

```
--- root@localhost
```

71. Frontend → Admin

Events###Appointment

List of all appointment events to be displayed in the GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- AppointmentCreate
- AppointmentUpdate
- AppointmentDelete
- AppointmentNotification
```

Events###Article

Orodha ya matukio ya makala zote yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- ArticleCreate
- ArticleUpdate
- ArticleSend
- ArticleBounce
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleAutoResponse
- ArticleFlagSet
- ArticleFlagDelete
- ArticleAgentNotification
- ArticleCustomerNotification
- ArticleEmailSendingQueued
- ArticleEmailSendingSent
- ArticleEmailSendingError
```

Events###Calendar

List of all calendar events to be displayed in the GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- CalendarCreate
- CalendarUpdate
```

Events###CustomerCompany

Orodha ya matukio yote ya Kampuni ya mteja yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###CustomerUser

Orodha ya matukio yote ya MtejaMtumiaji yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###DynamicField

Orodha ya matukio ya Uga wenye Nguvu zote yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Events###LinkObject

List of all LinkObject events to be displayed in the GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- LinkObjectLinkAdd
- LinkObjectLinkDelete
```

Events###Package

Orodha ya matukio ya vifurushi vyote yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- PackageInstall
- PackageReinstall
- PackageUpgrade
- PackageUninstall
```

Events###Queue

Orodha ya matukio yote ya foleni yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

```
- QueueCreate
- QueueUpdate
```

Events###Ticket

Orodha ya matukio yote ya foleni yataonyeshwa katika GUI.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- TicketCreate
- TicketDelete
- TicketTitleUpdate
- TicketUnlockTimeoutUpdate
- TicketQueueUpdate
- TicketTypeUpdate
- TicketServiceUpdate
- TicketSLAUpdate
- TicketCustomerUpdate
- TicketPendingTimeUpdate
- TicketLockUpdate
- TicketArchiveFlagUpdate
- TicketStateUpdate
- TicketOwnerUpdate
- TicketResponsibleUpdate
- TicketPriorityUpdate
- HistoryAdd
- HistoryDelete
- TicketAccountTime
- TicketMerge
- TicketSubscribe
- TicketUnsubscribe
- TicketFlagSet
- TicketFlagDelete
- EscalationResponseTimeNotifyBefore
- EscalationUpdateTimeNotifyBefore
- EscalationSolutionTimeNotifyBefore
- EscalationResponseTimeStart
- EscalationUpdateTimeStart
- EscalationSolutionTimeStart
- EscalationResponseTimeStop
- EscalationUpdateTimeStop
- EscalationSolutionTimeStop
- NotificationNewTicket
- NotificationFollowUp
- NotificationLockTimeout
- NotificationOwnerUpdate
- NotificationResponsibleUpdate
- NotificationAddNote
- NotificationMove
- NotificationPendingReminder
- NotificationEscalation
- NotificationEscalationNotifyBefore
- NotificationServiceUpdate
```

72. Frontend → Admin → ModuleRegistration

Frontend::Module###Admin

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin Area.
```

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

Frontend::Module###AdminACL

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminAppointmentCalendarManage

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminAppointmentNotificationEvent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminAutoResponse

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
```

```
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Auto Responses
```

Frontend::Module###AdminCloudServiceSupportDataCollector

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Support data collector
```

Frontend::Module###AdminCloudServices

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Cloud Services
```

Frontend::Module###AdminCommunicationLog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminCustomerCompany

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminCustomerGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
```

```
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customers ↔ Groups
```

Frontend::Module###AdminCustomerUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminCustomerUserCustomer

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users ↔ Customers
```

Frontend::Module###AdminCustomerUserGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users ↔ Groups
```

Frontend::Module###AdminCustomerUserService

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Customer Users ↔ Services
```

Frontend::Module###AdminDynamicField

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminDynamicFieldCheckbox

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Checkbox Backend GUI
```

Frontend::Module###AdminDynamicFieldDateTime

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Date Time Backend GUI
```

Frontend::Module###AdminDynamicFieldDropdown

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Drop-down Backend GUI
```

Frontend::Module###AdminDynamicFieldMultiselect

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Multiselect Backend GUI
```

Frontend::Module###AdminDynamicFieldText

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Dynamic Fields Text Backend GUI
```

Frontend::Module###AdminEmail

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Admin Notification
```

Frontend::Module###AdminGenericAgent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceDebugger

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceErrorHandlingDefault

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceErrorHandlingRequestRetry

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceInvokerDefault

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceInvokerEvent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceMappingSimple

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceMappingXSLT

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceOperationDefault

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceTransportHTTPREST

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceTransportHTTPSOAP

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceWebservice

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGenericInterfaceWebserviceHistory

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Groups
```

Frontend::Module###AdminInit

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminLog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminMailAccount

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Mail Accounts
```

Frontend::Module###AdminNotificationEvent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminOTRSBusiness

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: OTRS Business Solution™
```

Frontend::Module###AdminPGP

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PGP Key Management
```

Frontend::Module###AdminPackageManager

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminPerformanceLog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Performance Log
```

Frontend::Module###AdminPostMasterFilter

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: PostMaster Filters
```

Frontend::Module###AdminPriority

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminProcessManagement

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminProcessManagementActivity

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminProcessManagementActivityDialog

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Activity Dialog GUI
```

Frontend::Module###AdminProcessManagementPath

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminProcessManagementTransition

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminProcessManagementTransitionAction

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This module is part of the admin area of OTRS.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Process Management Transition Action GUI
```

Frontend::Module###AdminQueue

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminQueueAutoResponse

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminQueueTemplates

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminRegistration

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminRole

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles
```

Frontend::Module###AdminRoleGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Roles ↔ Groups
```

Frontend::Module###AdminRoleUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents ↔ Roles
```

Frontend::Module###AdminSLA

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSMIME

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: S/MIME Management
```

Frontend::Module###AdminSalutation

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSelectBox

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: SQL Box
```

Frontend::Module###AdminService

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSession

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Session Management
```

Frontend::Module###AdminSignature

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminState

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSupportDataCollector

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Support Data Collector
```

Frontend::Module###AdminSystemAddress

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSystemConfiguration

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSystemConfigurationDeployment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSystemConfigurationGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::Module###AdminSystemMaintenance

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminTemplate

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminTemplateAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminType

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminUser

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

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

Frontend::Module###AdminUserGroup

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: Admin
Title: Agents ↔ Groups
```

Frontend::Module###AgentDaemonInfo

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Admin
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Shows information on how to start OTRS Daemon
```

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Frontend::NavigationModule###Admin

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
```

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

Frontend::NavigationModule###AdminACL

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Automation
Description: Configure and manage ACLs.
Group:
- admin
GroupRo: []
IconBig: fa-check-square-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Access Control Lists (ACL)
```

Frontend::NavigationModule###AdminAppointmentCalendarManage

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: Create and manage calendars.
Group:
- admin
GroupRo: []
IconBig: fa-calendar
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Calendars
```

Frontend::NavigationModule###AdminAppointmentNotificationEvent

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Create and manage appointment notifications.
Group:
- admin
GroupRo: []
IconBig: fa-bell-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Appointment Notifications
```

Frontend::NavigationModule###AdminAttachment

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
```

```
Description: Create and manage attachments.
Group:
- admin
GroupRo: []
IconBig: fa-paperclip
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Attachments
```

Frontend::NavigationModule###AdminAutoResponse

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCloudServices

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: OTRSGroup
Description: Manage OTRS Group cloud services.
Group:
- admin
GroupRo: []
IconBig: fa-cloud
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Cloud Services
```

Frontend::NavigationModule###AdminCommunicationLog

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Display communication log entries.
Group:
- admin
GroupRo: []
IconBig: fa-table
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Communication Log
```

Frontend::NavigationModule###AdminCustomerCompany

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage customers.
```

```
Group:
- admin
- users
GroupRo: []
IconBig: fa-building-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Customers
```

Frontend::NavigationModule###AdminCustomerGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCustomerUser

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCustomerUserCustomer

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCustomerUserGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminCustomerUserService

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminDynamicField

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminEmail

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Send notifications to users.
Group:
- admin
GroupRo: []
IconBig: fa-quote-right
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Admin Notification
```

Frontend::NavigationModule###AdminGenericAgent

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminGenericInterfaceWebservice

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Automation
Description: Create and manage web services.
Group:
- admin
GroupRo: []
IconBig: ''
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Web Services
```

Frontend::NavigationModule###AdminGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage groups.
Group:
- admin
GroupRo: []
IconBig: fa-users
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Groups
```

Frontend::NavigationModule###AdminLog

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminMailAccount

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminNotificationEvent

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminOTRSBusiness

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: OTRSGroup
CssClass: OTRSBusiness
Description: Deploy and manage OTRS Business Solution™.
Group:
- admin
GroupRo: []
IconBig: fa-angle-double-up
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: OTRS Business Solution™
```

Frontend::NavigationModule###AdminPGP

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminPackageManager

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminPerformanceLog

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: View performance benchmark results.
Group:
- admin
GroupRo: []
IconBig: fa-bar-chart
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Performance Log
```

Frontend::NavigationModule###AdminPostMasterFilter

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Communication
Description: Filter incoming emails.
Group:
- admin
GroupRo: []
IconBig: fa-filter
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: PostMaster Filters
```

Frontend::NavigationModule###AdminPriority

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminProcessManagement

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Automation
Description: Configure Processes.
Group:
- admin
```

```
GroupRo: []
IconBig: fa-sitemap
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Process Management
```

Frontend::NavigationModule###AdminQueue

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminQueueAutoResponse

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminQueueTemplates

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminRegistration

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: OTRSGroup
Description: Manage system registration.
Group:
- admin
GroupRo: []
```

```
IconBig: fa-edit
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Registration
```

Frontend::NavigationModule###AdminRole

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Users
Description: Create and manage roles.
Group:
- admin
GroupRo: []
IconBig: fa-circle-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Roles
```

Frontend::NavigationModule###AdminRoleGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminRoleUser

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSLA

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSMIME

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSalutation

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage salutations.
Group:
- admin
GroupRo: []
IconBig: fa-comment-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Salutations
```

Frontend::NavigationModule###AdminSelectBox

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: Execute SQL statements.
Group:
- admin
GroupRo: []
IconBig: fa-terminal
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: SQL Box
```

Frontend::NavigationModule###AdminService

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage services.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
```

```
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Services
```

Frontend::NavigationModule###AdminSession

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: Manage existing sessions.
Group:
- admin
GroupRo: []
IconBig: fa-clock-o
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Session Management
```

Frontend::NavigationModule###AdminSignature

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminState

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminSupportDataCollector

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: OTRSGroup
Description: Manage support data.
Group:
- admin
GroupRo: []
IconBig: fa-search
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
```

```
Name: Support Data Collector
```

Frontend::NavigationModule###AdminSystemAddress

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminSystemConfiguration

Admin area navigation for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminSystemMaintenance

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Administration
Description: Schedule a maintenance period.
Group:
- admin
GroupRo: []
IconBig: fa-wrench
IconSmall: ''
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: System Maintenance
```

Frontend::NavigationModule###AdminTemplate

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
Block: Ticket
Description: Create and manage templates.
Group:
- admin
GroupRo: []
IconBig: fa-file-text-o
IconSmall: ''
```

```
Module: Kernel::Output::HTML::NavBar::ModuleAdmin
Name: Templates
```

Frontend::NavigationModule###AdminTemplateAttachment

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

Frontend::NavigationModule###AdminType

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminUser

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

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

Frontend::NavigationModule###AdminUserGroup

Admin area navigation for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

74. Frontend → Admin → ModuleRegistration → Loader

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.css
JavaScript:
- Core.Agent.Admin.js
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
```

Loader::Module::AdminACL###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminAppointmentCalendarManage###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AppointmentCalendar.Manage.css
- thirdparty/spectrum-1.8.1/spectrum.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- thirdparty/spectrum-1.8.1/spectrum.js
- Core.Agent.Admin.AppointmentCalendar.Manage.js
```

Loader::Module::AdminAppointmentNotificationEvent###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminCloudServiceSupportDataCollector###002-CloudServices

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.CloudService.SupportDataCollector.css
```

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
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
```

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
```

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminDynamicFieldCheckbox###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminDynamicFieldMultiselect###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminDynamicFieldText###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminGenericInterfaceErrorHandlingRequestRetry###002-GenericInterface

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
```

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

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

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminOTRSBusiness###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
```

```
- Core.Agent.Admin.OTRSBusiness.css
```

Loader::Module::AdminPGP###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminPackageManager###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminPerformanceLog###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminPostMasterFilter###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminPriority###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.Priority.js
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminProcessManagement###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
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
- Core.Agent.Admin.ProcessManagement.Canvas.js
- Core.UI.AllocationList.js
```

Loader::Module::AdminProcessManagementActivity###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

Loader::Module::AdminProcessManagementActivityDialog###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

Loader::Module::AdminProcessManagementPath###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.ProcessManagement.css
- Core.AllocationList.css
JavaScript:
- Core.Agent.Admin.ProcessManagement.js
- Core.UI.AllocationList.js
```

Loader::Module::AdminProcessManagementTransition###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminProcessManagementTransitionAction###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminQueue###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.Queue.js
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminQueueAutoResponse###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminQueueTemplates###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminRegistration###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminRole###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminRoleGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
```

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

Loader::Module::AdminRoleUser###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSLA###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSMIME###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSalutation###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSelectBox###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminService###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSession###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSignature###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminState###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.State.js
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminSupportDataCollector###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSystemAddress###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminSystemConfiguration###001-Framework

Loader module registration for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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
```

Loader::Module::AdminSystemConfigurationDeployment###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
- Core.SystemConfiguration.js
- Core.Agent.Admin.SystemConfiguration.js
```

Loader::Module::AdminSystemConfigurationGroup###001-Framework

Loader module registration for the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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
```

Loader::Module::AdminSystemMaintenance###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminTemplate###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminTemplateAttachment###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AdminType###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.Admin.Type.js
- Core.Agent.Admin.SysConfig.Entity.js
```

Loader::Module::AdminUserGroup###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

75. Frontend → Admin → ModuleRegistration → MainMenu

Frontend::Navigation###Admin###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: a
  Block: ItemArea
  Description: Admin modules overview.
  Group:
  - admin
  GroupRo: []
  Link: Action=Admin
  LinkOption: ''
  Name: Admin
  NavBar: Admin
  Prio: '10000'
  Type: Menu
```

Frontend::Navigation###AdminACL###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminAppointmentCalendarManage###002-Calendar

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Manage different calendars.
```

```
Group:
- admin
GroupRo: []
Link: Action=AdminAppointmentCalendarManage
LinkOption: ''
Name: Manage Calendars
NavBar: Calendar
Prio: '9000'
Type: ''
```

Frontend::Navigation###AdminAppointmentNotificationEvent###002-Calendar

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminAttachment###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminAutoResponse###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCloudServiceSupportDataCollector###002-CloudServices

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCloudServices###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCommunicationLog###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCustomerCompany###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- 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: ''
```

Frontend::Navigation###AdminCustomerGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCustomerUser###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- 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: ''
```

Frontend::Navigation###AdminCustomerUserCustomer###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCustomerUserGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminCustomerUserService###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminDynamicField###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminEmail###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminGenericAgent###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminGenericInterfaceDebugger###002-GenericInterface

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminGenericInterfaceWebservice###002-GenericInterface

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminLog###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminMailAccount###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminNotificationEvent###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminOTRSBusiness###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminPGP###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminPackageManager###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminPerformanceLog###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminPostMasterFilter###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminPriority###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminProcessManagement###002-ProcessManagement

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminQueue###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminQueueAutoResponse###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminQueueTemplates###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminRegistration###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminRole###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminRoleGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminRoleUser###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSLA###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSMIME###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSalutation###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSelectBox###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminService###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSession###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSignature###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminState###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSupportDataCollector###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSystemAddress###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSystemConfiguration###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSystemConfigurationDeploymen-t###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSystemConfigurationGroup###001-Frame-work

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminSystemMaintenance###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminTemplate###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminTemplateAttachment###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminType###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminUser###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AdminUserGroup###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

76. Frontend → Admin → ModuleRegistration → MainMenu → Search

Frontend::Search###AdminSystemConfiguration

Tafuta kipanga njia cha mazingira ya nyuma

Thamani chaguo-msingi:

```
---
^AdminSystemConfiguration: Action=AdminSystemConfiguration;Subaction=SearchDialog
```

Frontend::Search::JavaScript###AdminSystemConfiguration

JavaScript function for the search frontend.

Thamani chaguo-msingi:

```
---
^AdminSystemConfiguration: Core.Agent.Admin.SystemConfiguration.OpenSearchDialog()
```

77. Frontend → Admin → View → CustomerCompany

AdminCustomerCompany::RunInitialWildcardSearch

Runs an initial wildcard search of the existing customer company when accessing the AdminCustomerCompany module.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

78. Frontend → Admin → View → CustomerUser

AdminCustomerUser::RunInitialWildcardSearch

Inatafuta utafutaji wa kwanza wa kibambo egemezi wa mtumiaji wa mteja ayiekuwepo wakati wa kufikia moduli ya mteja mtumiaji kiongozi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

AdminCustomerUser::UseAutoComplete

Controls if the autocomplete field will be used for the customer ID selection in the AdminCustomerUser interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

79. Frontend → Admin → View → NotificationEvent

AppointmentNotification::Transport###Email

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
IsOTRSBusinessTransport: '0'
Module: Kernel::System::Calendar::Event::Transport::Email
Name: Email
```

```
Prio: '100'
```

AppointmentNotification::Transport###NotificationView

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-th-list
IsOTRSBusinessTransport: '1'
Module: Kernel::System::Calendar::Event::Transport::NotificationView
Name: Web View
Prio: '110'
```

AppointmentNotification::Transport###SMS

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-mobile
IsOTRSBusinessTransport: '1'
Module: Kernel::System::Calendar::Event::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

Frontend::Admin::AdminAppointmentNotificationEvent###EventObjectTypes

Defines the event object types that will be handled via AdminAppointmentNotificationEvent.

Thamani chaguo-msingi:

```
---
- Calendar
- Appointment
```

Frontend::Admin::AdminAppointmentNotificationEvent###RichText

Uses richtext for viewing and editing ticket notification.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::Admin::AdminAppointmentNotificationEvent###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '320'
```

Frontend::Admin::AdminAppointmentNotificationEvent###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Frontend::Admin::AdminNotificationEvent###RichText

Uses richtext for viewing and editing ticket notification.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::Admin::AdminNotificationEvent###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '320'
```

Frontend::Admin::AdminNotificationEvent###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Notification::CharactersPerLine

Defines the number of character per line used in case an HTML article preview replacement on TemplateGenerator for EventNotifications.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '80'
```

Notification::Transport###Email

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '1'
Icon: fa fa-envelope
IsOTRSBusinessTransport: '0'
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::Email
Name: Email
Prio: '100'
```

Notification::Transport###NotificationView

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-th-list
IsOTRSBusinessTransport: '1'
```

```
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::NotificationView
Name: Web View
Prio: '110'
```

Notification::Transport###SMS

Defines all the parameters for this notification transport.

Thamani chaguo-msingi:

```
---
AgentEnabledByDefault: '0'
Icon: fa fa-mobile
IsOTRSBusinessTransport: '1'
Module: Kernel::System::Ticket::Event::NotificationEvent::Transport::SMS
Name: SMS (Short Message Service)
Prio: '120'
```

80. Frontend → Admin → View → SelectBox

AdminSelectBox::AllowDatabaseModification

Inadhibiti kama kiongozi anaruhusiwa kufanya mabadiliko kwenye hifadhi data kupitia Kisanduku cha kiongozi cha kuchagua.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

81. Frontend → Admin → View → SysConfig

ConfigLevel

Inaweka hatua ya usanidi ya kiongozi. Inategemeana na hatua ya usanidi, baadhi ya michaguo ya usanidi wa mfumo haitoonyeshwa. Hatua za usanidi zipo katika mpangilio wa kupanda: Mtaalam, kiwango cha juu, Aliyemwanzo. Hatua ya Usanidi ya usanidi ikiwa ya juu zaidi(mfano anayeanza ndo kubwa)inapunguza ajali za mtumiaji kusanidi mfumo kwa jinsi ambayo hautoweza kutumika tena.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

82. Frontend → Agent

AgentLoginLogo

The logo shown on top of the login box of the agent 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.

Thamani chaguo-msingi:

```
---
```

```
StyleHeight: 60px
URL: skins/Agent/default/img/loginlogo_default.png
```

AgentLogo

Nembo iliyoonyeshwa kwenye kichwa cha kiolesura cha wakala. URL kwenye taswira inaweza URL inayofanana na gamba la taswira la mpangilio orodha, au URL nzima kwenye seva ya wavuti.

Thamani chaguo-msingi:

```
---
StyleHeight: 55px
StyleRight: 24px
StyleTop: 7px
StyleWidth: 300px
URL: skins/Agent/default/img/logo_bg.png
```

AgentLogoCustom###default

Nembo inayoonyeshwa katika kichwa cha kiolesura cha wakala kwa ajili gamba "chaguo-msingi". Angalia "Nembo ya wakala" kwa ufafanuzi zaidi.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
StyleHeight: 55px
StyleRight: 24px
StyleTop: 7px
StyleWidth: 300px
URL: skins/Agent/default/img/logo_bg.png
```

AgentLogoCustom###highcontrast

The logo shown in the header of the agent interface for the skin "High Contrast". See "AgentLogo" for further description.

Thamani chaguo-msingi:

```
---
StyleHeight: 55px
StyleRight: 24px
StyleTop: 7px
StyleWidth: 300px
URL: skins/Agent/default/img/logo_bg.png
```

AgentLogoCustom###ivory

Nembo inayoonyeshwa katika kichwa cha kiolesura cha wakala kwa ajili gamba "ivory". Angalia "Nembo ya wakala" kwa ufafanuzi zaidi.

Thamani chaguo-msingi:

```
---
StyleHeight: 55px
StyleRight: 24px
StyleTop: 7px
StyleWidth: 300px
URL: skins/Agent/default/img/logo_bg.png
```

AgentLogoCustom###ivory-slim

Nembo inayoonyeshwa katika kichwa cha kiolesura cha wakala kwa ajili gamba "ivory-slim". Angalia "Nembo ya wakala" kwa ufafanuzi zaidi.

Thamani chaguo-msingi:

```
---
StyleHeight: 45px
StyleRight: 45px
StyleTop: 10px
StyleWidth: 220px
URL: skins/Agent/default/img/logo_bg.png
```

AgentLogoCustom###slim

Nembo inayoonyeshwa katika kichwa cha kiolesura cha wakala kwa ajili gamba "slim". Angalia "Nembo ya wakala" kwa ufafanuzi zaidi.

Thamani chaguo-msingi:

```
---
StyleHeight: 45px
StyleRight: 45px
StyleTop: 10px
StyleWidth: 220px
URL: skins/Agent/default/img/logo_bg.png
```

AutoComplete::Agent###CustomerSearch

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

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

AutoComplete::Agent###Default

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

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

AutoComplete::Agent###UserSearch

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

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

CustomerDBLink

Inafafanua kiungo cha nje kwenye hifadhi data ya mteja (mfano 'http://yourhost/customer.php?CID=[% Data.CustomerID %]' or '').

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '[% Env("CGIHandle") %]?Action=AgentCustomerInformationCenter;CustomerID=[%
 Data.CustomerID
  | uri %]'
```

CustomerDBLinkClass

Inafafanua sifa ya lengo katika kiunganishi cha hifadhi data ya mteja ya nje. Mfano 'AsPopup PopupType_TicketAction'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

CustomerDBLinkTarget

Inafafanua sifa ya lengo katika kiunganishi cha hifadhi data ya mteja ya nje. Mfano 'target="cdb"'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

DefaultOverviewColumns

General ticket data shown in the ticket overviews (fall-back). Note that TicketNumber can not be disabled, because it is necessary.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Frontend::AvatarEngine

Define which avatar engine should be used for the agent avatar on the header and the sender images in AgentTicketZoom. If 'None' is selected, initials will be displayed in-

stead. Please note that selecting anything other than 'None' will transfer the encrypted email address of the particular user to an external service.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Gravatar
```

Frontend::CommonParam###Action

Fafanua chaguo-msingi inayotumika katika Moduli-Mbelenyuma kama hakuna kigezo cha kitendo iliyotolewa na url kwa kiole sura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- AgentDashboard
```

Frontend::CommonParam###QueueID

Kitambulisho cha foleni chaguo-msingi kinachotumika na mfumo katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::CommonParam###TicketID

Kitambulisho cha tiketi chaguo-msingi kinachotumika na mfumo katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Frontend::Gravatar::ArticleDefaultImage

Define which avatar default image should be used for the article view if no gravatar is assigned to the mail address. Check https://gravatar.com/site/implement/images/ for further information.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- mp
```

Frontend::Gravatar::DefaultImage

Define which avatar default image should be used for the current agent if no gravatar is assigned to the mail address of the agent. Check https://gravatar.com/site/implement/images/ for further information.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- mp
```

Frontend::HeaderMetaModule###100-Refresh

Defines the module to generate code for periodic page reloads.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::HeaderMeta::Refresh
```

Frontend::HeaderMetaModule###2-TicketSearch

Moduli ya kutengeneza umbo la Utafutaji wazi wa html kwa utafutaji wa tiketi mfupi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Module: Kernel::Output::HTML::HeaderMeta::AgentTicketSearch
```

InfoFile

File that is displayed in the Kernel::Modules::AgentInfo module, if located under Kernel/Output/HTML/Templates/Standard/AgentInfo.tt.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- AgentInfo
```

InfoKey

Inafafanua kibonye cha kuangaliwa na moduli ya Kiini::Moduli::Taarifa Za Wakala. Kama huyu mtumiaji anapendelea kibonye cha ndio, ujumbe utakubaliwa na mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- wpt22
```

LoginURL

Inafafanua URL mbadala, ambapo kiungo cha kuingia kinarejea.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/login.html
```

LogoutURL

Inafafanua URL mbadala, ambapo kiungo cha kutoka kinarejea.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/thanks-for-using-otrs.html
```

LostPassword

Amilisha kipengele cha neno la siri lilopotea kwa wakala, katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

ModernizeFormFields

Use new type of select and autocomplete fields in agent interface, where applicable (InputFields).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

NewTicketInNewWindow::Enabled

Kama imewezeshwa, Simu ya tiketi na barua pepe ya tiketi zitafunguliwa katika windows mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

NotificationBodyLostPassword

Defines the body text for notification mails sent to agents, about new password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\n\nHere's your new OTRS password.\n\nNew password:
  <OTRS_NEWPW>\n\nYou can log in via the following URL:\n\n<OTRS_CONFIG_HttpType>://
<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl\n
  \            "
```

NotificationBodyLostPasswordToken

Defines the body text for notification mails sent to agents, with token about new requested password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYou or someone impersonating you has requested to
  change your OTRS\npassword.\n\nIf you want to do this, click on the link below.
  You will receive another email containing the password.\n
\n<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>index.pl?
Action=LostPassword;Token=<OTRS_TOKEN>\n\nIf
  you did not request a new password, please ignore this email.\n            "
```

NotificationSubjectLostPassword

Inafafanua somo kwa barua pepe za taarifa zilizotumwa kwa mawakala, kuhusu neno jipya la siri.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password
```

NotificationSubjectLostPasswordToken

Inafafanua somo kwa ajili ya barua pepe za taarifa zilizotumwa kwa mawakala, na alama ya neno jipya la siri lililoombwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password request
```

OpenMainMenuOnHover

Kama imewezeshwa,ngazi ya kwanza ya menyu kuu itafunguka katika uambaaji wa juu wa kipanya (badala ya kubofya tu)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

PossibleNextActions

Defines the list of possible next actions on an error screen, a full path is required, then is possible to add external links if needed.

Thamani chaguo-msingi:

```
---
'[% Env(''CGIHandle'') %]?Action=AgentDashboard': Go to dashboard!
```

PreApplicationModule###AgentInfo

Inafafanua moduli inayotumika kupakia michaguo maalum ya mtmiaji au kuonyesha taarifa.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::Modules::AgentInfo
```

ShowMotd

Inaonyesha ujumbe wa siku katika skrini ya kuingilia ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AccountTime

Amilisha muda wa kusebiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::BulkAccountedTime

Inafafanua kama uhusishwaji wa muda lazima uwekwe katika tiketi zote katika tendo ya wingi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerInfoCompose

Inaonyesha taarifa za mtumiaji wa mteja (simu na barua pepe) katika skrini ya kutunga.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerInfoComposeMaxSize

Ukumbwa wa upeo wa juu (katika herufi) wa jedwali la taarifa za mteja (Simu na barua pepe)katika skrini ya kutunga.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '22'
```

Ticket::Frontend::CustomerInfoZoomMaxSize

Ukubwa wa upeo wa juu (katika herufi) wa jedwali la taarifa za mteja katika mandhari iliyokuzwa ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '22'
```

Ticket::Frontend::DynamicFieldsZoomMaxSizeArticle

Urefu wa upeo wa juu (katika herufi) ya uga wenye nguvu katika makala ya mandhari iliyokuzwa ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '160'
```

Ticket::Frontend::DynamicFieldsZoomMaxSizeSidebar

Urefu wa upeo wa juu (katika herufi) ya uga wenye nguvu katika upao wa pembeni wa mandhari iliyokuzwa ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '18'
```

Ticket::Frontend::InformAgentMaxSize

Ukubwa wa upeo wa juu (katika safu mlalo) wa kikasha cha mawakala walio taarifiwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3'
```

Ticket::Frontend::InvolvedAgentMaxSize

Ukubwa wa upeo juu (katika safu mlalo) wa kikasha wa mawakala wanaohusika katika kioleusura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '3'
```

Ticket::Frontend::ListType

Inaonyesha orodha ya foleni Kuu/ndogo iliyopo katika mfumo katika fomu ya mti au orodha.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- tree
```

Ticket::Frontend::MaxQueueLevel

inafafanua upeo wa juu wa kina wa foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

Ticket::Frontend::NeedAccountedTime

Defines if time accounting is mandatory in the agent interface. If enabled, a note must be entered for all ticket actions (no matter if the note itself is configured as active or is originally mandatory for the individual ticket action screen).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::NewOwnerSelection

Inaonyesha chaguo la mmiliki katika simu na tiketi za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::NewQueueOwnSelection

Determines which options will be valid of the recipient (phone ticket) and the sender (email ticket) in the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
'1': First Queue
'2': Second Queue
```

Ticket::Frontend::NewQueueSelectionString

Determines the strings that will be shown as recipient (To:) of the phone ticket and as sender (From:) of the email ticket in the agent interface. For Queue as NewQueueSelectionType "<Queue>" shows the names of the queues and for SystemAddress "<Realname> <<Email>>" shows the name and email of the recipient.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <Queue>
```

Ticket::Frontend::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) in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Queue
```

Ticket::Frontend::NewResponsibleSelection

Inaonyesha uchaguzi husika katika simu na tiketi za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::PendingDiffTime

Muda katika sekunde ambao unaongezwa kwneye muda halisi kama hali ya kusubiri ikiwekwa (chaguo-msingi: 86400 = siku 1).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '86400'
```

Ticket::Frontend::RedirectAfterCloseDisabled

Disables the redirection to the last screen overview / dashboard after a ticket is closed.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ShowCustomerTickets

Inaonyesha tiketi za historia za mteja katika simu ya tiketi ya wakala, Barua pepe za tiketi za wakala na mteja wa tiketi za wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::TextAreaEmail

Imeruhusu upana katika windows kwa ajili ya kutunga barua pepe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '82'
```

Ticket::Frontend::TextAreaNote

Imeruhusu upana katika windows kwa ajili ya kutunga kidokezo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '78'
```

Ticket::Frontend::TimeUnits

Inaweka vigawe vya muda vinavyopendelewa (mfano vigawe vya kazi, masaa, dakika).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ' (work units)'
```

Ticket::Frontend::UserDefaultQueue

Defines the default queue for new tickets in the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Postmaster
```

83. Frontend → Agent → ArticleComposeModule

Ticket::Frontend::ArticleComposeModule###1-EmailSecurity

Module to define the email security options to use (PGP or S/MIME).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCompose::Security
ParamType: Single
```

Ticket::Frontend::ArticleComposeModule###2-SignEmail

Moduli ya kutunga ujumbe uliosainiwa (PGP au S/MIME).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCompose::Sign
ParamType: Single
```

Ticket::Frontend::ArticleComposeModule###3-CryptEmail

Module to encrypt composed messages (PGP or S/MIME).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCompose::Crypt
ParamType: Multiple
```

84. Frontend → Agent → FrontendNotification

Frontend::NotifyModule###1000-CloudServicesDisabled

Defines the module to display a notification if cloud services are disabled.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Group: admin
Module: Kernel::Output::HTML::Notification::AgentCloudServicesDisabled
```

Frontend::NotifyModule###1100-OTRSBusiness

Inafafanua moduli ya kuonyesha taarifa katika violesura mbalimbali katika matukio mbalimbali kwa ajili ya OTRS Business Solution™.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Group: admin
Module: Kernel::Output::HTML::Notification::AgentOTRSBusiness
```

Frontend::NotifyModule###2000-UID-Check

Inafafanua moduli ya kuonyesha taarifa katika kiolesura cha wakala, kama mfumo unatumika na mtumiaji wa muongozaji(mara zote usipende kufanya kazi kama kiongozi)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::UIDCheck
```

Frontend::NotifyModule###2500-AgentSessionLimit

Defines the module to display a notification in the agent interface, if the agent session limit prior warning is reached.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::AgentSessionLimit
```

Frontend::NotifyModule###3000-ShowAgentOnline

Inafafanua moduli inayoonyesha mawakala wote walioingia sasa katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::AgentOnline
ShowEmail: '1'
```

Frontend::NotifyModule###4000-ShowCustomerOnline

Defines the module that shows all the currently logged in customers in the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::CustomerOnline
ShowEmail: '1'
```

Frontend::NotifyModule###5000-SystemConfigurationIsDirty-Check

Defines the module to display a notification in the agent interface, if there are modified sysconfig settings that are not deployed yet.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Group: admin
Module: Kernel::Output::HTML::Notification::SystemConfigurationIsDirtyCheck
```

Frontend::NotifyModule###5000-Ticket::TicketEscalation

Moduli ya kuonyesha taarifa na upandaji (Upeo wa juu ulioonyeshwa: upeo wa juu wa upandaji ulioonyeshwa, Upandaji katika dakika: Onyesha tiketi itakayopanda ndani, hifadhi muda ya muda: Hifadhi muda ya upandaji uliohesabiwa katika sekunde).

This setting is not active by default.

Thamani chaguo-msingi:

```
---
CacheTime: '40'
EscalationInMinutes: '120'
Module: Kernel::Output::HTML::Notification::AgentTicketEscalation
ShownMax: '25'
```

Frontend::NotifyModule###5200-SystemConfigurationInvalid-Check

Defines the module to display a notification in the agent interface, if there are invalid sysconfig settings deployed.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Group: admin
Module: Kernel::Output::HTML::Notification::SystemConfigurationInvalidCheck
```

Frontend::NotifyModule###5500-OutofOffice-Check

Inafafanua moduli ya kuonyesha taarifa katika kiolesura cha wakala, kama wakala aliingiia nje-ya-ofisi ikiwa amilifu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::OutofOfficeCheck
```

Frontend::NotifyModule###6000-SystemMaintenance-Check

Inafafanua moduli ya kuonyesha taarifa katika kiolesura cha wakala, kama wakala aliingia wakati matengenezo ya mfumo ikiwa amilifu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::SystemMaintenanceCheck
```

Frontend::NotifyModule###6050-SystemConfiguration-OutOfSync-Check

Defines the module to display a notification in the agent interface if the system configuration is out of sync.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AllowedDelayMinutes: '5'
Module: Kernel::Output::HTML::Notification::SystemConfigurationOutOfSyncCheck
```

Frontend::NotifyModule###7000-AgentTimeZone-Check

Defines the module to display a notification in the agent interface, if the agent has not yet selected a time zone.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::AgentTimeZoneCheck
```

Frontend::NotifyModule###8000-Daemon-Check

Defines the module to display a notification in the agent interface if the OTRS Daemon is not running.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::DaemonCheck
```

Frontend::NotifyModule###8000-PackageManager-CheckNotVerifiedPackages

Defines the module to display a notification in the agent interface, if the installation of not verified packages is activated (only shown to admins).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::PackageManagerCheckNotVerifiedPackages
```

Frontend::NotifyModule###9000-Generic

Inafafanua moduli inayoonyesha taarifa ya ujumla katika kiolesura cha wakala. Kama "Nakala" imesanidiwa au maudhui ya "File" yataonyeshwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
File: <OTRS_CONFIG_Home>/var/notify.txt
Link: http://www.otrs.com
Module: Kernel::Output::HTML::Notification::Generic
Priority: Warning
Text: The OTRS Website
```

85. Frontend → Agent → LinkObject

LinkObject::ComplexTable###Appointment

Define which columns are shown in the linked appointment widget (LinkObject::View-Mode = "complex"). Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

Thamani chaguo-msingi:

```
---
DefaultColumns:
  CalendarName: '1'
  Changed: '1'
  Created: '1'
  Description: '2'
  EndTime: '2'
  Location: '1'
  NotificationTime: '1'
  StartTime: '2'
Module: Kernel::Output::HTML::LinkObject::Appointment.pm
Priority:
  CalendarName: '100'
  Changed: '160'
  Created: '170'
  Description: '110'
```

```
  EndTime: '130'
  Location: '140'
  NotificationTime: '150'
  StartTime: '120'
```

LinkObject::ComplexTable###Ticket

Define which columns are shown in the linked tickets widget (LinkObject::ViewMode = "complex"). Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
DefaultColumns:
  Age: '1'
  Changed: '1'
  Created: '2'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '2'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '2'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Module: Kernel::Output::HTML::LinkObject::Ticket.pm
Priority:
  Age: '110'
  Changed: '120'
  Created: '310'
  CustomerCompanyName: '320'
  CustomerID: '240'
  CustomerName: '250'
  CustomerUserID: '260'
  EscalationResponseTime: '160'
  EscalationSolutionTime: '150'
  EscalationTime: '140'
  EscalationUpdateTime: '170'
  Lock: '200'
  Owner: '220'
  PendingTime: '130'
  Priority: '300'
  Queue: '210'
  Responsible: '230'
  SLA: '290'
  Service: '280'
  State: '190'
  TicketNumber: '100'
  Title: '180'
  Type: '270'
```

LinkObject::ComplexTable::SettingsVisibility###Appointment

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.

Thamani chaguo-msingi:

```
---
- AgentTicketZoom
```

LinkObject::ComplexTable::SettingsVisibility###Ticket

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.

Thamani chaguo-msingi:

```
---
- AgentTicketZoom
```

86. Frontend → Agent → MIMEViewer

MIME-Viewer###application/excel

Bainisha njia ya kibadili inayoruhusu mandhari ya faili la Microsoft Excel, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- xlhtml
```

MIME-Viewer###application/msword

Inabainisha njia ya kibadilishaji ambayo inaruhusu mandhari ya mafaili ya Microsoft Word, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- wvWare
```

MIME-Viewer###application/pdf

Inabainisha njia ya kibadilishaji ambayo inaruhusu mandhari ya nyaraka za PDF, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- pdftohtml -stdout -i
```

MIME-Viewer###text/xml

Inabainisha njia ya kibadilishaji ambayo inaruhusu mandhari ya mafaili ya XML, katika kiolesura cha tovuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Home>/scripts/tools/xml2html.pl
```

87. Frontend → Agent → ModuleRegistration

Frontend::Module###AdminAppointmentImport

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Import appointments screen.
Group:
- admin
GroupRo: []
NavBarName: ''
Title: Import Appointments
```

Frontend::Module###AgentAppointmentAgendaOverview

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Overview of all appointments.
Group: []
GroupRo: []
NavBarName: Calendar
Title: Agenda Overview
```

Frontend::Module###AgentAppointmentCalendarOverview

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Appointment Calendar overview page.
Group: []
GroupRo: []
NavBarName: Calendar
Title: Overview
```

Frontend::Module###AgentAppointmentEdit

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Appointment edit screen.
Group: []
GroupRo: []
NavBarName: ''
Title: Edit appointment
```

Frontend::Module###AgentAppointmentList

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Appointment list.
Group: []
```

```
GroupRo: []
NavBarName: ''
Title: Appointment list
```

Frontend::Module###AgentAppointmentPluginSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Plugin search module for autocomplete.
Group: []
GroupRo: []
NavBarName: ''
Title: Plugin search
```

Frontend::Module###AgentCustomerInformationCenter

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Customer Information Center.
Group: []
GroupRo: []
NavBarName: Customers
Title: ''
```

Frontend::Module###AgentCustomerInformationCenterSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Customer Information Center Search.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

Frontend::Module###AgentCustomerSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Agent Customer Search.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent Customer Search
```

Frontend::Module###AgentCustomerUserAddressBook

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Search Customer User
Group: []
GroupRo: []
NavBarName: Ticket
Title: Search Customer User
```

Frontend::Module###AgentCustomerUserInformationCenter

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Customer User Information Center.
Group: []
GroupRo: []
NavBarName: Customer Users
Title: ''
```

Frontend::Module###AgentCustomerUserInformationCenterSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Customer User Information Center Search.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

Frontend::Module###AgentDashboard

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Agent Dashboard
Group: []
GroupRo: []
NavBarName: Dashboard
Title: ''
```

Frontend::Module###AgentInfo

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Generic Info module.
Group: []
GroupRo: []
NavBarName: ''
Title: Info
```

Frontend::Module###AgentLinkObject

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Link Object.
Group: []
GroupRo: []
NavBarName: ''
Title: Link Object
```

Frontend::Module###AgentOTRSBusiness

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Agent
Group: []
GroupRo: []
NavBarName: ''
Title: OTRS Business Solution™
```

Frontend::Module###AgentPreferences

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Agent Preferences.
Group: []
GroupRo: []
NavBarName: Preferences
Title: ''
```

Frontend::Module###AgentSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Global Search Module.
Group: []
GroupRo: []
NavBarName: ''
Title: Search
```

Frontend::Module###AgentSplitSelection

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket split dialog.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

Frontend::Module###AgentStatistics

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Agent Statistics.
Group:
- stats
GroupRo:
- stats
NavBarName: Reports
Title: Statistics
```

Frontend::Module###AgentTicketArticleContent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: To view HTML attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

Frontend::Module###AgentTicketAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: To download attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

Frontend::Module###AgentTicketBounce

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Compose Bounce Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Bounce
```

Frontend::Module###AgentTicketBulk

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket bulk module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Bulk Action
```

Frontend::Module###AgentTicketClose

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Close.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Close
```

Frontend::Module###AgentTicketCompose

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Compose email Answer.
Group: []
```

```
GroupRo: []
NavBarName: Ticket
Title: Compose
```

Frontend::Module###AgentTicketCustomer

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Customer.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Customer
```

Frontend::Module###AgentTicketEmail

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Create new email ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New email ticket
```

Frontend::Module###AgentTicketEmailOutbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Outbound Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Email Outbound
```

Frontend::Module###AgentTicketEmailResend

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Resend Ticket Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Email Resend
```

Frontend::Module###AgentTicketEscalationView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Overview of all escalated tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Escalation view
```

Frontend::Module###AgentTicketForward

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Forward Email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Forward
```

Frontend::Module###AgentTicketFreeText

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket FreeText.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Free Fields
```

Frontend::Module###AgentTicketHistory

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket History.
Group: []
GroupRo: []
NavBarName: Ticket
Title: History
```

Frontend::Module###AgentTicketLock

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Lock.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Lock
```

Frontend::Module###AgentTicketLockedView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Locked Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Locked Tickets
```

Frontend::Module###AgentTicketMerge

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Merge.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Merge
```

Frontend::Module###AgentTicketMove

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Move.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Move
```

Frontend::Module###AgentTicketNote

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Note.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Note
```

Frontend::Module###AgentTicketOwner

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Owner.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Owner
```

Frontend::Module###AgentTicketPending

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Pending.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Pending
```

Frontend::Module###AgentTicketPhone

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Create new phone ticket.
```

```
Group: []
GroupRo: []
NavBarName: Ticket
Title: New phone ticket
```

Frontend::Module###AgentTicketPhoneInbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Incoming Phone Call.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Phone-Ticket
```

Frontend::Module###AgentTicketPhoneOutbound

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Phone Call.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Phone-Ticket
```

Frontend::Module###AgentTicketPlain

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket plain view of an email.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Plain
```

Frontend::Module###AgentTicketPrint

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Print.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Print
```

Frontend::Module###AgentTicketPriority

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Priority.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Priority
```

Frontend::Module###AgentTicketProcess

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Create new process ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New process ticket
```

Frontend::Module###AgentTicketQueue

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Overview of all open Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: QueueView
```

Frontend::Module###AgentTicketResponsible

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Responsible.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible
```

Frontend::Module###AgentTicketResponsibleView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Responsible Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Responsible Tickets
```

Frontend::Module###AgentTicketSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Search Ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Search
```

Frontend::Module###AgentTicketService

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Overview of all open Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ServiceView
```

Frontend::Module###AgentTicketStatusView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Overview of all open tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Status view
```

Frontend::Module###AgentTicketWatchView

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Watched Tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Watched Tickets
```

Frontend::Module###AgentTicketWatcher

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: A TicketWatcher Module.
Group: []
GroupRo: []
NavBarName: Ticket-Watcher
Title: Ticket Watcher
```

Frontend::Module###AgentTicketZoom

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Ticket Zoom.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Zoom
```

Frontend::Module###AgentUserSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Agent User Search.
```

```
Group: []
GroupRo: []
NavBarName: Ticket
Title: Agent User Search
```

Frontend::Module###AgentZoom

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Compat module for AgentZoom to AgentTicketZoom.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

Frontend::Module###AjaxAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: AjaxAttachment
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

Frontend::Module###Logout

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: Logout
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

Frontend::Module###PictureUpload

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture Upload
```

Frontend::NavBarModule###1-TicketProcesses

Usajili wa moduli ya mazingira ya mbele (lemaza skrini ya michakato ya tiketi kama hakuna mchakato unaopatikana).

Thamani chaguo-msingi:

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

Frontend::NavBarModule###2-AdminFavourites

Frontend module registration (show personal favorites as sub navigation items of 'Admin').

Thamani chaguo-msingi:

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

Frontend::NavBarModule###6-CustomerCompany

Usajili wa moduli ya mazingira ya mbele (lemaza kiunganishi cha kampuni kama hakuna kipengele cha kampuni kinachotumika).

Thamani chaguo-msingi:

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

Frontend::NavBarModule###7-AgentTicketService

Frontend module registration (disable AgentTicketService link if Ticket Service feature is not used).

Thamani chaguo-msingi:

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

88. Frontend → Agent → ModuleRegistration → Loader

Loader::Module::AgentAppointmentAgendaOverview###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- thirdparty/fullcalendar-3.10.2/fullcalendar.min.css
- Core.AppointmentCalendar.css
- Core.AppointmentCalendar.Agenda.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.10.2/fullcalendar.min.js
- Core.Agent.AppointmentCalendar.js
```

Loader::Module::AgentAppointmentCalendarOverview###002-Calendar

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- thirdparty/fullcalendar-3.10.2/fullcalendar.min.css
- thirdparty/fullcalendar-scheduler-1.10.1/scheduler.min.css
- Core.AppointmentCalendar.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.10.2/fullcalendar.min.js
- thirdparty/fullcalendar-scheduler-1.10.1/scheduler.min.js
- Core.Agent.AppointmentCalendar.js
```

```
- thirdparty/clipboardjs-1.7.1/clipboard.min.js
```

Loader::Module::AgentCustomerInformationCenter###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.Dashboard.js
- Core.Agent.TableFilters.js
- Core.Agent.CustomerInformationCenter.js
```

Loader::Module::AgentCustomerUserAddressBook###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.CustomerUserAddressBook.css
JavaScript:
- Core.Agent.CustomerUserAddressBook.js
```

Loader::Module::AgentCustomerUserInformationCenter###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.Dashboard.js
- Core.Agent.TableFilters.js
- Core.Agent.CustomerUserInformationCenter.js
```

Loader::Module::AgentDashboard###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Dashboard.css
- Core.AllocationList.css
- thirdparty/fullcalendar-3.10.2/fullcalendar.min.css
- thirdparty/nvd3-1.7.1/nv.d3.css
JavaScript:
- thirdparty/momentjs-2.18.1/moment.min.js
- thirdparty/fullcalendar-3.10.2/fullcalendar.min.js
- 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
- thirdparty/canvg-1.4/rgbcolor.js
- thirdparty/canvg-1.4/StackBlur.js
- thirdparty/canvg-1.4/canvg.js
- thirdparty/StringView-8/stringview.js
- Core.UI.AdvancedChart.js
- Core.UI.AllocationList.js
```

```
- Core.Agent.TableFilters.js
- Core.Agent.Dashboard.js
- Core.Agent.Statistics.ParamsWidget.js
```

Loader::Module::AgentLinkObject###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.LinkObject.SearchForm.js
```

Loader::Module::AgentOTRSBusiness###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

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

Loader::Module::AgentPreferences###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.Preferences.css
- Core.Agent.Admin.SystemConfiguration.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Preferences.js
- Core.Agent.SharedSecretGenerator.js
- Core.SystemConfiguration.js
- Core.SystemConfiguration.Date.js
```

Loader::Module::AgentStatistics###001-Framework

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- thirdparty/nvd3-1.7.1/nv.d3.css
- Core.Agent.Statistics.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
- thirdparty/canvg-1.4/rgbcolor.js
- thirdparty/canvg-1.4/StackBlur.js
- thirdparty/canvg-1.4/canvg.js
- thirdparty/StringView-8/stringview.js
- Core.Agent.Statistics.js
- Core.UI.AdvancedChart.js
- Core.Agent.Statistics.ParamsWidget.js
```

Loader::Module::AgentTicketBounce###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketBounce.js
```

Loader::Module::AgentTicketBulk###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketBulk.js
```

Loader::Module::AgentTicketClose###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketCompose###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketCompose.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketCustomer###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketEmail###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmail.js
```

```
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketEmailOutbound###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmailOutbound.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketEmailResend###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketEmailResend.js
```

Loader::Module::AgentTicketEscalationView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketForward###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketForward.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketFreeText###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
```

```
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketHistory###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.TicketHistory.css
JavaScript:
- Core.Agent.TicketHistory.js
```

Loader::Module::AgentTicketLockedView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketMerge###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketMerge.js
```

Loader::Module::AgentTicketMove###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketMove.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketNote###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketOwner###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPending###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPhone###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhone.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketPhoneInbound###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPhoneOutbound###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketPhoneCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketPriority###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketProcess###002-ProcessManagement

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.TicketProcess.css
JavaScript:
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerSearchAutoComplete.js
- Core.Agent.TicketAction.js
- Core.Agent.TicketProcess.js
- Core.TicketProcess.js
```

Loader::Module::AgentTicketQueue###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketResponsible###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Agent.TicketAction.js
- Core.Agent.TicketActionCommon.js
- Core.Agent.TicketFormDraft.js
```

Loader::Module::AgentTicketResponsibleView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketSearch###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
```

```
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketService###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketService.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketStatusView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketWatchView###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.AgentTicketQueue.css
- Core.AllocationList.css
JavaScript:
- Core.UI.AllocationList.js
- Core.Agent.TableFilters.js
- Core.Agent.Overview.js
- Core.Agent.TicketSplit.js
```

Loader::Module::AgentTicketZoom###002-Ticket

Loader module registration for the agent interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Agent.TicketProcess.css
- Core.Agent.TicketMenuModuleCluster.css
- Core.AllocationList.css
JavaScript:
- thirdparty/jquery-tablesorter-2.28.14/jquery.tablesorter.js
- Core.Agent.TicketSplit.js
- Core.Agent.TicketZoom.js
- Core.UI.AllocationList.js
- Core.UI.Table.Sort.js
- Core.Agent.LinkObject.js
- Core.Agent.TableFilters.js
```

```
- Core.Agent.TicketFormDraft.js
```

89. Frontend → Agent → ModuleRegistration → MainMenu

Frontend::Navigation###AgentAppointmentAgendaOverview###002-Calendar

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Overview of all appointments.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentAgendaOverview
  LinkOption: ''
  Name: Agenda Overview
  NavBar: Calendar
  Prio: '6500'
  Type: ''
```

Frontend::Navigation###AgentAppointmentCalendarOverview###002-Calendar

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Appointment Calendar overview page.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview
  LinkOption: ''
  Name: Calendar
  NavBar: Calendar
  Prio: '75'
  Type: Menu
- AccessKey: ''
  Block: ItemArea
  Description: Appointment Calendar overview page.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview
  LinkOption: ''
  Name: Calendar Overview
  NavBar: Calendar
  Prio: '6000'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Resource Overview (OTRS Business Solution™)
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview
  LinkOption: class="OTRSBusinessRequired"
  Name: Resource Overview (OTRS Business Solution™)
  NavBar: Calendar
  Prio: '7000'
  Type: ''
- AccessKey: ''
```

```
  Block: ItemArea
  Description: Create new appointment.
  Group: []
  GroupRo: []
  Link: Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate
  LinkOption: ''
  Name: New Appointment
  NavBar: Calendar
  Prio: '8000'
  Type: ''
```

Frontend::Navigation###AgentAppointmentList###002-Calendar

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentCustomerInformationCenter###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: c
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
  LinkOption: onclick="window.setTimeout(function()
{Core.Agent.CustomerInformationCenterSearch.OpenSearchDialog();},
    0); return false;"
  Name: Customer Information Center
  NavBar: Customers
  Prio: '50'
  Type: ''
- AccessKey: ''
  Block: ItemArea
  Description: Customer Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerInformationCenter
  LinkOption: ''
  Name: Customers
  NavBar: Customers
  Prio: '60'
  Type: Menu
```

Frontend::Navigation###AgentCustomerInformationCenterSearch###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentCustomerUserInformationCenter###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: y
  Block: ItemArea
  Description: Customer User Information Center search.
  Group: []
  GroupRo: []
  Link: Action=AgentCustomerUserInformationCenter
  LinkOption: onclick="window.setTimeout(function()
{Core.Agent.CustomerUserInformationCenterSearch.OpenSearchDialog();},
    0); return false;"
  Name: Customer User Information Center
  NavBar: Customers
  Prio: '55'
  Type: ''
```

Frontend::Navigation###AgentDashboard###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: d
  Block: ItemArea
  Description: Dashboard overview.
  Group: []
  GroupRo: []
  Link: Action=AgentDashboard
  LinkOption: ''
  Name: Dashboard
  NavBar: Dashboard
  Prio: '50'
  Type: Menu
```

Frontend::Navigation###AgentLinkObject###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentPreferences###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentSearch###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentStatistics###001-Framework

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: ''
  Block: ItemArea
  Description: Statistics overview.
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatistics;Subaction=Overview
  LinkOption: ''
  Name: Reports
  NavBar: Reports
  Prio: '8500'
  Type: Menu
- AccessKey: ''
  Block: ''
  Description: Statistic Reports overview.
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatisticsReports;Subaction=Overview
  LinkOption: class="OTRSBusinessRequired"
  Name: Reports (OTRS Business Solution™)
  NavBar: Reports
  Prio: '100'
  Type: ''
- AccessKey: ''
  Block: ''
  Description: Statistics overview.
  Group:
  - stats
  GroupRo:
  - stats
  Link: Action=AgentStatistics;Subaction=Overview
  LinkOption: ''
  Name: Statistics
  NavBar: Reports
  Prio: '200'
  Type: ''
```

Frontend::Navigation###AgentTicketEmail###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: m
  Block: ''
  Description: Create new email ticket and send this out (outbound).
  Group: []
  GroupRo: []
  Link: Action=AgentTicketEmail
  LinkOption: ''
  Name: New email ticket
  NavBar: Ticket
  Prio: '210'
  Type: ''
```

Frontend::Navigation###AgentTicketEscalationView###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: e
  Block: ''
```

```
  Description: Overview Escalated Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketEscalationView
  LinkOption: ''
  Name: Escalation view
  NavBar: Ticket
  Prio: '120'
  Type: ''
```

Frontend::Navigation###AgentTicketLockedView###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentTicketPhone###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: n
  Block: ''
  Description: Create new phone ticket (inbound).
  Group: []
  GroupRo: []
  Link: Action=AgentTicketPhone
  LinkOption: ''
  Name: New phone ticket
  NavBar: Ticket
  Prio: '200'
  Type: ''
```

Frontend::Navigation###AgentTicketProcess###002-ProcessManagement

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: p
  Block: ''
  Description: Create New process ticket.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketProcess
  LinkOption: ''
  Name: New process ticket
  NavBar: Ticket
  Prio: '220'
  Type: ''
```

Frontend::Navigation###AgentTicketQueue###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: o
  Block: ''
  Description: Overview of all Tickets per assigned Queue.
```

```
  Group: []
  GroupRo: []
  Link: Action=AgentTicketQueue
  LinkOption: ''
  Name: Queue view
  NavBar: Ticket
  Prio: '100'
  Type: ''
- AccessKey: t
  Block: ItemArea
  Description: Overview of all Tickets per assigned Queue.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketQueue
  LinkOption: ''
  Name: Tickets
  NavBar: Ticket
  Prio: '200'
  Type: Menu
```

Frontend::Navigation###AgentTicketResponsibleView###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Frontend::Navigation###AgentTicketSearch###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: s
  Block: ''
  Description: Search Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketSearch
  LinkOption: onclick="window.setTimeout(function()
{Core.Agent.Search.OpenSearchDialog('AgentTicketSearch');},
    0); return false;"
  Name: Search
  NavBar: Ticket
  Prio: '300'
  Type: ''
```

Frontend::Navigation###AgentTicketService###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: i
  Block: ''
  Description: Overview of all open Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketService
  LinkOption: ''
  Name: Service view
  NavBar: Ticket
  Prio: '105'
  Type: ''
```

Frontend::Navigation###AgentTicketStatusView###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: v
  Block: ''
  Description: Overview of all open Tickets.
  Group: []
  GroupRo: []
  Link: Action=AgentTicketStatusView
  LinkOption: ''
  Name: Status view
  NavBar: Ticket
  Prio: '110'
  Type: ''
```

Frontend::Navigation###AgentTicketWatchView###002-Ticket

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

90. Frontend → Agent → ModuleRegistration → MainMenu → Search

Frontend::Search###AgentCustomerInformationCenter

Tafuta kipanga njia cha mazingira ya nyuma

Thamani chaguo-msingi:

```
---
^AgentCustomerInformationCenter: Action=AgentCustomerInformationCenterSearch
```

Frontend::Search###AgentCustomerUserInformationCenter

Tafuta kipanga njia cha mazingira ya nyuma

Thamani chaguo-msingi:

```
---
^AgentCustomerUserInformationCenter: Action=AgentCustomerUserInformationCenterSearch
```

Frontend::Search###Ticket

Tafuta kipanga njia cha mazingira ya nyuma

Thamani chaguo-msingi:

```
---
^AgentTicket: Action=AgentTicketSearch;Subaction=AJAX
```

Frontend::Search::JavaScript###AgentCustomerInformationCenter

JavaScript function for the search frontend.

Thamani chaguo-msingi:

```
---
```

```
^AgentCustomerInformationCenter:
 Core.Agent.CustomerInformationCenterSearch.OpenSearchDialog()
```

Frontend::Search::JavaScript###AgentCustomerUserInformationCenter

JavaScript function for the search frontend.

Thamani chaguo-msingi:

```
---
^AgentCustomerUserInformationCenter:
 Core.Agent.CustomerUserInformationCenterSearch.OpenSearchDialog()
```

Frontend::SearchDefault

Tafuta kipanga njia chaguo-msingi cha mazingira ya nyuma

Thamani chaguo-msingi:

```
--- Action=AgentTicketSearch;Subaction=AJAX
```

91. Frontend → Agent → TicketOverview

Ticket::Frontend::Overview###Medium

Inaruhusu kuwa na mapitio ya tiketi ya umbizo ya kati (Taarifa za mteja =>1 - inaonyesha pia taarifa za mteja).

Thamani chaguo-msingi:

```
---
CustomerInfo: '0'
Module: Kernel::Output::HTML::TicketOverview::Medium
ModulePriority: '200'
Name: Medium
NameShort: M
OverviewMenuModules: '1'
TicketActionsPerTicket: '1'
```

Ticket::Frontend::Overview###Preview

Inaonyesha mahakikisho ya mapitio ya tiketi (Taarifa za mteja =>1 - pia inaonyesha taarifa za mteja, ukubwa wa kima cha juu cha taarifa za mteja kima cha juu.ukubwa katika sifa za mteja-taarifa).

Thamani chaguo-msingi:

```
---
CustomerInfo: '0'
CustomerInfoMaxSize: '18'
DefaultPreViewLines: '25'
DefaultViewNewLine: '90'
Module: Kernel::Output::HTML::TicketOverview::Preview
ModulePriority: '300'
Name: Large
NameShort: L
OverviewMenuModules: '1'
StripEmptyLines: '0'
TicketActionsPerTicket: '1'
```

Ticket::Frontend::Overview###Small

Inaruhusu kuwa na marejeo ya tiketi ya umbizo dogo (Taarifa za mteja =>1 - inaonyesha pia taarifa za mteja).

Thamani chaguo-msingi:

```
---
CustomerInfo: '1'
Module: Kernel::Output::HTML::TicketOverview::Small
ModulePriority: '100'
Name: Small
NameShort: S
```

Ticket::Frontend::Overview::PreviewArticleLimit

Weka hesabu ya makala ionekane katika hali timizi ya kihakiki ya marejep ya tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5'
```

Ticket::Frontend::Overview::PreviewArticleSenderTypes

Inafafanu aina zipi za makala ya mtumaji zionyeshwe katika kihakiki cha tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
agent: '1'
customer: '1'
system: '1'
```

Ticket::Frontend::Overview::PreviewIsVisibleForCustomerExpanded

Defines if the first article should be displayed as expanded, that is visible for the related customer. If nothing defined, latest article will be expanded.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::OverviewMedium###DynamicField

Dynamic fields shown in the ticket medium format overview screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::OverviewPreview###DynamicField

Dynamic fields shown in the ticket preview format overview screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::OverviewSmall###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

92. Frontend → Agent → TicketOverview → MenuModule

Ticket::Frontend::OverviewMenuModule###001-Sort

This setting shows the sorting attributes in all overview screen, not only in queue view.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::TicketOverviewMenu::Sort
```

Ticket::Frontend::PreMenuModule###100-Lock

Inaonyesha kiungo katika menyu kufunga/kufungua tiketi katia marejeo ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketLock
Module: Kernel::Output::HTML::TicketMenu::Lock
Name: Lock
PopupType: ''
Target: ''
```

Ticket::Frontend::PreMenuModule###200-Zoom

Inaonyesha kiungo katika menyu kukuza tiketi katika mapitio ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketZoom
Description: Look into a ticket!
Link: Action=AgentTicketZoom;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Zoom
PopupType: ''
Target: ''
```

Ticket::Frontend::PreMenuModule###210-History

Inaonyesha kiungo katika menyu kuona historia ya tiketi katika marejeo ya kila tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketHistory
Description: Show the ticket history
Link: Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: History
PopupType: TicketHistory
Target: ''
```

Ticket::Frontend::PreMenuModule###300-Priority

Inaonyesha kiungo katika menyu kuona kipaumbele cha tiketi katika marejeo ya kila tiketi ya kiolesura cha wakala

Thamani chaguo-msingi:

```
---
```

```
Action: AgentTicketPriority
Description: Change the priority for this ticket
Link: Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Priority
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::PreMenuModule###420-Note

Inaonyesha kiungo kwenye menyu kuongeza kidokezo katika tiketi kwa kila marejeo ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketNote
Description: Add a note to this ticket
Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::PreMenuModule###440-Close

Inaonyesha kiungo kwenye menyu kufunga tiketi katika kila marejeo ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketClose
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::PreMenuModule###445-Move

Inaonyesha kiungo katika menyu kuhamisha tiketi katika kila marejeo ya kila tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMove
Description: Change queue!
Module: Kernel::Output::HTML::TicketMenu::Move
Name: Move
```

Ticket::Frontend::PreMenuModule###450-Delete

Inaonyesha kiungo katika menyu cha kufuta tiketi katika mapitio ya kila tiketi ya kiolesura cha wakala. Udhibiti ufikivu umeongezwa kuongesha au kutokuonyesha kiungo hiki kinaweza kufanywa kwa kutumia kibonye "Kikundi" na yaliyomo kama "rw: Kikundi cha 1; Hamia_kwenye: kikundi cha 2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMove
Description: Delete this ticket
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete
```

```
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Delete
PopupType: ''
Target: ''
```

Ticket::Frontend::PreMenuModule###460-Junk

Shows a link in the menu to set a ticket as junk in every ticket overview of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMove
Description: Mark as Spam!
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Spam
PopupType: ''
Target: ''
```

TicketOverviewMenuSort###SortAttributes

Inafafanua kutoka kwenye sifa gani za tiketi wakala anaweza kuchagua mpangilio wa matokeo.

Thamani chaguo-msingi:

```
---
Age: '1'
Title: '1'
```

93. Frontend → Agent → ToolBar

Frontend::ToolBarModule###110-Ticket::AgentTicketQueue

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: q
Action: AgentTicketQueue
CssClass: QueueView
Icon: fa fa-folder
Link: Action=AgentTicketQueue
Module: Kernel::Output::HTML::ToolBar::Link
Name: Queue view
Priority: '1010010'
```

Frontend::ToolBarModule###120-Ticket::AgentTicketStatus

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: ''
```

```
Action: AgentTicketStatusView
CssClass: StatusView
Icon: fa fa-list-ol
Link: Action=AgentTicketStatusView
Module: Kernel::Output::HTML::ToolBar::Link
Name: Status view
Priority: '1010020'
```

Frontend::ToolBarModule###130-Ticket::AgentTicketEscalation

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: w
Action: AgentTicketEscalationView
CssClass: EscalationView
Icon: fa fa-exclamation
Link: Action=AgentTicketEscalationView
Module: Kernel::Output::HTML::ToolBar::Link
Name: Escalation view
Priority: '1010030'
```

Frontend::ToolBarModule###140-Ticket::AgentTicketPhone

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: ''
Action: AgentTicketPhone
CssClass: PhoneTicket
Icon: fa fa-phone
Link: Action=AgentTicketPhone
Module: Kernel::Output::HTML::ToolBar::Link
Name: New phone ticket
Priority: '1020010'
```

Frontend::ToolBarModule###150-Ticket::AgentTicketEmail

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: ''
Action: AgentTicketEmail
CssClass: EmailTicket
Icon: fa fa-envelope
Link: Action=AgentTicketEmail
Module: Kernel::Output::HTML::ToolBar::Link
Name: New email ticket
Priority: '1020020'
```

Frontend::ToolBarModule###160-Ticket::AgentTicketProcess

Toolbar Item for a shortcut. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
AccessKey: ''
Action: AgentTicketProcess
CssClass: ProcessTicket
Icon: fa fa-sitemap
Link: Action=AgentTicketProcess
Module: Kernel::Output::HTML::ToolBar::Link
Name: New process ticket
Priority: '1020030'
```

Frontend::ToolBarModule###170-Ticket::TicketResponsible

Agent interface notification module to see the number of tickets an agent is responsible for. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

Thamani chaguo-msingi:

```
---
AccessKey: r
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Responsible
CssClassNew: Responsible New
CssClassReached: Responsible Reached
Icon: fa fa-user
IconNew: fa fa-user
IconReached: fa fa-user
Module: Kernel::Output::HTML::ToolBar::TicketResponsible
Priority: '1030010'
```

Frontend::ToolBarModule###180-Ticket::TicketWatcher

Agent interface notification module to see the number of watched tickets. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

Thamani chaguo-msingi:

```
---
AccessKey: ''
AccessKeyNew: ''
AccessKeyReached: ''
CssClass: Watcher
CssClassNew: Watcher New
CssClassReached: Watcher Reached
Icon: fa fa-eye
IconNew: fa fa-eye
IconReached: fa fa-eye
Module: Kernel::Output::HTML::ToolBar::TicketWatcher
Priority: '1030020'
```

Frontend::ToolBarModule###190-Ticket::TicketLocked

Agent interface notification module to see the number of locked tickets. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

Thamani chaguo-msingi:

```
---
AccessKey: k
AccessKeyNew: ''
AccessKeyReached: ''
```

```
CssClass: Locked
CssClassNew: Locked New
CssClassReached: Locked Reached
Icon: fa fa-lock
IconNew: fa fa-lock
IconReached: fa fa-lock
Module: Kernel::Output::HTML::ToolBar::TicketLocked
Priority: '1030030'
```

Frontend::ToolBarModule###200-Ticket::AgentTicketService

Agent interface notification module to see the number of tickets in My Services. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
CssClass: ServiceView
Icon: fa fa-wrench
Module: Kernel::Output::HTML::ToolBar::TicketService
Priority: '1030035'
```

Frontend::ToolBarModule###210-Ticket::TicketSearchProfile

Agent interface module to access search profiles via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ToolBarSearchProfile
Description: Search template
MaxWidth: '40'
Module: Kernel::Output::HTML::ToolBar::TicketSearchProfile
Name: Search template
Priority: '1990010'
```

Frontend::ToolBarModule###220-Ticket::TicketSearchFulltext

Agent interface module to access fulltext search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ToolBarSearchFulltext
Description: Fulltext search
Module: Kernel::Output::HTML::ToolBar::Generic
Name: Fulltext
Priority: '1990020'
Size: '10'
```

Frontend::ToolBarModule###230-CICSearchCustomerID

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ToolBarCICSearchCustomerID
Description: CustomerID search
Module: Kernel::Output::HTML::ToolBar::Generic
Name: CustomerID
Priority: '1990030'
Size: '10'
```

Frontend::ToolBarModule###240-CICSearchCustomerUser

Agent interface module to access CIC search via nav bar. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ToolBarCICSearchCustomerUser
Description: Customer user search
Module: Kernel::Output::HTML::ToolBar::Generic
Name: Customer User
Priority: '1990040'
Size: '10'
```

94. Frontend → Agent → View → CustomerInformationCenter

AgentCustomerInformationCenter::Backend###0050-CIC-CustomerUserList

Parameta kwa mazingira ya nyuma ya dashibodi mapitio ya orodha ya mteja mtumiaji ya kiolesura cha wakala. ''Kikundi'' kinatumika kuzuia kufikia kuchomeka (mfano Kikundi:Utawala;kikundi cha 1;kikundi cha 2;). ''Chaguo-msingi'' inahakiki kama mchomeko umewezeshwa kwa mchaguo-msingi au kama mtumizi anahitaji kuwezesha kwa mkono. ''HifadhimudaTTLKiambo'' ni muda wa hifadhi muda katika dakika kwa mchomeko.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
Description: All customer users of a CustomerID
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::CustomerUserList
Permission: ro
Title: Customer Users
```

AgentCustomerInformationCenter::Backend###0100-CIC-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending
 reminder;SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Filter: Locked
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: UntilTime
Title: Reminder Tickets
```

AgentCustomerInformationCenter::Backend###0110-CIC-TicketEscalation

Parameters for the dashboard backend of the ticket escalation 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
```

```
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: EscalationTime
Title: Escalated Tickets
```

AgentCustomerInformationCenter::Backend###0120-CIC-TicketNew

Parameters for the dashboard backend of the new 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: New Tickets
```

AgentCustomerInformationCenter::Backend###0130-CIC-TicketOpen

Parameters for the dashboard backend of the open 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: Open Tickets
```

AgentCustomerInformationCenter::Backend###0500-CIC-CustomerIDStatus

Parameta kwa mazingira ya nyuma ya dashibodi kifaa cha hali ya kitambulisho cha mteja cha kiolesura cha wakala. ''Kikundi'' kinatumika kuzuia kufikia kuchomeka (mfano Kikundi:Utawala;kikundi cha 1;kikundi cha 2;). ''Chaguo-msingi'' inahakiki kama mchomeko umewezeshwa kwa mchaguo-msingi au kama mtumizi anahitaji kuwezesha kwa mkono. ''HifadhimudaTTLKiambo'' ni muda wa hifadhi muda katika dakika kwa mchomeko.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
CacheTTLLocal: '0.5'
Default: '1'
Description: Company Status
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerIDStatus
Permission: ro
```

```
Title: Company Status
```

AgentCustomerInformationCenter::MainMenu###010-EditCustomerID

Usajili wa menyu kuu.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Link: '[% Env("Baselink") %]Action=AdminCustomerCompany;Subaction=Change;CustomerID=[%
  Data.CustomerID | uri %];Nav=0'
Name: Edit customer company
```

95. Frontend → Agent → View → CustomerUserAddressBook

CustomerUser::Frontend::Overview###AddressBook

Defines an overview module to show the address book view of a customer user list.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::CustomerUser::OverviewAddressBook
Name: AddressBook
```

96. Frontend → Agent → View → CustomerUserInformationCenter

AgentCustomerUserInformationCenter::Backend###0050-CUIC-CustomerIDList

Parameters for the dashboard backend of the customer id list 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.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
Description: All CustomerIDs of a customer user.
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::CustomerIDList
Permission: ro
Title: Customer IDs
```

AgentCustomerUserInformationCenter::Backend###0100-CUIC-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending
 reminder;SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Filter: Locked
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: UntilTime
Title: Reminder Tickets
```

AgentCustomerUserInformationCenter::Backend###0110-CUIC-TicketEscalation

Parameters for the dashboard backend of the ticket escalation 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
```

```
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: EscalationTime
Title: Escalated Tickets
```

AgentCustomerUserInformationCenter::Backend###0120-CUIC-TicketNew

Parameters for the dashboard backend of the new 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
Group: ''
Limit: '10'
```

```
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: New Tickets
```

AgentCustomerUserInformationCenter::Backend###0130-CUIC-TicketOpen

Parameters for the dashboard backend of the open 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. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: ro
Time: Age
Title: Open Tickets
```

97. Frontend → Agent → View → CustomerUserSearch

CustomerUser::Frontend::AgentCustomerUserAddressBook###DefaultFields

Defines the default filter fields in the customer user address book search (CustomerUser or CustomerCompany). For the CustomerCompany fields a prefix 'CustomerCompany_' must be added.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Email:
- UserLogin
- UserFirstname
- UserLastname
- UserEmail
- UserCustomerID
```

CustomerUser::Frontend::AgentCustomerUserAddressBook###SearchParameters

Defines the search parameters for the AgentCustomerUserAddressBook screen. With the setting 'CustomerTicketTextField' the values for the recipient field can be specified.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Email:
  CustomerTicketTextField: UserMailString
  Order::Default: Up
  PageShown: '50'
  SearchLimit: '10000'
  SortBy::Default: UserLogin
```

CustomerUser::Frontend::AgentCustomerUserAddressBook###ShowColumns

Defines the shown columns and the position in the AgentCustomerUserAddressBook result screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Email:
- UserFirstname
- UserLastname
- UserLogin
- UserEmail
- UserCustomerID
```

98. Frontend → Agent → View → Dashboard

AgentCustomerInformationCenter::Backend###0600-CIC-CustomerCompanyInformation

Parameters for the dashboard backend of the customer company information of the agent interface. "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.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
```

AgentCustomerUserInformationCenter::Backend###0100-CUIC-CustomerUserInformation

Parameters for the dashboard backend of the customer user information of the agent interface. "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.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer User Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerUserInformation
Title: Customer User Information
```

AgentCustomerUserInformationCenter::Backend###0600-CUIC-CustomerCompanyInformation

Parameters for the dashboard backend of the customer company information of the agent interface. "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.

Thamani chaguo-msingi:

```
---
Attributes: ''
Block: ContentSmall
Default: '1'
Description: Customer Information
Group: ''
Module: Kernel::Output::HTML::Dashboard::CustomerCompanyInformation
Title: Customer Information
```

DashboardBackend###0000-ProductNotify

Defines the parameters for the dashboard backend. "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. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentLarge
CacheTTLLocal: '1440'
Default: '1'
Description: News about OTRS releases!
Group: admin
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::ProductNotify
Title: Product News
```

DashboardBackend###0100-TicketPendingReminder

Parameters for the dashboard backend of the ticket pending reminder 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: TicketPendingTimeOlderMinutes=1;StateType=pending
 reminder;SortBy=PendingTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Filter: Locked
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: UntilTime
Title: Reminder Tickets
```

DashboardBackend###0110-TicketEscalation

Parameters for the dashboard backend of the ticket escalation 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. "CacheTTL-Local" is the cache time in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: TicketEscalationTimeOlderMinutes=1;SortBy=EscalationTime;OrderBy=Down;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
```

```
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All escalated tickets
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: EscalationTime
Title: Escalated Tickets
```

DashboardBackend###0120-TicketNew

Parameters for the dashboard backend of the new 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: StateType=new;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All new tickets, these tickets have not been worked on yet
Filter: All
```

```
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: Age
Title: New Tickets
```

DashboardBackend###0130-TicketOpen

Parameters for the dashboard backend of the open 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents. Note: Only Ticket attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns.

Thamani chaguo-msingi:

```
---
Attributes: StateType=open;
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '1'
DefaultColumns:
  Age: '2'
  Changed: '1'
  Created: '1'
  CustomerCompanyName: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All open tickets, these tickets have already been worked on.
Filter: All
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: Age
Title: Open Tickets
```

DashboardBackend###0140-RunningTicketProcess

Parameters for the dashboard backend of the running process 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Attributes: StateType=new;StateType=open;StateType=pending reminder;StateType=pending
  auto
Block: ContentLarge
CacheTTLLocal: '0.5'
Default: '0'
DefaultColumns:
  Age: '2'
  Changed: '1'
  CustomerID: '1'
  CustomerName: '1'
  CustomerUserID: '1'
  DynamicField_ProcessManagementActivityID: '2'
  DynamicField_ProcessManagementProcessID: '2'
  EscalationResponseTime: '1'
  EscalationSolutionTime: '1'
  EscalationTime: '1'
  EscalationUpdateTime: '1'
  Lock: '1'
  Owner: '1'
  PendingTime: '1'
  Priority: '1'
  Queue: '1'
  Responsible: '1'
  SLA: '1'
  Service: '1'
  State: '1'
  TicketNumber: '2'
  Title: '2'
  Type: '1'
Description: All tickets with a reminder set where the reminder date has been reached
Group: ''
IsProcessWidget: '1'
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketGeneric
Permission: rw
Time: UntilTime
Title: Running Process Tickets
```

DashboardBackend###0200-Image

Defines the parameters for the dashboard backend. "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. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ContentLarge
Default: '1'
Description: Some picture description!
Group: ''
Height: '140'
Link: https://otrs.org/
LinkTitle: https://otrs.org/
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::Image
Title: A picture
URL: https://www.otrs.com/wp-uploads//2013/10/OTRS_Logo-300x170.png
Width: '198'
```

DashboardBackend###0210-MOTD

Shows the message of the day (MOTD) in the agent dashboard. "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. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ContentLarge
Default: '1'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::MOTD
Title: Message of the Day
```

DashboardBackend###0250-TicketStats

Parameters for the dashboard backend of the ticket stats 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTLLocal: '30'
Changed: '1'
Closed: '1'
Default: '1'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketStatsGeneric
Permission: rw
Title: 7 Day Stats
```

DashboardBackend###0260-TicketCalendar

Parameters for the dashboard backend of the upcoming events widget 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTL: '2'
Default: '1'
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::Calendar
OwnerOnly: ''
Permission: rw
Title: Upcoming Events
```

DashboardBackend###0270-TicketQueueOverview

Parameters for the dashboard backend of the queue overview widget of the agent interface. "Group" is used to restrict the access to the plugin (e. g. Group: admin;group1;group2;). "QueuePermissionGroup" is not mandatory, queues are only listed if they belong to this permission group if you enable it. "States" is a list of states,

the key is the sort order of the state in the widget. "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. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentLarge
CacheTTLLocal: '2'
Default: '1'
Description: Provides a matrix overview of the tickets per state per queue
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::TicketQueueOverview
Permission: rw
QueuePermissionGroup: ''
Sort: SortBy=Age;OrderBy=Up
States:
  '1': new
  '4': open
  '6': pending reminder
Title: Ticket Queue Overview
```

DashboardBackend###0280-DashboardEventsTicketCalendar

Parameters for the dashboard backend of the ticket events calendar 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. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentLarge
CacheTTL: '0'
Default: '0'
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::EventsTicketCalendar
Title: Events Ticket Calendar
```

DashboardBackend###0300-IFrame

Defines the parameters for the dashboard backend. "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. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Align: left
Block: ContentLarge
Default: '1'
Description: Some description!
Frameborder: '1'
Group: ''
Height: '800'
Link: https://otrs.com/
LinkTitle: OTRS.com/
Mandatory: '0'
Marginheight: '5'
```

```
Marginwidth: '5'
Module: Kernel::Output::HTML::Dashboard::IFrame
Scrolling: auto
Title: A Website
URL: https://otrs.com/
Width: '1024'
```

DashboardBackend###0390-UserOutOfOffice

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. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '1'
Description: Out of Office users.
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::UserOutOfOffice
SortBy: UserFullname
Title: Out Of Office
```

DashboardBackend###0400-UserOnline

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. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '0'
Description: Logged in users.
Filter: Agent
Group: ''
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::UserOnline
ShowEmail: '0'
SortBy: UserFullname
Title: Logged-In Users
```

DashboardBackend###0405-News

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. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
```

```
Block: ContentSmall
CacheTTL: '360'
Default: '1'
Description: News about OTRS.
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::News
Title: OTRS News
```

DashboardBackend###0410-RSS

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. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTL: '360'
Default: '1'
Description: Custom RSS feed.
Group: ''
Limit: '6'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::RSS
Title: Custom RSS Feed
URL: https://www.otrs.com/en/rss.xml
URL_de: https://www.otrs.com/de/rss.xml
URL_es: https://www.otrs.com/es/rss.xml
URL_nl: https://www.otrs.com/nl/rss.xml
URL_ru: https://www.otrs.com/ru/rss.xml
URL_zh: https://www.otrs.com/cn/rss.xml
```

DashboardBackend###0420-CmdOutput

Defines the parameters for the dashboard backend. "Cmd" is used to specify command with parameters. "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. "CacheTTL" indicates the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTL: '60'
Cmd: /bin/echo Configure me please.
Default: '0'
Description: Show command line output.
Group: ''
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::CmdOutput
Title: Sample command output
```

DashboardBackend###0500-AppointmentCalendar

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. "CacheTTLLocal" defines the cache expiration period in minutes for the plugin. "Mandatory" determines if the plugin is always shown and can not be removed by agents.

Thamani chaguo-msingi:

```
---
Block: ContentSmall
CacheTTLLocal: '5'
Default: '0'
Description: Appointments
Filter: Today
Group: ''
IdleMinutes: '60'
Limit: '10'
Mandatory: '0'
Module: Kernel::Output::HTML::Dashboard::AppointmentCalendar
ShowEmail: '0'
SortBy: UserFullname
Title: Appointments
```

99. Frontend → Agent → View → Dashboard → EventsTicketCalendar

DashboardEventsTicketCalendar###CalendarWidth

Inafafanua upana wa kalenda kwa asilimia. Chaguo-msingi ni 95%.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '95'
```

DashboardEventsTicketCalendar###Queues

Inafafanua foleni ambazo tiketi zake zinatumika kuonyesha kama matukio ya kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Raw
```

DashboardEventsTicketCalendar::DynamicFieldEndTime

Fafanua jina la uga wenye nguvu kwa ajili ya muda wa kuisha. Uga huu unabidi uongezwe kwa mkono katika mfumo kama tiketi: "Tarehe / Muda" na lazima iamilishwe katika skrini ya utengenezaji wa tiketi na/au katika skrini nyingine za kitendo cha tiketi.

Thamani chaguo-msingi:

```
--- TicketCalendarEndTime
```

DashboardEventsTicketCalendar::DynamicFieldStartTime

Fafanua jina la uga wenye nguvu kwa ajili ya muda wa kuanza. Uga huu unabidi uongezwe kwa mkono katika mfumo kama tiketi: "Tarehe / Muda" na lazima iamilishwe katika skrini ya utengenezaji wa tiketi na/au katika skrini nyingine za kitendo cha tiketi.

Thamani chaguo-msingi:

```
--- TicketCalendarStartTime
```

DashboardEventsTicketCalendar::DynamicFieldsForEvents

Fafanua uga zenye nguvu ambazo zinatumika kuonyesha matukio katika kalenda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- TicketCalendarStartTime
- TicketCalendarEndTime
```

DashboardEventsTicketCalendar::TicketFieldsForEvents

Inafafanua uga za tiketi ambazo yataonyesha matukio ya kalenda. "Ufunguo" unafafanua uga au sifa ya tiketi na "Maudhui" inafafanua jina linaloonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
CustomerID: Customer ID
CustomerUserID: Customer user
Priority: Priority
Queue: Queue
SLA: SLA
Service: Service
State: State
Title: Title
Type: Type
```

100. Frontend → Agent → View → Dashboard → TicketFilters

OnlyValuesOnTicket

Defines if the values for filters should be retrieved from all available tickets. If enabled, only values which are actually used in any ticket will be available for filtering. Please note: The list of customers will always be retrieved like this.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

101. Frontend → Agent → View → LinkObject

Frontend::AgentLinkObject::WildcardSearch

Anza utafutaji wa kibambo egemezi wa kipengele amilifu baada ya barakoa ya kipengele kiunganishi kuanza.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

102. Frontend → Agent → View → Preferences

AgentPreferencesGroups

Defines groups for preferences items.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Description: Change your password and more.
  Icon: fa-user
  Key: UserProfile
  Name: User Profile
  Prio: '1000'
- Description: Choose which notifications you'd like to receive.
  Icon: fa-envelope
  Key: NotificationSettings
  Name: Notification Settings
  Prio: '1001'
- Description: Tweak the system as you wish.
  Icon: fa-cog
  Key: Miscellaneous
  Name: Miscellaneous
  Prio: '1002'
```

PreferencesGroups###AppointmentNotificationEvent

Transport selection for appointment notifications. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Choose for which kind of appointment changes you want to receive notifications.
Label: Appointment notifications
Module: Kernel::Output::HTML::Preferences::AppointmentNotificationEvent
PrefKey: AdminAppointmentNotifcationEventTransport
PreferenceGroup: NotificationSettings
Prio: '8001'
```

PreferencesGroups###Avatar

Defines the users avatar. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Block: Avatar
Desc: Change your avatar image.
Key: Avatar
Label: Avatar
Module: Kernel::Output::HTML::Preferences::Avatar
```

```
PreferenceGroup: UserProfile
Prio: '1000'
```

PreferencesGroups###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.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Active: '1'
Data:
  '': ''
  ',': ','
  ;: ;
  \t: tab
  '|': '|'
DataSelected: '0'
Desc: Select the separator character used in CSV files (stats and searches). If you
  don't select a separator here, the default separator for your language will be used.
Key: CSV Separator
Label: CSV Separator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserCSVSeparator
PreferenceGroup: Miscellaneous
Prio: '4000'
```

PreferencesGroups###Comment

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Block: Input
Data: '[% Env("UserComment") %]'
Desc: This is a Description for Comment on Framework.
Key: Comment
Label: Comment
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserComment
PreferenceGroup: Miscellaneous
Prio: '6000'
```

PreferencesGroups###CommunicationLogPageShown

Parameters for the pages (in which the communication log entries are shown) of the communication log overview.

Thamani chaguo-msingi:

```
---
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'
```

PreferencesGroups###CreateNextMask

Parameters for the CreateNextMask object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Data:
  '0': Create Ticket
  AgentTicketZoom: Ticket Zoom
DataSelected: ''
Desc: Configure which screen should be shown after a new ticket has been created.
Key: ''
Label: Screen after new ticket
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserCreateNextMask
PreferenceGroup: Miscellaneous
Prio: '3000'
```

PreferencesGroups###CustomQueue

Parameters for the CustomQueue object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Your queue selection of your preferred queues. You also get notified about those
  queues via email if enabled.
Key: ''
Label: My Queues
Module: Kernel::Output::HTML::Preferences::CustomQueue
Permission: ro
PreferenceGroup: NotificationSettings
Prio: '1000'
```

PreferencesGroups###CustomService

Parameters for the CustomService object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Your service selection of your preferred services. You also get notified about
  those services via email if enabled.
Key: ''
Label: My Services
Module: Kernel::Output::HTML::Preferences::CustomService
PreferenceGroup: NotificationSettings
Prio: '1000'
```

PreferencesGroups###DynamicField

Defines the config parameters of this item, to be shown in the preferences view. 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.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Active: '1'
Block: Input
Data: '[% Env("UserDynamicField_NameX") %]'
Desc: This is a Description for DynamicField on Framework.
Key: Default value for NameX
Label: NameX
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserDynamicField_NameX
PreferenceGroup: Miscellaneous
Prio: '7000'
```

PreferencesGroups###DynamicFieldsOverviewPageShown

Parameters for the pages (in which the dynamic fields are shown) of the dynamic fields overview. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Dynamic fields limit per page for Dynamic Fields Overview.
Key: ''
Label: Dynamic Fields Overview Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: AdminDynamicFieldsOverviewPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'
```

PreferencesGroups###GoogleAuthenticatorSecretKey

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Block: Input
Desc: 'Enter your shared secret to enable two factor authentication. WARNING: Make
  sure that you add the shared secret to your generator application and the application
  works well. Otherwise you will be not able to login anymore without the two factor
  token.'
Key: Shared Secret
Label: Google Authenticator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserGoogleAuthenticatorSecretKey
PreferenceGroup: UserProfile
Prio: '0600'
ValidateRegex: ^([A-Z2-7]{16}|)$
ValidateRegexMessage: The secret you supplied is invalid. The secret must only contain
  letters (A-Z, uppercase) and numbers (2-7) and must consist of 16 characters.
```

PreferencesGroups###Language

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Select the main interface language.
Key: ''
Label: Language
Module: Kernel::Output::HTML::Preferences::Language
NeedsReload: '1'
PrefKey: UserLanguage
PreferenceGroup: UserProfile
Prio: '1000'
```

PreferencesGroups###NotificationEvent

Transport selection for ticket notifications. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Choose for which kind of ticket changes you want to receive notifications. Please
  note that you can't completely disable notifications marked as mandatory.
Label: Ticket notifications
Module: Kernel::Output::HTML::Preferences::NotificationEvent
PrefKey: AdminNotifcationEventTransport
PreferenceGroup: NotificationSettings
Prio: '8000'
```

PreferencesGroups###OutOfOffice

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Block: OutOfOffice
Desc: If you're going to be out of office, you may wish to let other users know by
  setting the exact dates of your absence.
Key: ''
Label: Out Of Office Time
Module: Kernel::Output::HTML::Preferences::OutOfOffice
PrefKey: UserOutOfOffice
PreferenceGroup: UserProfile
Prio: '4000'
```

PreferencesGroups###Password

Defines the config parameters of this item, to be shown in the preferences view. 'PasswordRegExp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. 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' controls 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. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Area: Agent
Desc: Set a new password by filling in your current password and a new one.
Label: Change password
Module: Kernel::Output::HTML::Preferences::Password
PasswordMaxLoginFailed: '0'
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '0'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PreferenceGroup: UserProfile
Prio: '0500'
```

PreferencesGroups###RefreshTime

Parameters for the RefreshTime object in the preference view of the agent interface. 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.

Thamani chaguo-msingi:

```
---
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'
```

PreferencesGroups###Skin

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Select your preferred layout for the software.
Key: ''
Label: Skin
Module: Kernel::Output::HTML::Preferences::Skin
NeedsReload: '1'
PrefKey: UserSkin
PreferenceGroup: Miscellaneous
Prio: '100'
```

PreferencesGroups###Theme

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Select your preferred theme for OTRS.
Key: ''
Label: Theme
Module: Kernel::Output::HTML::Preferences::Theme
NeedsReload: '1'
PrefKey: UserTheme
PreferenceGroup: Miscellaneous
Prio: '3000'
```

PreferencesGroups###TicketOverviewFilterSettings

Parameters for the column filters of the small ticket overview. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Desc: Column ticket filters for Ticket Overviews type "Small".
```

```
Key: ''
Label: Enabled filters.
Module: Kernel::Output::HTML::Preferences::ColumnFilters
PrefKey: UserFilterColumnsEnabled
PreferenceGroup: Miscellaneous
Prio: '8100'
```

PreferencesGroups###TicketOverviewMediumPageShown

Parameters for the pages (in which the tickets are shown) of the medium ticket overview. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '20'
Desc: Ticket limit per page for Ticket Overview "Medium".
Key: ''
Label: Ticket Overview "Medium" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewMediumPageShown
PreferenceGroup: Miscellaneous
Prio: '8100'
```

PreferencesGroups###TicketOverviewPreviewPageShown

Parameters for the pages (in which the tickets are shown) of the ticket preview overview. 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.

Thamani chaguo-msingi:

```
---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '15'
Desc: Ticket limit per page for Ticket Overview "Preview".
Key: ''
Label: Ticket Overview "Preview" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewPreviewPageShown
PreferenceGroup: Miscellaneous
Prio: '8200'
```

PreferencesGroups###TicketOverviewSmallPageShown

Parameters for the pages (in which the tickets are shown) of the small ticket overview. 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 set-

tings of another user's behalf. Use 'PreferenceGroup' to control in which area these settings should be shown in the user interface.

Thamani chaguo-msingi:

```
---
Active: '0'
Data:
  '10': '10'
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
  '35': '35'
DataSelected: '25'
Desc: Ticket limit per page for Ticket Overview "Small".
Key: ''
Label: Ticket Overview "Small" Limit
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserTicketOverviewSmallPageShown
PreferenceGroup: Miscellaneous
Prio: '8000'
```

PreferencesGroups###TimeZone

Defines the config parameters of this item, to be shown in the preferences view. 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.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Select your personal time zone. All times will be displayed relative to this
  time zone.
Key: ''
Label: Time Zone
Module: Kernel::Output::HTML::Preferences::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: UserProfile
Prio: '3500'
```

PreferencesTable

Defines the name of the table where the user preferences are stored.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- user_preferences
```

PreferencesTableKey

Inafafanua safu wima za kuhifadhi vibonye kwa ajili ya jedwali la mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- preferences_key
```

PreferencesTableUserID

Inafafanua jina la safu wima ya kuhifadhi kitambulishi cha mtumiaji katika jedwali la mapendeleo

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- user_id
```

PreferencesTableValue

Inafafanua jina la safu wima ya kuhifadhi data katika jedwali la mapendeleo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- preferences_value
```

103. Frontend → Agent → View → Stats

Stats::CustomerIDAsMultiSelect

Inaonyesha vitambulisho vya mteja katika uga wa uchaguzi wa wingi (haitumiki kama una vitambulisho vya mteja vingi).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Stats::CustomerUserLoginsAsMultiSelect

Shows all the customer user identifiers in a multi-select field (not useful if you have a lot of customer user identifiers).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Stats::DefaultSelectedDynamicObject

Inafafanu chaguo chaguo msingi katika menyu kunjuzi kwa vipengele vyenye nguvu (Kutoka: ubainishi wa kawaida).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Ticket
```

Stats::DefaultSelectedFormat

Inafafanu chaguo chaguo msingi katika menyu kunjuzi kwa ajili ya umbizo la takwimu (Kutoka: ubainishi wa kawaida). Tafadhali ingiza kibonye umbizo (Angalia takwimu::Umbizo).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Print
- CSV
```

```
- Excel
- D3::BarChart
- D3::LineChart
- D3::StackedAreaChart
```

Stats::DefaultSelectedPermissions

Inafafanu chaguo chaguo msingi katika menyu kunjuzi kwa ajili ya ruhusa (Kutoka: ubainishi wa kawaida).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- stats
```

Stats::ExchangeAxis

Inawaruhusu mawakala kubadilisha jira la takwimu kama wakitengeneza.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Stats::Format

Inafafanua umbizo tokeo la takwimu zote zinazowezekana.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
CSV: CSV
D3::BarChart: 'Graph: Bar Chart'
D3::LineChart: 'Graph: Line Chart'
D3::StackedAreaChart: 'Graph: Stacked Area Chart'
Excel: Excel
Print: Print
```

Stats::SearchLimit

Inafafanua kikomo cha utafutaji kwa ajili ya takwimu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1000'
```

Stats::SearchPageShown

Defines the default maximum number of statistics per page on the overview screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '50'
```

Stats::UseAgentElementInStats

Inawaruhusu mawakala kutengeneza takwimu zinazohusiana na mtu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Stats::UseInvalidAgentInStats

Inaruhusu mawakala batili kutengeneza takwimu zinazohusiana na mtu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

104. Frontend → Agent → View → TicketBounce

Ticket::Frontend::AgentTicketBounce###Permission

Inahitaji ruhusa kutumia skrini inayodunda ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- bounce
```

Ticket::Frontend::AgentTicketBounce###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya tiketi inayodunda ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBounce###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya tiketi inayodunda ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketBounce###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi inayodunda ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
```

Ticket::Frontend::BounceText

Inafafanua taarifa za tiketi chaguo-msingi zilizodunda kwa mteja/mtumaji katika skrini ya tiketi zilizodunda za kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Your email with ticket number "<OTRS_TICKET>" is bounced to "<OTRS_BOUNCE_TO>".
  Contact this address for further information.
```

105. Frontend → Agent → View → TicketBulk

Ticket::Frontend::AgentTicketBulk###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketBulk###Owner

Inamuweka mmiliki wa tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBulk###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBulk###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini iliyojaa ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketBulk###RequiredLock

Imefungwa otomatiki na inamuweka mmiliki katika wakala wa sasa baada ya kuchagua kitendo cha wingi.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBulk###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBulk###State

Sets the state of a ticket in the ticket bulk screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketBulk###StateDefault

Defines the default next state of a ticket, in the ticket bulk screen of the agent interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketBulk###StateType

Defines the next state of a ticket, in the ticket bulk screen of the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
- pending reminder
- pending auto
```

Ticket::Frontend::AgentTicketBulk###TicketType

Inaweka aina ya tiketi katika skrini ya wingi ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::BulkFeature

Wezesha kipengele cha kitendo cha wingi cha tiketi kwa wakala ufanya kazi na tiketi zaidi ya moja kwa muda.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::BulkFeatureGroup

Wezesha kipengele cha kitendo cha wingi cha tiketi kwa makundi yaliyoorodheshwa tu.

This setting is not active by default.

Thamani chaguo-msingi:

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

106. Frontend → Agent → View → TicketClose

Ticket::Frontend::AgentTicketClose###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi iliyofungwa ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketClose###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketClose###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketClose###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi iliyofungwa, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%Close'
```

Ticket::Frontend::AgentTicketClose###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi iliyofungwa, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketClose###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kufunga ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya tiketi ya kufunga ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###Note

Ruhusu kuongeza vidokezo katika skrini ilifungwa ya tiketi ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda ulio-hesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketClose###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketClose###Owner

Inamuweka mmiliki wa tiketi katika skrini ya kufunga ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###Permission

Inahitaji ruhusa kutumia skrini ya tiketi iliyofungwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- close
```

Ticket::Frontend::AgentTicketClose###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya tiketi ya kufunga ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini iliyofungwa ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketClose###Queue

Weka foleni kwenye skrini ya kufunga kwa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kufunga tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketClose###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya tiketi iliyofungwa ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketClose###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketClose###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###Service

Sets the service in the close ticket screen of the agent interface (Ticket::Service needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###State

Sets the state of a ticket in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketClose###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya kufunga tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketClose###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###StateType

Fafanua hali zinafouata za tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi iliyofungwa ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- closed
```

Ticket::Frontend::AgentTicketClose###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi zilizofungwa katika kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketClose###TicketType

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

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketClose###Title

Shows the title field in the close ticket screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

107. Frontend → Agent → View → TicketCompose

Ticket::Frontend::AgentTicketCompose###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketCompose###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketCompose###IsVisibleForCustomerDefault

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketCompose###Permission

Inahitaji ruhusa kutumia skrini ya kutunga ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- compose
```

Ticket::Frontend::AgentTicketCompose###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kutunga ya tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketCompose###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '320'
```

Ticket::Frontend::AgentTicketCompose###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketCompose###StateDefault

Inafafanua hali ijayo ya tiketi chaguo msingi kama imetungwa / imejibiwa katika skrini ya kutunga ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketCompose###StateType

Fafanua hali zinafouta zinazowezekana baada ya kutunga/kujibu tiketi katika skrini ta kutunga tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
- pending auto
- pending reminder
```

Ticket::Frontend::ComposeAddCustomerAddress

Ongeza anwani za barua pepe za wateja kwa mpokeaji katika skrini ya kutunga tiketi ya kiolesura cha wakala. Anwani za barua pepe za wateja hazitoongezwa kama aina ya makala ni barua pepe za ndani.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::ComposeReplaceSenderAddress

Inabadilisha anwani ya barua pepe ya mtumaji wa mwanzo naya mteja wa katika kutunga jibu katika skrini ya kutunga tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::Quote

Inafafanua tabia iliyotumika kwa ajili ya nukuu za barua pepe za makala iliyowazi katika skrini ya kutunga tiketi ya kiolesura cha wakala. Kama ipo tupu au haija amilishwa, barua pepe halisi hatizonukuliwa lakini zita ambatanishwa kwenye majibu.

Thamani chaguo-msingi:

```
--- '>'
```

Ticket::Frontend::ResponseFormat

Inafafanua umbizo la majibu katika skrini ya kutunga ya tiketi ya kiolesura ya wakala ([% Data.OrigFrom | html %] is From 1:1, [% Data.OrigFromName | html %] is only realname of From).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- |
  [% Data.Salutation | html %]
  [% Data.StdResponse | html %]
  [% Data.Signature | html %]

  [% Data.CreateTime | Localize("TimeShort") %] - [% Data.OrigFromName | html %] [%
 Translate("wrote") | html %]:
  [% Data.Body | html %]
```

Ticket::Frontend::ResponseQuoteMaxLines

Inafafanua namba ya upeo wa juu ya mistari iliyonukuliwa kuongezwa katika majibu.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- '99'
```

108. Frontend → Agent → View → TicketCustomer

Ticket::Frontend::AgentTicketCustomer###Permission

Inahitaji ruhusa kubadilisha mteja wa tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

Ticket::Frontend::AgentTicketCustomer###RequiredLock

Inafafanua kama kufuli la tiketi litahitajika mteja wa tiketi katika kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketCustomer::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

109. Frontend → Agent → View → TicketEmailNew

Ticket::Frontend::AgentTicketEmail###Body

Inaweka matini ya chaguo-msingi kwa tiketi za barua pepe mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketEmail###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketEmail###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi ya barua pepe, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketEmail###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi ya barua pepe, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- EmailAgent
```

Ticket::Frontend::AgentTicketEmail###IsVisibleForCustomer

Sets the default article customer visibility for new email tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmail###Priority

Inaweka kipaumbele chaguo-msingi kwa tiketi mpya za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketEmail###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '320'
```

Ticket::Frontend::AgentTicketEmail###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketEmail###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketEmail###SenderType

Inaweka aina ya mtumaji chaguo-msingi kwa tiketi mpya za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- agent
```

Ticket::Frontend::AgentTicketEmail###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketEmail###SplitLinkType

Sets the default link type of split tickets in the agent interface.

Thamani chaguo-msingi:

```
---
Direction: Target
LinkType: ParentChild
```

Ticket::Frontend::AgentTicketEmail###StateDefault

Inaweka hali chaguo-msingi ijayo, baada ya kutengeneza tiketi za barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketEmail###StateType

Itaamua hali ya tiketi inayowezekana ifuatayo, baada ya kutengeneza tiketi ya barua pepe mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- pending auto
- pending reminder
- closed
```

Ticket::Frontend::AgentTicketEmail###Subject

Inaweka kipaumbele chaguo-msingi kwa tiketi mpya za barua pepe(mfano 'barua pepe zilizofungwa nje') katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketEmail::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

110. Frontend → Agent → View → TicketEmailOutbound

Ticket::Frontend::AgentTicketEmailOutbound###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketEmailOutbound###FormDraft

Allows to save current work as draft in the email outbound screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailOutbound###IsVisibleForCustomerDefault

Defines if the message in the email outbound screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketEmailOutbound###Permission

Inahitaji ruhusa kutumia skrini ya iliyofungwa nje ya barua pepe katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- compose
```

Ticket::Frontend::AgentTicketEmailOutbound###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari yabarua pepe iliyofungwa nje ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailOutbound###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '300'
```

Ticket::Frontend::AgentTicketEmailOutbound###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketEmailOutbound###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya ujumbe kutumwa, katika skrini ya tiketi iliyofungwa nje ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketEmailOutbound###StateType

Fafanua hali zinazofuata zinazowezekana baada ya kutuma ujumbe katika skrini ya barua pepe ya nje ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
- open
- closed
- pending reminder
- pending auto
```

111. Frontend → Agent → View → TicketEmailResend

Ticket::Frontend::AgentTicketEmailResend###IsVisibleForCustomerDefault

Defines if the message in the email resend screen of the agent interface is visible for the customer by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailResend###Permission

Required permissions to use the email resend screen in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- compose
```

Ticket::Frontend::AgentTicketEmailResend###RequiredLock

Defines if a ticket lock is required in the email resend 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).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketEmailResend###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '300'
```

Ticket::Frontend::AgentTicketEmailResend###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

112. Frontend → Agent → View → TicketEscalation

Ticket::Frontend::AgentTicketEscalationView###DefaultColumns

Columns that can be filtered in the escalation view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '2'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketEscalationView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi (Baada ya kupanga vipaumbele) katika mandhari ya kuona kupanda ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Up
```

Ticket::Frontend::AgentTicketEscalationView###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya kupanda ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- EscalationTime
```

Ticket::Frontend::AgentTicketEscalationView###TicketPermission

Inafafanua ruhusa zinazohitajika kuonyesha tiketi katika mandhari ya kupandishwa ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- rw
```

Ticket::Frontend::AgentTicketEscalationView###ViewableTicketsPage

Inaonyesha tiketi zote zilizowazi (hata kama zimefungwa) katika mandhari ya kupandishwa juu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '50'
```

113. Frontend → Agent → View → TicketForward

Ticket::Frontend::AgentTicketForward###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketForward###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketForward###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketForward###Permission

Inahitaji ruhusa kutumia skrini ya kutuma mbele ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- forward
```

Ticket::Frontend::AgentTicketForward###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya tiketi ya kupeleka mbele ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketForward###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketForward###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketForward###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya tiketi kutumwa mbele, katika skrini ya tiketi ya kupeleka mbele ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketForward###StateType

Fafanua hali zinazifuata baada ya kupeleka tiketi katika skrini ya kutuma mbele ya tiketi ya kiolesura cha tiketi.

Thamani chaguo-msingi:

```
---
- open
```

```
- closed
- pending reminder
- pending auto
```

114. Frontend → Agent → View → TicketFreeText

Ticket::Frontend::AgentTicketFreeText###Body

Inafafanua kiini cha kidokezo chaguo msingi katika skrini ya matini huru ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketFreeText###DynamicField

Dynamic fields shown in the ticket free text screen of the agent interface.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketFreeText###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketFreeText###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya matini huru ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%FreeText'
```

Ticket::Frontend::AgentTicketFreeText###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya matini huru ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketFreeText###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###Note

Ruhusu kuongeza vidokezo katika tiketi huru ya skini ya matini ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###Owner

Inamuweka mmiliki wa tiketi katika skrini matini huru ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###Permission

Inahitaji ruhusa kutumia skrini ya matini huru ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- rw
```

Ticket::Frontend::AgentTicketFreeText###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini huru ya matini ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketFreeText###Queue

Weka foleni kwenye skrini ya matini huru ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya matini huru ya tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketFreeText###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketFreeText###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###Service

Sets the service in the ticket free text screen of the agent interface (Ticket::Service needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketFreeText###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###State

Sets the state of a ticket in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketFreeText###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketFreeText###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
- pending reminder
- pending auto
```

Ticket::Frontend::AgentTicketFreeText###Subject

Inafafanua somo chaguo-msingi ya kidokezo katika skrini ya matini huru ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketFreeText###TicketType

Sets the ticket type in the ticket free text screen of the agent interface (Ticket::Type needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketFreeText###Title

Shows the title field in the ticket free text screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

115. Frontend → Agent → View → TicketHistory

Ticket::Frontend::HistoryOrder

Inaonyesha historia ya tiketi (mpangilio uliogeuzwa) katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- normal
```

Ticket::Frontend::HistoryTypes###000-Framework

Inadhibiti jinsi ya kuonyesha maingizo ya historia ya tiketi kama thamani zinazosomeka.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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.
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.
```

116. Frontend → Agent → View → TicketLocked

Ticket::Frontend::AgentTicketLockedView###DefaultColumns

Columns that can be filtered in the locked view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketLockedView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika mandhari ya kuona ya tiketi iliyofungwa ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Up
```

Ticket::Frontend::AgentTicketLockedView###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya tiketi zilizofungwa ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

117. Frontend → Agent → View → TicketMerge

Ticket::Frontend::AgentTicketMerge###Permission

Inahitaji ruhusa kutumia skrini ya kuunganisha ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- rw
```

Ticket::Frontend::AgentTicketMerge###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kuunganisha tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketMerge###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketMerge###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AutomaticMergeSubject

Wakati tiketi zinaungwanishwa, kidokezo kitaongezwa otomatiki kwenye tiketi ambayo sio amililifu. Hapa unaweza kufafanua somo la kidokezo hiki (Somo hili haliwezi kubadilishwa na wakala).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Ticket Merged
```

Ticket::Frontend::AutomaticMergeText

Wakati tiketi zinaungwanishwa, kidokezo kitaongezwa otomatiki kwenye tiketi ambayo sio amililifu. Hapa unaweza kufafanua kiini cha kidokezo hiki (Matini haya hayawezi kubadilishwa na wakala).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Merged Ticket <OTRS_TICKET> to <OTRS_MERGE_TO_TICKET>.
```

Ticket::Frontend::MergeText

Wakati tiketi zinaunganishwa, wakala anaweza kutaarifiwa kwa barua pepe kwa kuweka kwenye kisanduku cha kuangalia "Mjulishe mtumaji". Katika eneo la matini haya, unaweza kuelezea matini yaliyoundwa kabla ambayo baadae yanaweza kubadilishwa na mawakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Your email with ticket number "<OTRS_TICKET>" is merged to "<OTRS_MERGE_TO_TICKET>".
```

118. Frontend → Agent → View → TicketMove

Ticket::Frontend::AgentTicketMove###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi iliyohamishwa ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketMove###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketMove###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketMove###NextScreen

Itaamua skrini inayofuata baada ya tiketi kuhamishwa. Mapitio ya skrini ya mwisho yatarudisha skrini ya mapitio ya mwisho (Mfano matokeo ya utafutaji, mandhari ya foleni, dashibodi). Tiketi kuzwa itarudi kwenye tiketi kuzwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- TicketZoom
```

Ticket::Frontend::AgentTicketMove###Note

Ruhusu kuongeza vidokezo katika tiketi huru ya skini ya matini ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketMove###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketMove###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini ya tiketi ya kuhamisha ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketMove###RequiredLock

Imefungwa otomatiki na inamuweka mmiliki katika wakala wa sasa baada ya kufungua skrini ya kuhamisha tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketMove###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketMove###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketMove###State

Inaruhusu kuweka hali mpya ya tiketi katika skrini ya kutoa ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketMove###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketMove###StateType

Inafafanua hali ijayo ya tiketi baada ya kuhamishiwa kwenye foleni nyingine, katika skrini ya kuhamisha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
```

Ticket::Frontend::AgentTicketMove###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi zili-hamishwa katika kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::MoveType

Itaamua kama orodha za foleni zinaaowezekana kuhamisha tiketi zionyeshwe katika orodha kunjuzi au katika window mpya ya kiolesura cha wakala. Kama "Window Mpya" imewekwa unaweza kuongeza kidokezo cha kuhamisha katika tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- form
```

119. Frontend → Agent → View → TicketNote

Ticket::Frontend::AgentTicketNote###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya vidokezo ya tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketNote###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketNote###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketNote###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya kidokezo cha tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%Note'
```

Ticket::Frontend::AgentTicketNote###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya kidokezo cha tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketNote###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###Note

Ruhusu kuongeza vidokezo katika tiketi ya kidokezo ya skini ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda ulio-hesabika

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketNote###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketNote###Owner

Inamuweka mmiliki wa tiketi katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###Permission

Inahitaji ruhusa kutumia skrini ya kidokezo ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- note
```

Ticket::Frontend::AgentTicketNote###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya kidokezo ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini dokezi ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketNote###Queue

Weka foleni kwenye skrini ya kidokezo cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kidokezo cha tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketNote###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketNote###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###Service

Sets the service in the ticket note screen of the agent interface (Ticket::Service needs to be enabled).

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###State

Sets the state of a ticket in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketNote###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya kidokezo cha tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
- pending reminder
- pending auto
```

Ticket::Frontend::AgentTicketNote###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiket yenye kidokezo ya kiolesura cha wakala.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketNote###TicketType

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

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketNote###Title

Shows the title field in the ticket note screen of the agent interface.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

120. Frontend → Agent → View → TicketOwner

Ticket::Frontend::AgentTicketOwner###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketOwner###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketOwner###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketOwner###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya mmiliki wa tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%Owner'
```

Ticket::Frontend::AgentTicketOwner###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya mmiliki wa tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketOwner###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya mmiliki wa tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya mmiliki wa tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###Note

Ruhusu kuongeza vidokezo katika skrini ya tiketi miliki ya tiketi iliyokuzwa katika kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketOwner###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketOwner###Owner

Inamuweka mmiliki wa tiketi katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketOwner###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketOwner###Permission

Inahitaji ruhusa kutumia skrini ya mmiliki ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- owner
```

Ticket::Frontend::AgentTicketOwner###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya mmiliki ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini ya mmiliki wa tiketi katika tiketi iliyokuzwa ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketOwner###Queue

Weka foleni kwenye skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya mmiliki wa tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketOwner###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketOwner###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###Service

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###State

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya mmiliki wa tiketi ya tiiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketOwner###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketOwner###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya mmiliki wa tiketi ya tiketi iliyokuzwa ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketOwner###TicketType

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketOwner###Title

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

Thamani chaguo-msingi:

```
--- 0
```

121. Frontend → Agent → View → TicketPending

Ticket::Frontend::AgentTicketPending###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPending###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPending###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPending###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi inayosubiri, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%Pending'
```

Ticket::Frontend::AgentTicketPending###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi inayosubiri, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketPending###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kusubiri ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kusubiri ya tiketi ya tikei iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###Note

Ruhusu kuongezwa kwa vidokezo katika skrini inayosubiri tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala. Inaweza kuandikwa kwa kupitilizwa kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPending###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPending###Owner

Inamuweka mmiliki wa tiketi katika skrini inayosubiri ya tiketi ya tiketi iliyokuzwa kati-ka kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###Permission

Inahitaji ruhusa kutumia skrini ya tiketi inayongoja ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- pending
```

Ticket::Frontend::AgentTicketPending###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini ya kusubiri ya tiketi katika tiketi iliyokuzwa ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketPending###Queue

Weka foleni kwenye skrini ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya tiketi inayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi ita-fungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPending###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya tiketi inayosubiri ya tketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketPending###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketPending###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###Service

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###State

Sets the state of the ticket in the ticket pending screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPending###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya tiketi inayosubiri ya tiiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- pending reminder
```

Ticket::Frontend::AgentTicketPending###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi ili-nayosubiri ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketPending###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi in-ayosubiri ya tiketi iliyokuzwa ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPending###TicketType

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPending###Title

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

Thamani chaguo-msingi:

```
--- 0
```

122. Frontend → Agent → View → TicketPhoneInbound

Ticket::Frontend::AgentTicketPhoneInbound###Body

Inafafanua matini kiini ya kidokezo chaguo msingi kwa skrini iliyofungwa ndani ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhoneInbound###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPhoneInbound###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPhoneInbound###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini iliyofungwa ndani ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhoneInbound###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini iliyofungwa ndani ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- PhoneCallCustomer
```

Ticket::Frontend::AgentTicketPhoneInbound###Permission

Inahitaji ruhusa kutumia skrini ya iliyofungwa ndani ya simu ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- phone
```

Ticket::Frontend::AgentTicketPhoneInbound###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya simu ya tiketi iliyofungwa ndani ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPhoneInbound###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '200'
```

Ticket::Frontend::AgentTicketPhoneInbound###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '475'
```

Ticket::Frontend::AgentTicketPhoneInbound###SenderType

Inafafanu aina ya mtumaji chaguo msingi kwa ajili ya tiketi za simu katika skrini ilifungwa ndani ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

Ticket::Frontend::AgentTicketPhoneInbound###State

Inafafanua hali ijayo ya tiketi chaguo-msingi baada ya kuongeza kidokezo cha simu katika skrini ya simu zilizofungwa ndani za tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketPhoneInbound###StateType

Hali za tiketi zijazo ziwezekanazo baada ya kuongeza kidokezo cha simu katika skrini iliyofungwa ndani ya simu ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- pending auto
- pending reminder
- closed
```

Ticket::Frontend::AgentTicketPhoneInbound###Subject

Inafafanua somo chaguo-msingi kwa tiketi za simu katika skrini ya tiketi ya simu zilizofungwa ndani ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

123. Frontend → Agent → View → TicketPhoneNew

Ticket::Frontend::AgentTicketPhone###Body

Inaweka matini chaguo-msingi kwa tiketi mpya za simu. Mfano 'Tiketi mpya kupitia simu' katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhone###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPhone###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi ya simu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhone###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi ya simu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- PhoneCallCustomer
```

Ticket::Frontend::AgentTicketPhone###IsVisibleForCustomer

Sets the default article customer visibility for new phone tickets in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPhone###Priority

Inaweka kipaumbele chaguo-msingi kwa tiketi mpya za simu katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketPhone###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '320'
```

Ticket::Frontend::AgentTicketPhone###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketPhone###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPhone###SenderType

Inaweka aina ya mtumaji chaguo-msingi kwa tiketi mpya za simu katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

Ticket::Frontend::AgentTicketPhone###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPhone###SplitLinkType

Weka aina ya kiunganishi chaguo msingi ya tiketi zilizogawanywa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Direction: Target
LinkType: ParentChild
```

Ticket::Frontend::AgentTicketPhone###StateDefault

Inaweka hali chaguo-msingi ijayo kwa ajili ya tiketi za simu mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketPhone###StateType

Itaamua hali ya tiketi inayowezekana ifuatayo, baada ya kutengeneza tiketi ya simu mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- pending auto
- pending reminder
- closed
```

Ticket::Frontend::AgentTicketPhone###Subject

Weka somo chaguo-msingi kwa tiketi za simu mpya(mfano 'Simu') katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhone::AllowMultipleFrom

Inadhibiti kama kuna ingizo zaidi moja linawezwa kuwekwa katika tiketi ya simu mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPhone::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

124. Frontend → Agent → View → TicketPhoneOutbound

Ticket::Frontend::AgentTicketPhoneOutbound###Body

Inafafanua matini kiini ya kidokezo chaguo msingi kwa skrini iliyofungwa nje ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhoneOutbound###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPhoneOutbound###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPhoneOutbound###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini ya tiketi iliyofungwa, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPhoneOutbound###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini iliyofungwa nje ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- PhoneCallAgent
```

Ticket::Frontend::AgentTicketPhoneOutbound###Permission

Inahitaji ruhusa kutumia skrini ya iliyofungwa nje ya simu ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- phone
```

Ticket::Frontend::AgentTicketPhoneOutbound###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya simu ya tiketi iliyofungwa nje ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPhoneOutbound###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '200'
```

Ticket::Frontend::AgentTicketPhoneOutbound###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '475'
```

Ticket::Frontend::AgentTicketPhoneOutbound###SenderType

Inafafanu aina ya mtumaji chaguo msingi kwa ajili ya tiketi za simu katika skrini ilifungwa nje ya tiketi ya simu ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- agent
```

Ticket::Frontend::AgentTicketPhoneOutbound###State

Inafafanua hali ijayo ya tiketi chaguo-msingi baada ya kuongeza kidokezo cha simu katika skrini ya simu zilizofungwa nje za tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- closed successful
```

Ticket::Frontend::AgentTicketPhoneOutbound###StateType

Hali za tiketi zijazo ziwezekanazo baada ya kuongeza kidokezo cha simu katika skrini iliyofungwa nje ya simu ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

```
- pending reminder
- closed
```

Ticket::Frontend::AgentTicketPhoneOutbound###Subject

Inafafanua somo chaguo-msingi kwa tiketi za simu katika skrini ya tiketi ya simu zilizofungwa nje ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

125. Frontend → Agent → View → TicketPrint

Ticket::Frontend::AgentTicketPrint###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

126. Frontend → Agent → View → TicketPriority

Ticket::Frontend::AgentTicketPriority###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayowajibika ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketPriority###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketPriority###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPriority###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini iliyofungwa nje ya simu ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%Priority'
```

Ticket::Frontend::AgentTicketPriority###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya kipaumbele cha tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketPriority###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kipaumbele ya tiketi ya tikei iliyokuzwa katika kiolesura cha wakala

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###Note

Ruhusu kuongeza vidokezo katika skrini ya tiketi ya kipaumbele ya tiketi iliyokuzwa katika kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda uliohesabika

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPriority###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPriority###Owner

Inamuweka mmiliki wa tiketi katika skrini kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###Permission

Inahitaji ruhusa kutumia skrini ya kipaumbele ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- priority
```

Ticket::Frontend::AgentTicketPriority###Priority

Inaonyesha michaguo ya kipaumbele ya tiketi katika skrini ya kipaumbele ya tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPriority###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini ya kipaumbele ya tiketi katika tiketi iliyokuzwa ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketPriority###Queue

Weka foleni kwenye skrini ya tiketi yenye kipaumbele ya tiketi iliyokuzwa katika kiolesura cha wakala

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya kipaumbele ya tiketi ya tiketi iliyokuzwa kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketPriority###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya kipaumbele cha tiketi ya tketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketPriority###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketPriority###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

```
--- 0
```

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 enabled).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###State

Sets the state of the ticket in the ticket priority screen of a zoomed ticket in the agent interface.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini ya kipaumbele cha tiketi ya tiiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketPriority###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketPriority###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya kipaumbele cha tiketi ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

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 enabled).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketPriority###Title

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

Thamani chaguo-msingi:

```
--- 0
```

127. Frontend → Agent → View → TicketProcess

Ticket::Frontend::AgentTicketProcess###SplitLinkType

Sets the default link type of split tickets in the agent interface.

Thamani chaguo-msingi:

```
---
Direction: Target
LinkType: ParentChild
```

Ticket::Frontend::AgentTicketProcess###StateType

Itaamua hali ya tiketi inayowezekana ifuatayo, kwa mchakato wa tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- new
- open
- pending auto
- pending reminder
- closed
```

Ticket::Frontend::AgentTicketProcess::CustomerIDReadOnly

Controls if CustomerID is read-only in the agent interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

128. Frontend → Agent → View → TicketQueue

Ticket::Frontend::AgentTicketQueue###Blink

Amilisha utaratibu unaokonyeza wa foleni ambao una tiketi ya zamani.

This setting can be overridden in the user preferences.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###DefaultColumns

Columns that can be filtered in the queue view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
```

```
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketQueue###HideEmptyQueues

Show queues even when only locked tickets are in.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###HighlightAge1

Inaweka umri katika dakika (hatua ya kwanza) kwa kuonyesha foleni ambazo zina tiketi ambazo hazija guswa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1440'
```

Ticket::Frontend::AgentTicketQueue###HighlightAge2

Inaweka umri katika (hatua ya pili) kwa kuonyesha foleni ambazo zina tiketi ambazo hazija guswa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2880'
```

Ticket::Frontend::AgentTicketQueue###Order::Default

Inafafanua utaratibu wa kupanga chaguo-msingi kwafoleni zote katika mazingira ya foleni, baada ya kupanga vipaumbele.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Up
```

Ticket::Frontend::AgentTicketQueue###PreSort::ByPriority

Inafafanua kama upangaji wa awali kwa kipaumbele ufanywe kwenye mandhari ya kuona ya foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketQueue###QueueSort

Inapanga tiketi (kwa kupanda au kushuka) wakati foleni moja imechaguliwakatika mandhari ya foleni na baada ya tiketi kupangwa kwa kipaumbele. Thamani: 0 = kupanga (Ya zaman juu, chaguo msingi), 1 = Kushuka (Ya sasa juu). Tumia kitambulisho cha foleni kwa ajili ya ufunguo na 0 au 1 kwa ajili ya thamani.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
'3': '0'
'7': '1'
```

Ticket::Frontend::AgentTicketQueue###SortBy::Default

Inafafanua upangaji wa vigezo chaguo msingi kwa foleni zote zinazoonyeshwa katika muonekano wa foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

Ticket::Frontend::AgentTicketQueue###StripEmptyLines

Toa mistari iliyowazi katika mapitio ya tiketi katika mandhari ya foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###UseSubQueues

Include tickets of subqueues per default when selecting a queue.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###ViewAllPossibleTickets

Inaonyesha foleni zote za ro na rw katika mandhari ya foleni.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketQueue###VisualAlarms

Enable highlighting queues based on ticket age.

Thamani chaguo-msingi:

```
--- 0
```

129. Frontend → Agent → View → TicketResponsible

Ticket::Frontend::AgentTicketResponsible###Body

Weka kiini cha matini makala chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya tiketi inayowajibika ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketResponsible###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketResponsible###FormDraft

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

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsible###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha skrini inayohusika ya tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '%%Responsible'
```

Ticket::Frontend::AgentTicketResponsible###HistoryType

Inafafanua aina ya historia kwa kitendo cha skrini ya tiketi inayohusika, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- AddNote
```

Ticket::Frontend::AgentTicketResponsible###InformAgent

Inaonyesha orodha ya mawakala wote(Mawakala wote wenye kidokezo cha ruhusa katika foleni/tiketi) wanaoweza kugundua nani ataarifiwe kuhusu kidokezo hiki, katika skrini ya kuhusika ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###InvolvedAgent

Inaonyesha orodha ya mawakala wote waliohusika katika tiketi hii, katika skrini ya kuhusika ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###IsVisibleForCustomerDefault

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###Note

Ruhusu kuongeza vidokezo katika skrini ya tiketi wajibika ya kiolesura cha wakala. Inaweza kuandikwa kupitiliza kwa Tiketi::Mazingira ya mbele::Inahitaji muda ulio-hesabika

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsible###NoteMandatory

Inaweka kama kidokezo lazima kijazwe na wakala. Inawezwa kuandikiwa juu na Tiketi::Mazingira ya mbele::Inahitaji Muda wa kuendelea.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsible###Owner

Inamuweka mmiliki wa tiketi katika skrini inayohusika ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###OwnerMandatory

Inaweka kama mmiliki wa tiketi lazima achaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###Permission

Inahitaji ruhusa kutumia skrini ya inayohusika ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- responsible
```

Ticket::Frontend::AgentTicketResponsible###Priority

Inaonyesha michaguo ya kipaumbele cha tiketi katika skrini inayohusika ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###PriorityDefault

Fafanua kipaumbele chaguo-msingi cha tiketi katika skrini husika ya tiketi ya kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::AgentTicketResponsible###Queue

Weka foleni kwenye skrini ya tiketi husika ya tiketi iliyokuzwa katika kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###QueueMandatory

Sets if queue must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###RequiredLock

Inafafanua kama kufuli la tiketi inahitajika katika mandhari ya uhusika wa tiketi ya kiolesura cha wakala (kama tiketi haijafungwa bado, tiketi itafungwa na wakala wa sasa ataweka otomatiki kuwa mmiliki wake).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###Responsible

Inamuweka wakala mhusika wa tiketi katika skrini ya tiketi inayohusika ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsible###ResponsibleMandatory

Sets if ticket responsible must be selected by the agent.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsible###RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::AgentTicketResponsible###RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri kwa skrini hii. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

Thamani chaguo-msingi:

```
--- '620'
```

Ticket::Frontend::AgentTicketResponsible###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###Service

Sets the service in the ticket responsible screen of the agent interface (Ticket::Service needs to be enabled).

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###State

Sets the state of a ticket in the ticket responsible screen of the agent interface.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###StateDefault

Inafafanua hali ijayo chaguo msingi ya tiketi baada ya kuongea kidokezo, katika skrini husika ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::AgentTicketResponsible###StateMandatory

Sets if state must be selected by the agent.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###StateType

Inafafanua hali ijayo ya tiketi baada ya kuongeza kidokezo, katika skrini ya tiketi inayohusika ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

Ticket::Frontend::AgentTicketResponsible###Subject

Weka somo chaguo-msingi kwa vidokezo vilivyoongezwa katika skrini ya inahusika ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketResponsible###TicketType

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

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketResponsible###Title

Shows the title field in the ticket responsible screen of the agent interface.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketResponsibleView###DefaultColumns

Columns that can be filtered in the responsible view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketResponsibleView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika mandhari ya kuona inayohusika ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Up
```

Ticket::Frontend::AgentTicketResponsibleView###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari yanayohusika ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

130. Frontend → Agent → View → TicketSearch

Ticket::Frontend::AgentTicketSearch###ArticleCreateTime

Inahusisha muda wa kutengeneza makala katika utafutaji wa tiketi wa kiolesura cha wakala.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketSearch###DefaultColumns

Columns that can be filtered in the ticket search result view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
```

```
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###ArticleCreateTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###CustomerID

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###CustomerUserLogin

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###DynamicField

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi. Mfano: "Kibonye" lazima iwe na jina la uga wenye nguvu kwa hapa ni 'X', "Maudhui" lazima iwe na thamani ua uga wenye nguvu kutegemeana na aina ya uga wenye nguvu, Matini:'Matini', Kunjuzi: '1', Tarehe/Muda: Mwaka wa kuanza wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa=1974; Mwezi wa kuanza wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa=01; Siku ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa=26; Saa ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =00; Dakika ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa = 00; Sekunde ya kuanza ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa = 00; Mwaka wa kuisha wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =2013; Mwezi wa kuisha wa majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =01; Siku ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =26; Saa ya kuisha ya majira

ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =23; Dakika ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =59; Sekunde ya kuisha ya majira ya muda uliopangwa X ya uga wenye nguvu uliotafutafutwa =59; na au Umbizo la pointi ya muda X ya uga wenye nguvu uliotafutafutwa = Week; Mwanzo wa pointi ya muda X ya uga wenye nguvu uliotafutafutwa = Kabla; Thamani ya pointi ya muda X ya uga wenye nguvu uliotafutafutwa = 7;

This setting can be overridden in the user preferences.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketSearch###Defaults###Fulltext

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting can be overridden in the user preferences.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Body

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Cc

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_From

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_Subject

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###MIMEBase_To

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###QueueIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Ticket::Frontend::AgentTicketSearch###Defaults###SLAIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Ticket::Frontend::AgentTicketSearch###Defaults###SearchInArchive

Defines the default shown ticket search attribute for ticket search screen (AllTickets/ArchivedTickets/NotArchivedTickets).

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###ServiceIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Ticket::Frontend::AgentTicketSearch###Defaults###StateIDs

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketChangeTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCloseTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimePoint

Data chaguo misngi kutumika katika sifa kwa ajili ya skrini ya kutafuta ya tiketi. Mfano: "Umbizo la Muda la Kutengeneza Tiketi= mwaka; Mwanzo wa Muda wa kutengeneza tiketi= Mwisho; Pointi ya muda wa kutengeneza tiketi=2;".

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketCreateTimeSlot

Data chaguo-msingi kutumia katika sifa kwa ajili ya skrini ya kutafuta ya tiketi: "Mwaka wa kuanza wa muda wa kutengeneza tiketi=2010; Mwezi wa kuanza wa muda wa kutengeneza tiketi=10; Siku ya kuanza ya muda wa kutengeneza tiketi=4; Mwaka wa kuacha wa muda wa kutengeneza tiketi =2010; Mwezi wa kuacha wa muda wa kutengeneza tiketi = 11; Siku ya kuacha ya muda wa kutengeneza tiketi=3; ".

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimePoint

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketEscalationTimeSlot

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###TicketNumber

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###Defaults###Title

Inafafanua sifa ya tiketi iliyotafutwa iliyoonyeshwa chaguo msingi kwa skrini ya kutafuta tiketi.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::AgentTicketSearch###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketSearch###ExtendedSearchCondition

Allows extended search conditions in ticket search of the agent interface. With this feature you can search e. g. ticket title with this kind of conditions like "(*key1*&&*key2*)" or "(*key1*||*key2*)".

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketSearch###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika matokeo ya utafutaji ya tiketi ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Down
```

Ticket::Frontend::AgentTicketSearch###SearchArticleCSVTree

Inahamisha mti wa makala yote katika majibu ya utafutajii (inaweza athiri utendaji wa mfumo).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketSearch###SearchCSVData

Data zinazotumika kuhamisha matokeo ya kutafuta katika umbizo la CSV.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- TicketNumber
- Age
- Created
- Closed
- FirstLock
- FirstResponse
- State
- Priority
- Queue
- Lock
- Owner
- UserFirstname
- UserLastname
- CustomerID
- CustomerName
- From
- Subject
- AccountedTime
- ArticleTree
- SolutionInMin
- SolutionDiffInMin
- FirstResponseInMin
- FirstResponseDiffInMin
```

Ticket::Frontend::AgentTicketSearch###SearchCSVDynamicField

Uga zenye nguvu zimetumika kuhamisha majibu ya utafutaji katika umbizo la CSV

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketSearch###SearchLimit

Namba ya upeo wa juu wa tiketi zitakazo onyeshwa katika matokeo katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2000'
```

Ticket::Frontend::AgentTicketSearch###SearchPageShown

Namba ta tiketi zitakazoonyeshwa katika kila ukurasa wa matokeo ya utafutaji katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '40'
```

Ticket::Frontend::AgentTicketSearch###SearchViewableTicketLines

Namba ya mistari (kwa kila tiketi) ambazo zinaonyeshwa na kifaa ha utafutaji katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '10'
```

Ticket::Frontend::AgentTicketSearch###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga matokeo ya utafutaji wa tiketi ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

131. Frontend → Agent → View → TicketService

Ticket::Frontend::AgentTicketService###DefaultColumns

Columns that can be filtered in the service view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
```

```
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '2'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketService###Order::Default

Inafafanua utaratibu wa kupanga chaguo-msingi kwa huduma zote katika mazingira ya huduma, baada ya kupanga vipaumbele.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Up
```

Ticket::Frontend::AgentTicketService###PreSort::ByPriority

Inafafanua kama upangaji wa awali kwa kipaumbele ufanywe kwenye mandhari ya kuona ya huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::AgentTicketService###ServiceSort

Inapanga tiketi (kwa kupanda au kushuka) wakati foleni moja imechaguliwakatika mandhari ya huduma na baada ya tiketi kupangwa kwa kipaumbele. Thamani: 0 = kupanga (Ya zaman juu, chaguo msingi), 1 = Kushuka (Ya sasa juu). Tumia kitambulisho cha huduma kwa ajili ya ufunguo na 0 au 1 kwa ajili ya thamani.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
'3': '0'
'7': '1'
```

Ticket::Frontend::AgentTicketService###SortBy::Default

Inafafanua upangaji wa vigezo chaguo msingi kwa huduma zote zinazoonyeshwa katika muonekano wa huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

Ticket::Frontend::AgentTicketService###StripEmptyLines

Toa mistari iliyowazi katika mapitio ya tiketi katika mandhari ya huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::AgentTicketService###ViewAllPossibleTickets

Inaonyesha tiketi zote za ro na rw katika mandhari ya kuona huduma.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

132. Frontend → Agent → View → TicketStatus

Ticket::Frontend::AgentTicketStatusView###DefaultColumns

Columns that can be filtered in the status view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketStatusView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi (Baada ya kupanga vipaumbele) katika mandhari ya kuona hali ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Down
```

Ticket::Frontend::AgentTicketStatusView###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya hali ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

Ticket::Frontend::AgentTicketStatusView###ViewableTicketsPage

Number of tickets to be displayed in each page.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '50'
```

133. Frontend → Agent → View → TicketWatch

Ticket::Frontend::AgentTicketWatchView###DefaultColumns

Columns that can be filtered in the watch view of the agent interface. Note: Only Ticket attributes, Dynamic Fields (DynamicField_NameX) and Customer attributes (e.g. CustomerUserPhone, CustomerCompanyName, ...) are allowed.

Thamani chaguo-msingi:

```
---
Age: '2'
Changed: '1'
Created: '1'
CustomerCompanyName: '1'
CustomerID: '2'
CustomerName: '1'
CustomerUserID: '1'
EscalationResponseTime: '1'
EscalationSolutionTime: '1'
EscalationTime: '1'
EscalationUpdateTime: '1'
Lock: '2'
Owner: '2'
PendingTime: '1'
Priority: '1'
Queue: '2'
Responsible: '1'
SLA: '1'
Sender: '2'
Service: '1'
State: '2'
Subject: '1'
TicketNumber: '2'
Title: '2'
Type: '1'
```

Ticket::Frontend::AgentTicketWatchView###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika mandhari ya kuangalia ya kiolesura cha wakala. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Up
```

Ticket::Frontend::AgentTicketWatchView###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika mandhari ya kuangalia ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

134. Frontend → Agent → View → TicketZoom

Ticket::Frontend::AgentTicketZoom###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketZoom###ProcessDisplay

Inaonyesha mipangilio ya inayobadilisha michaguo msingi kw aajili ya mchakato wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
NavBarName: Processes
WidgetTitle: Process Information
```

Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicField

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketZoom###ProcessWidgetDynamicFieldGroups

Vikundi vya uga zenye nguvu kwa ajili ya mchakato wa kifaa. Ufunguo ndio jina la kikundi, thamani ina uga unatakaoonyeshwa. Mfano 'Funguo => Kikundi Changu', 'Maudhui: Jina_X, Jina Y'.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::AgentTicketZoom###Widgets###0100-TicketInformation

AgentTicketZoom widget that displays ticket data in the side bar.

Thamani chaguo-msingi:

```
---
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::TicketInformation
```

Ticket::Frontend::AgentTicketZoom###Widgets###0200-CustomerInformation

AgentTicketZoom widget that displays customer information for the ticket in the side bar.

Thamani chaguo-msingi:

```
---
Async: '1'
Location: Sidebar
Module: Kernel::Output::HTML::TicketZoom::CustomerInformation
```

Ticket::Frontend::AgentTicketZoom###Widgets###0300-LinkTable

AgentTicketZoom widget that displays a table of objects linked to the ticket.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::TicketZoom::LinkTable
```

Ticket::Frontend::AgentZoomExpand

Shows all the articles of the ticket (expanded) in the agent zoom view.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ArticleAttachmentModule###1-Download

Inaonyesha kiungo cha kupakua viambatanishi vya makala katika mandhari iliyokuzwa ya makala ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleAttachment::Download
```

Ticket::Frontend::ArticleAttachmentModule###2-HTML-Viewer

Inaonyesha kiungo kufikia viambatanishi vya makala kupitia mandhari ya mtandaoni ya html katika mandhari iliyokuzwa ya makala katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

```
Module: Kernel::Output::HTML::ArticleAttachment::HTMLViewer
```

Ticket::Frontend::ArticleHeadVisibleDefault

Shows the article head information in the agent zoom view.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ArticlePreViewModule###1-PGP

Moduli ya taarifa ya makala ya kiolesura cha wakala kuangalia PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

Ticket::Frontend::ArticlePreViewModule###2-SMIME

Moduli ya taarifa ya makala ya kiolesura cha wakala kuangalia S/MIME.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

Ticket::Frontend::ArticleViewModule###1-PGP

Moduli ya taarifa ya makala ya kiolesura cha wakala kuangalia PGP.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCheck::PGP
```

Ticket::Frontend::ArticleViewModule###1-SMIME

Moduli ya kiolesura cha wakala ya kuangalia barua pepe zinazoingia katika mandhari iliyokuzwa ya tiketi kama kibonye cha S/MIME kipo na kweli.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::ArticleCheck::SMIME
```

Ticket::Frontend::HTMLArticleHeightDefault

Weka urefu wa chaguo-msingi (katika pikseli) ya ndani ya makala ya HTML katika kikuzaji cha tiketi cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '100'
```

Ticket::Frontend::HTMLArticleHeightMax

Weka upeo wa juu wa urefu (katika pikseli) ya ndani ya mstari wa makala za HTML katika kikuzaji cha tiketi cha wakala

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '2500'
```

Ticket::Frontend::MaxArticlesPerPage

Kima cha chini ya namba ya makala zinazoonyeshwa katika ukurasa mmoja katika kikuza cha wakala wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1000'
```

Ticket::Frontend::MaxArticlesZoomExpand

Kima cha juu cha namba ya makala imaongezwa katika ukurasa mmoja katika Kikuza cha wakala wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '400'
```

Ticket::Frontend::PlainView

Inaonyesha link kuona tiketi ya barua pepe iliyokuzwa katika matini wazi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::TicketArticleFilter

Amilisha kichuja cha makala katika mandhari ya kukuza kubainisha makala ipi ionyeshwe.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ZoomCollectMeta

Whether or not to collect meta information from articles using filters configured in Ticket::Frontend::ZoomCollectMetaFilters.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ZoomCollectMetaFilters###CVE-Google

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. 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 won't work with the preview mode.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Meta:
  Name: CVE Google Search
  Target: _blank
  URL: http://google.com/search?q=<MATCH1>-<MATCH2>-<MATCH3>
  URLPreview: ''
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})
```

Ticket::Frontend::ZoomCollectMetaFilters###CVE-Mitre

Defines a filter to collect CVE numbers from article texts in AgentTicketZoom. 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 won't work with the preview mode.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Meta:
  Name: CVE Mitre
  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>
RegExp:
- (CVE|CAN)\-(\d{3,4})\-(\d{2,})
```

Ticket::Frontend::ZoomCustomerTickets

Displays the number of all tickets with the same CustomerID as current ticket in the ticket zoom view.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::ZoomExpandSort

Inaonyesha makala zilizopangwa kawaida au kinyume, katika ukuzwaji wa tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- reverse
```

Ticket::Frontend::ZoomRichTextForce

Inaonyesha makala kama matini tajiri hata kama uandishi wa matini tajiri haujaruhusiwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::ZoomAttachmentDisplayCount

Shows a count of attachments in the ticket zoom, if the article has attachments.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '20'
```

Ticket::ZoomTimeDisplay

Inaonyesha muda ulihesabiwa kwa ajili ya makala ya mandhari ya ukuzaji wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

135. Frontend → Agent → View → TicketZoom → ArticleAction

Ticket::Frontend::Article::Actions###Chat

Defines available article actions for Chat articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Email

Defines available article actions for Email articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketEmailResend:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketEmailResend
  Prio: '900'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketMessageLog:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketMessageLog
  Prio: '550'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Internal

Defines available article actions for Internal articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
```

```
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Invalid

Defines available article actions for invalid articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
GetHelpLink:
  Module: Kernel::Output::HTML::ArticleAction::GetHelpLink
  Prio: '100'
  Valid: '1'
ReinstallPackageLink:
  Module: Kernel::Output::HTML::ArticleAction::ReinstallPackageLink
  Prio: '200'
  Valid: '1'
```

Ticket::Frontend::Article::Actions###Phone

Defines available article actions for Phone articles.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
AgentTicketBounce:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketBounce
  Prio: '300'
  Valid: '1'
AgentTicketCompose:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketCompose
  Prio: '100'
  Valid: '1'
AgentTicketForward:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketForward
  Prio: '200'
  Valid: '1'
AgentTicketNote:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketNote
  Prio: '800'
  Valid: '1'
AgentTicketPhone:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPhone
  Prio: '400'
  Valid: '1'
AgentTicketPlain:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPlain
  Prio: '600'
  Valid: '1'
AgentTicketPrint:
  Module: Kernel::Output::HTML::ArticleAction::AgentTicketPrint
```

```
  Prio: '500'
  Valid: '1'
MarkAsImportant:
  Module: Kernel::Output::HTML::ArticleAction::MarkAsImportant
  Prio: '700'
  Valid: '1'
```

136. Frontend → Agent → View → TicketZoom → MenuModule

Ticket::Frontend::MenuModule###000-Back

Shows a link in the menu to go back in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: ''
ClusterName: ''
ClusterPriority: ''
Description: Go back
Link: '[% Env("LastScreenOverview") %];TicketID=[% Data.TicketID | html %]'
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Back
PopupType: ''
Target: ''
```

Ticket::Frontend::MenuModule###100-Lock

Shows a link in the menu to lock/unlock tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketLock
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Lock / unlock this ticket
Module: Kernel::Output::HTML::TicketMenu::Lock
Name: Lock
Target: ''
```

Ticket::Frontend::MenuModule###200-History

Shows a link in the menu to access the history of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketHistory
ClusterName: Miscellaneous
ClusterPriority: '800'
```

```
Description: Show the history for this ticket
Link: Action=AgentTicketHistory;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: History
PopupType: TicketHistory
Target: ''
```

Ticket::Frontend::MenuModule###210-Print

Shows a link in the menu to print a ticket or an article in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPrint
ClusterName: ''
ClusterPriority: ''
Description: Print this ticket
Link: Action=AgentTicketPrint;TicketID=[% Data.TicketID | html %]
LinkParam: target="print"
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Print
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###300-Priority

Shows a link in the menu to see the priority of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPriority
ClusterName: ''
ClusterPriority: ''
Description: Change the priority for this ticket
Link: Action=AgentTicketPriority;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Priority
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###310-FreeText

Shows a link in the menu to add a free text field in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketFreeText
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Change the free fields for this ticket
Link: Action=AgentTicketFreeText;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
```

```
Name: Free Fields
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###320-Link

Shows a link in the menu that allows linking a ticket with another object in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentLinkObject
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Link this ticket to other objects
Link: Action=AgentLinkObject;SourceObject=Ticket;SourceKey=[% Data.TicketID | html
  %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Link
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###400-Owner

Shows a link in the menu to change the owner of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketOwner
ClusterName: People
ClusterPriority: '430'
Description: Change the owner for this ticket
Link: Action=AgentTicketOwner;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Owner
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###410-Responsible

Shows a link in the menu to change the responsible agent of a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketResponsible
ClusterName: People
ClusterPriority: '430'
Description: Change the responsible for this ticket
Link: Action=AgentTicketResponsible;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Responsible
```

```
Name: Responsible
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###420-Customer

Shows a link in the menu to change the customer who requested the ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketCustomer
ClusterName: People
ClusterPriority: '430'
Description: Change the customer for this ticket
Link: Action=AgentTicketCustomer;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Customer
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###420-Note

Shows a link in the menu to add a note in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketNote
ClusterName: Communication
ClusterPriority: '435'
Description: Add a note to this ticket
Link: Action=AgentTicketNote;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Note
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###425-Phone Call Outbound

Shows a link in the menu to add a phone call outbound in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPhoneOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Add an outbound phone call to this ticket
Link: Action=AgentTicketPhoneOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Phone Call Outbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###426-Phone Call Inbound

Shows a link in the menu to add a phone call inbound in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPhoneInbound
ClusterName: Communication
ClusterPriority: '435'
Description: Add an inbound phone call to this ticket
Link: Action=AgentTicketPhoneInbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Phone Call Inbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###427-Email Outbound

Shows a link in the menu to send an outbound email in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketEmailOutbound
ClusterName: Communication
ClusterPriority: '435'
Description: Send new outgoing mail from this ticket
Link: Action=AgentTicketEmailOutbound;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: E-Mail Outbound
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###430-Merge

Shows a link in the menu that allows merging tickets in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMerge
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Merge this ticket and all articles into another ticket
Link: Action=AgentTicketMerge;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Merge
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###440-Pending

Shows a link in the menu to set a ticket as pending in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by

using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketPending
ClusterName: ''
ClusterPriority: ''
Description: Set this ticket to pending
Link: Action=AgentTicketPending;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Pending
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###448-Watch

Shows a link in the menu for subscribing / unsubscribing from a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketWatcher
ClusterName: ''
ClusterPriority: ''
Description: Watch this ticket
Module: Kernel::Output::HTML::TicketMenu::TicketWatcher
Name: Watch
Target: ''
```

Ticket::Frontend::MenuModule###450-Close

Shows a link in the menu to close a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentTicketClose
ClusterName: ''
ClusterPriority: ''
Description: Close this ticket
Link: Action=AgentTicketClose;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Close
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###460-Delete

Shows a link in the menu to delete a ticket in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMove
ClusterName: ''
ClusterPriority: ''
Description: Delete this ticket
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Delete
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Delete
PopupType: ''
Target: ''
```

Ticket::Frontend::MenuModule###470-Junk

Shows a link to set a ticket as junk in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketMove
ClusterName: ''
ClusterPriority: ''
Description: Mark this ticket as junk!
Link: Action=AgentTicketMove;TicketID=[% Data.TicketID %];DestQueue=Junk
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: Spam
PopupType: ''
Target: ''
```

Ticket::Frontend::MenuModule###480-Process

Inaonyesha kiungo kwenye menyu kuandikisha tiketi katika mchakato katika mandhari iliyokuzwa ya tiketi ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Action: AgentTicketProcess
Cluster: ''
Description: Enroll process for this ticket
Link: Action=AgentTicketProcess;IsProcessEnroll=1;TicketID=[% Data.TicketID | html
  %]
Module: Kernel::Output::HTML::TicketMenu::Process
Name: Process
PopupType: TicketAction
Target: ''
```

Ticket::Frontend::MenuModule###500-ExternalLink

Shows link to external page in the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2".

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: ''
ClusterName: Miscellaneous
ClusterPriority: ''
```

```
Description: Open an external link!
ExternalLink: '1'
Link: http://external-application.test/app/index.php?TicketID=[% Data.TicketID
 %]&queue_id=[%
  Data.QueueID %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: External Link
PopupType: ''
Target: _blank
```

Ticket::Frontend::MenuModule###550-Appointment

Shows a link in the menu for creating a calendar appointment linked to the ticket directly from the ticket zoom view of the agent interface. Additional access control to show or not show this link can be done by using Key "Group" and Content like "rw:group1;move_into:group2". To cluster menu items use for Key "ClusterName" and for the Content any name you want to see in the UI. Use "ClusterPriority" to configure the order of a certain cluster within the toolbar.

Thamani chaguo-msingi:

```
---
Action: AgentAppointmentCalendarOverview
ClusterName: Miscellaneous
ClusterPriority: '800'
Description: Create a new calendar appointment linked to this ticket
Link:
 Action=AgentAppointmentCalendarOverview;Subaction=AppointmentCreate;PluginKey=0100-
Ticket;ObjectID=[%
  Data.TicketID | uri %]
Module: Kernel::Output::HTML::TicketMenu::Generic
Name: New Appointment
PopupType: ''
Target: ''
```

Ticket::Frontend::MenuModule###999-TeaserAttachmentView

Shows a teaser link in the menu for the ticket attachment view of OTRS Business Solution™.

Thamani chaguo-msingi:

```
---
Action: AgentTicketZoom
Class: OTRSBusinessRequired
ClusterName: Miscellaneous
ClusterPriority: '999'
Description: View all attachments of the current ticket
Link: Action=AgentTicketZoom;TicketID=[% Data.TicketID | html %]
Module: Kernel::Output::HTML::TicketMenu::TeaserAttachmentView
Name: All attachments (OTRS Business Solution™)
PopupType: ''
Target: ''
```

137. Frontend → Base

AttachmentDownloadType

Inaruhusu kuchagua kati ya kuonyesha viambatisho vya tiketi katika kivinjari (ndani ya mstari) au kuzifanya ziweze kupakuliwa (kiambatisho)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- attachment
```

DefaultLanguage

Inafafanua lugha ya mazingira ya mbele chaguo msingi. Thamani zote ziwezekanazo zinaamuliwa na mafaili ya lugha yaliyopo katika mfumo (Angalia mpangilio ujao).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- en
```

DefaultTheme

Defines the default front-end (HTML) theme to be used by the agents and customers. If you like, you can add your own theme. Please refer the administrator manual located at https://doc.otrs.com/doc/.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Standard
```

DefaultTheme::HostBased

Inawezekana kusanidi dhima tofauti, kwa mfano kutofautisha kati wakala na wateja, wataokaotumika katika kila huduma kwenye kikoa katika programu tumizi. Kwa kutumia imizo la kawaida (regex), unaweza kusanidi jozi ya yaliyomo/kibonye kulandanisha kikoa. Thamani katika "Kibonye" ilandane na kikoa, na thamani kwenye "Yaliyomo" iwe dhima batili katika mfumo wako. Tafadhali ona maingizo ya mfano kwa ajili fomu sahihi ya imizo la kawaida.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
host1\.example\.com: SomeTheme1
host2\.example\.com: SomeTheme2
```

DefaultUsedLanguages

Defines all the languages that are available to the application. Specify only English names of languages here.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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)
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)
```

DefaultUsedLanguagesNative

Defines all the languages that are available to the application. Specify only native names of languages here.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
ar_SA: ةيِبَرَعلا
bg: Български
ca: Català
cs: Česky
da: Dansk
de: Deutsch
el: Ελληνικά
en: English (United States)
en_CA: English (Canada)
en_GB: English (United Kingdom)
es: Español
es_CO: Español (Colombia)
es_MX: Español (México)
et: Eesti
fa: فارسی
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: 한국어
```

```
lt: Lietuvių kalba
lv: Latvijas
mk: Македонски
ms: Melayu
nb_NO: Norsk bokmål
nl: Nederlandse
pl: Polski
pt: Português
pt_BR: Português Brasileiro
ro: Română
ru: Русский
sk_SK: Slovenčina
sl: Slovenščina
sr_Cyrl: Српски
sr_Latn: Srpski
sv: Svenska
sw: Kiswahili
th_TH: #######
tr: Türkçe
uk: Українська
vi_VN: Vi#t Nam
zh_CN: 简体中文
zh_TW: 正體中文
```

DefaultViewLines

Inaweka namba ya mistari ambayo inaonyeshwa katika ujumbe wa maneno (mfano mistari ya tiketi katika foleni iliyokuzwa).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '6000'
```

DefaultViewNewLine

Kigawa mstari otomatiki katika ujumbe wa maneno baada ya namba x ya herufi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '90'
```

DisableContentSecurityPolicy

Disable HTTP header "Content-Security-Policy" to allow loading of external script contents. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Thamani chaguo-msingi:

```
--- 0
```

DisableIFrameOriginRestricted

Disable HTTP header "X-Frame-Options: SAMEORIGIN" to allow OTRS to be included as an IFrame in other websites. Disabling this HTTP header can be a security issue! Only disable it, if you know what you are doing!

Thamani chaguo-msingi:

```
--- 0
```

DisableLoginAutocomplete

Disable autocomplete in the login screen.

Thamani chaguo-msingi:

```
--- 0
```

FirstnameLastnameOrder

Inabainisha mpangilio ambao jina la kwanza na jina la mwisho ya mawakala yataonyeshwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::AjaxDebug

Delivers extended debugging information in the frontend in case any AJAX errors occur, if enabled.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::CSSPath

Inafafanua njia ya URL CSS.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Frontend::WebPath>css/
```

Frontend::DebugMode

Wezesha au lemaza hali tumizi ya ueuzi badala ya kiolesura cha mazingira ya mbele.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::ImagePath

Inafafanua njia ya taswira ya URL ya ikoni kwa ajili ya uabiri.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Frontend::WebPath>skins/Agent/default/img/
```

Frontend::JavaScriptPath

Inafafanua njia ya maandiko ya Java ya URL.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Frontend::WebPath>js/
```

Frontend::MenuDragDropEnabled

Washa kokota na dondosha kwa ajili wa uabiri mkuu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::RichText

Inatumia makala tajiri kwa kuangalia na kuhariri: makala, salamu, saini, vielezo vyenye viwango, majibu otomatiki na taarifa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::RichText::DefaultCSS

Inafafanua CSS chaguo-msingi inayotumika katika wahariri wa matini tondoti.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 'font-family:Geneva,Helvetica,Arial,sans-serif; font-size: 12px;'
```

Frontend::RichText::EnhancedMode

Inafafanua kama hali timizi ya uimarishaji itumike(Wezesha matumizi ya jedwali, kubadilisha,hati chini, hati juu, Bandika kutoka kwenye Word, n.k.).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::RichText::EnhancedMode::Customer

Defines if the enhanced mode should be used (enables use of table, replace, subscript, superscript, paste from word, etc.) in customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Frontend::RichTextHeight

Inafafanua urefu kwa kijenzi cha mhariri wa matini tajini kwa skrini hii. Ingiza namba (Pikseli) au thamani ya asilimia (Inayohusika).refu wa

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '320'
```

Frontend::RichTextPath

Inafafanua njia ya mhariri wa nakala tajiri ya URL.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- <OTRS_CONFIG_Frontend::WebPath>js/thirdparty/ckeditor-4.7.0/
```

Frontend::RichTextWidth

Inafafanua upana kwa ajili ya kijenzi wa kihariri cha matini tajiri. Ingiza namba (pikseli) au thamani ya asilimia (inayohusiana).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '620'
```

Frontend::TemplateCache

Wezesha au lemaza uhifadhi muda wa violezo. ONYO: usilemaze uhifadhi muda wa kiolezo kwa ajili ya mazingira ya uzalishaji itasababisha kushuka kwa utendaji! mpangilio huu ulemazwe kwa sababu za ueuaji!

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::Themes

Amilisha dhima zinazopatikana katika mfumo. Thamani 1 inamaanisha amilifu, 0 inamaanisha isiyoamilifu.

Thamani chaguo-msingi:

```
---
Lite: '0'
Standard: '1'
```

Frontend::WebPath

Inafafanua njia ya msingi ya URL kwa ajili ya ikoni, CSS na maandiko ya Java.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- /otrs-web/
```

HTTPSForceRedirect

Whether to force redirect all requests from http to https protocol. Please check that your web server is configured correctly for https protocol before enable this option.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

HttpType

Inafafanua aina ya itifaki, inayotumika na seva ya tovuti, kuihudumia programu tumizi. Itifaki ya https itatumika badala ya http iliyowazi, laizma ibainishwe hapa. Kutokana na kutokuwa na madhara katika mipangilio ya wavuti au tabia, haitabadilisha namna ya kufikia programu tumizi na, kama haipo sahihi haitokuzuia wewe kuingia kwenye

programu tumizi. Mpangilio huu unatumika kama thamani inayobadilika tu, aina ya OTRS_CONFIG_Http ambayo ipo katika namna zote za ujumbe zinazotumika na programu tumizi, kujenga viunganishi kwenda kwenye tiketi ndani ya mfumo wako.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- http
```

OutOfOfficeMessageTemplate

Defines out of office message template. Two string parameters (%s) available: end date and number of days left.

Thamani chaguo-msingi:

```
--- '*** out of office until %s (%s d left) ***'
```

ScriptAlias

Inaweka kiambishi awali kwenye kabrasha la hati katika seva, kama ilivyosanidi katika seva ya tovuti. Mpangilio huu unatumika kama thamani inayobadilika, OTRS_CONFIG_ScriptAlias ambayo ipo katika miundo yote ya kutuma ujumbe inayotumika programu-tumizi, kujenga viungo kufikia kwenye tiketi katika mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- otrs/
```

Ticket::Frontend::BlockLoadingRemoteContent

Makes the application block external content loading.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

WebMaxFileUpload

Inafafanua upeo wa juu wa ukubwa (katika baiti) kwa ajili ya kupakia faili kwa kivinjari. Onyo: kuwekea chaguo hili thamani ambayo ni ndogo sana inaweza kusababisha barakoa nyingi katika OTRS yako kuacha kufanya kazi (Pengine barakoa inayochukua miingizo kutoka kwa mtumiaji)

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '24000000'
```

WebUploadCacheModule

Inachagua moduli kushughulikia upakiaji kwa kupitia kiolesura cha wavuti. "DB" inahifadhi upakuaji wote katika hifadhi data, "FS" inatumia mfumo wa faili.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::System::Web::UploadCache::DB
```

138. Frontend → Base → Loader

Loader::Agent::CommonCSS###000-Framework

Orodha ya mafaili ya CSS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Reset.css
- Core.Default.css
- Core.Header.css
- Core.OverviewControl.css
- Core.OverviewSmall.css
- Core.OverviewMedium.css
- Core.OverviewLarge.css
- Core.Footer.css
- Core.PageLayout.css
- Core.Form.css
- Core.Table.css
- Core.Login.css
- Core.Widget.css
- Core.WidgetMenu.css
- Core.TicketDetail.css
- Core.Tooltip.css
- Core.Dialog.css
- Core.InputFields.css
- Core.Print.css
- Core.Animations.css
```

Loader::Agent::CommonCSS###001-Daemon

Orodha ya mafaili ya CSS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Agent.Daemon.css
```

Loader::Agent::CommonJS###000-Framework

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- thirdparty/jquery-3.5.1/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
- Core.Form.Validate.js
- Core.Agent.js
- Core.Agent.Search.js
- Core.Agent.CustomerInformationCenterSearch.js
- Core.Agent.CustomerSearch.js
- Core.Agent.CustomerUserInformationCenterSearch.js
- Core.Agent.Header.js
- Core.UI.Notification.js
- Core.Agent.Responsive.js
```

Loader::Agent::CommonJS###001-Daemon

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Agent.Daemon.js
```

Loader::Agent::CommonJS###001-JQueryMigrate

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js
```

Loader::Agent::CommonJS###100-CKEditor

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- thirdparty/ckeditor-4.7.0/ckeditor.js
```

Loader::Agent::DefaultSelectedSkin

Gamba la wakala la Jina la ndani ambalo linatumika katika kiolesura cha wakala. Tafadhali angali magamba yanayopatikana katika Mazingira ya mbele::wakala::Magamba.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- default
```

Loader::Agent::DefaultSelectedSkin::HostBased

Inawezekana kusanidi magamba tofauti, kwa mfano kutofautisha kati mawakala tofauti, wataokaotumika katika kila huduma kwenye kikoa katika programu tumizi. Kwa kutumia imizo la kawaida (regex), unaweza kusanidi jozi ya yaliyomo/kibonye kulandanisha kikoa. Thamani katika "Kibonye" ilandane na kikoa, na thamani kwenye "Yaliyomo" iwe gamba batili katika mfumo wako. Tafadhali ona maingizo ya mfano kwa ajili fomu sahihi ya imizo la kawaida.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
host1\.example\.com: SomeSkin1
host2\.example\.com: SomeSkin2
```

Loader::Agent::ResponsiveCSS###000-Framework

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Responsive.css
```

Loader::Agent::Skin###000-default

Gamba chaguo-msingi kwa ajili ya kiolesura cha wakala.

Thamani chaguo-msingi:

```
---
Description: This is the default orange - black skin.
HomePage: www.otrs.org
InternalName: default
VisibleName: Default
```

Loader::Agent::Skin###001-ivory

Balanced white skin na Felix Niklas.

Thamani chaguo-msingi:

```
---
Description: Balanced white skin by Felix Niklas.
HomePage: www.felixniklas.de
InternalName: ivory
VisibleName: Ivory
```

Loader::Agent::Skin###001-ivory-slim

Balanced white skin na Felix Niklas (toleo jembamba).

Thamani chaguo-msingi:

```
---
Description: Balanced white skin by Felix Niklas (slim version).
```

```
HomePage: www.felixniklas.de
InternalName: ivory-slim
VisibleName: Ivory (Slim)
```

Loader::Agent::Skin###001-slim

Gamba chaguo-msingi kwa jili ya kiolesura cha wakala (toleo jembamba).

Thamani chaguo-msingi:

```
---
Description: '"Slim" skin which tries to save screen space for power users.'
HomePage: www.otrs.org
InternalName: slim
VisibleName: Default (Slim)
```

Loader::Agent::Skin###002-high-contrast

High contrast skin for visually impaired users.

Thamani chaguo-msingi:

```
---
Description: High contrast skin for visually impaired users.
HomePage: www.otrs.com
InternalName: highcontrast
VisibleName: High Contrast
```

Loader::Customer::CommonCSS###000-Framework

Orodha ya mafaili ya CSS yapelekwe mara zote katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Reset.css
- Core.Default.css
- Core.Form.css
- Core.Dialog.css
- Core.Tooltip.css
- Core.Login.css
- Core.Control.css
- Core.Table.css
- Core.TicketZoom.css
- Core.InputFields.css
- Core.Print.css
- Core.Animations.css
```

Loader::Customer::CommonJS###000-Framework

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- thirdparty/jquery-3.5.1/jquery.js
- thirdparty/jquery-browser-detection/jquery-browser-detection.js
- thirdparty/jquery-validate-1.16.0/jquery.validate.js
- thirdparty/jquery-ui-1.12.1/jquery-ui.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.Debug.js
- Core.Exception.js
```

```
- Core.Data.js
- Core.JSON.js
- Core.JavaScriptEnhancements.js
- Core.Config.js
- Core.Language.js
- Core.Template.js
- Core.App.js
- Core.App.Responsive.js
- Core.AJAX.js
- Core.UI.js
- Core.UI.InputFields.js
- Core.UI.Accessibility.js
- Core.UI.Dialog.js
- Core.UI.Floater.js
- Core.UI.RichTextEditor.js
- Core.UI.Datepicker.js
- Core.UI.Popup.js
- Core.UI.TreeSelection.js
- Core.UI.Autocomplete.js
- Core.Form.js
- Core.Form.ErrorTooltips.js
- Core.Form.Validate.js
- Core.Customer.js
- Core.Customer.Responsive.js
```

Loader::Customer::CommonJS###001-JQueryMigrate

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
- thirdparty/jquery-migrate-3.0.0/jquery-migrate.js
```

Loader::Customer::CommonJS###100-CKEditor

Orodha ya mafaili ya JS yapelekwe mara zote katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- thirdparty/ckeditor-4.7.0/ckeditor.js
```

Loader::Customer::ResponsiveCSS###000-Framework

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

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- Core.Responsive.css
```

Loader::Customer::SelectedSkin

Gamba la wakala la Jina la ndani ambalo linatumika katika kiolesura cha mteja. Tafadhali angali magamba yanayopatikana katika Mazingira ya mbele::wakala::Magamba.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- default
```

Loader::Customer::SelectedSkin::HostBased

Inawezekana kusanidi magamba tofauti, kwa mfano kutofautisha kati wateja tofauti, wataokaotumika katika kila huduma kwenye kikoa katika programu tumizi. Kwa kutumia imizo la kawaida (regex), unaweza kusanidi jozi ya yaliyomo/kibonye kulandanisha kikoa. Thamani katika "Kibonye" ilandane na kikoa, na thamani kwenye "Yaliyomo" iwe gamba batili katika mfumo wako. Tafadhali ona maingizo ya mfano kwa ajili fomu sahihi ya imizo la kawaida.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
host1\.example\.com: Someskin1
host2\.example\.com: Someskin2
```

Loader::Customer::Skin###000-default

Default skin for the customer interface.

Thamani chaguo-msingi:

```
---
Description: This is the default orange - black skin for the customer interface.
HomePage: www.otrs.org
InternalName: default
VisibleName: Default
```

Loader::Enabled::CSS

If enabled, OTRS will deliver all CSS files in minified form.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Loader::Enabled::JS

Kama imezeshwa, OTRS itawasilisha mafaili yote ya JavaScript katika umbo dogo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

139. Frontend → Base → NavBarModule

Frontend::AdminModuleGroups###001-Framework

Defines available groups for the admin overview screen.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Administration:
  Order: '6000'
```

```
  Title: Administration
Automation:
  Order: '4000'
  Title: Processes & Automation
Communication:
  Order: '2000'
  Title: Communication & Notifications
Miscellaneous:
  Order: '7000'
  Title: Miscellaneous
OTRSGroup:
  Order: '5000'
  Title: OTRS Group Services
Ticket:
  Order: '1000'
  Title: Ticket Settings
Users:
  Order: '3000'
  Title: Users, Groups & Roles
```

140. Frontend → Base → OutputFilter

Frontend::Output::FilterText###AAAURL

Fafanua chujio linalochanganua nakala katika makala, ili kutoa mwonozo kwa URL.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::FilterText::URL
Templates:
  AgentTicketZoom: '1'
```

Frontend::Output::FilterText###OutputFilterTextAutoLink

Inafafanua kichujio kushughulikia matini katika makala, ili kuonyesha maneno muhimu yaliyofafanuliwa.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::FilterText::AutoLink
Templates:
  AgentTicketZoom: '1'
```

Frontend::Output::OutputFilterTextAutoLink###Bugtraq

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya namba za bugtraq. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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>
```

Frontend::Output::OutputFilterTextAutoLink###CVE

Inafafanua kichujio cha matokeo ya html ili kuongeza viungo nyuma ya namba za CVE. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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/site-media/images/favicons/favicon-16x16.png
  Target: _blank
  URL: https://nvd.nist.gov/nvd.cfm?cvename=<MATCH1>-<MATCH2>-<MATCH3>
```

Frontend::Output::OutputFilterTextAutoLink###MSBulletins

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya namba za MSBulletin. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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>
```

Frontend::Output::OutputFilterTextAutoLink###Setting1

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya tungo zilizo fafanuliwa. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

Frontend::Output::OutputFilterTextAutoLink###Setting2

Inafafanua kichujio cha matokeo ya html ili kuongeza viunganishi nyuma ya tungo zilizo fafanuliwa. Sura ya elemnti hii inaruhusu maingizo ya aina mbili. Kwanza jinala sura (mf. faq.png). Kwa kesi hii sura ya njia ya OTRS itatumika. Njia ya pili ni kuingiza kiungo cha hiyo sura.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
  Target: _blank
  URL: URL
```

141. Frontend → Customer

AutoComplete::Customer###Default

Inafafanua michaguo ya usanidi kwa ajili ya kipengele cha ukamilifu otomatiki.

Thamani chaguo-msingi:

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

CustomerFrontend::CommonParam###Action

Fafanua chaguo-msingi inayotumika katika Moduli-Mbelenyuma kama hakuna kigezo cha kitendo iliyotolewa na url kwa kiole sura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- CustomerTicketOverview
```

CustomerFrontend::CommonParam###TicketID

Kitambulisho cha tiketi chaguo-msingi kinachotumika na mfumo katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

CustomerFrontend::HeaderMetaModule###1-Refresh

Defines the module to generate code for periodic page reloads.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::HeaderMeta::Refresh
```

CustomerFrontend::HeaderMetaModule###2-TicketSearch

Moduli ya kutengeneza umbo la Utafutaji wazi wa html kwa utafutaji wa tiketi mfupi katika kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Action: CustomerTicketSearch
Module: Kernel::Output::HTML::HeaderMeta::CustomerTicketSearch
```

CustomerGroupAlwaysGroups

Defines the groups every customer user will be in (if CustomerGroupSupport is enabled and you don't want to manage every customer user for these groups).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- users
```

CustomerGroupCompanyAlwaysGroups

Defines the groups every customer will be in (if CustomerGroupSupport is enabled and you don't want to manage every customer for these groups).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- users
```

CustomerGroupPermissionContext###001-CustomerID-same

Defines a permission context for customer to group assignment.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
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
```

CustomerGroupPermissionContext###100-CustomerID-other

Defines a permission context for customer to group assignment.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
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
```

CustomerGroupSupport

Activates support for customer and customer user groups.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

CustomerHeadline

Kichwa cha habari kinaonyeshwa katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Example Company
```

CustomerLogo

Nembo iliyoonyeshwa kwenye kichwa cha kiolesura cha mteja. URL kwenye taswira inaweza URL inayofanana na gamba la taswira la mpangilio orodha, au URL nzima kwenye seva ya wavuti.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
```

```
StyleHeight: 45px
StyleRight: 25px
StyleTop: 9px
StyleWidth: 300px
URL: skins/Customer/default/img/logo.png
```

CustomerPanel::InfoFile

Defines the path of the shown info file, that is located under Kernel/Output/HTML/Templates/Standard/CustomerAccept.tt.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- CustomerAccept
```

CustomerPanel::InfoKey

Inafafanua kibonye cha kuangalia na Ukubali wa mteja. Kama huyu mtumiaji anapendelea kibonye cha ndio, ujumbe utakubaliwa na mfumo.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- CustomerAccept1
```

CustomerPanelBodyLostPassword

Defines the body text for notification mails sent to customers, about new password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\n\nNew password: <OTRS_NEWPW>\n
\n<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>customer.pl\n
  \           "
```

CustomerPanelBodyLostPasswordToken

Defines the body text for notification mails sent to customers, with token about new requested password.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYou or someone impersonating you has requested to
  change your OTRS\npassword.\n\nIf you want to do this, click on this link. You will
  receive another email containing the password.\n\n<OTRS_CONFIG_HttpType>://
<OTRS_CONFIG_FQDN>/<OTRS_CONFIG_ScriptAlias>customer.pl?
Action=CustomerLostPassword;Token=<OTRS_TOKEN>\n\nIf
  you did not request a new password, please ignore this email.\n            "
```

CustomerPanelBodyNewAccount

Inafafanua kiini cha matini cha barua pepe za taarifa zilizotumwa kwenda kwa wateja, kuhusu akaunti mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- "Hi <OTRS_USERFIRSTNAME>,\n\nYou or someone impersonating you has created a new
```

```
  OTRS account for\nyou.\n\nFull name: <OTRS_USERFIRSTNAME> <OTRS_USERLASTNAME>\nUser
  name: <OTRS_USERLOGIN>\nPassword : <OTRS_USERPASSWORD>\n\nYou can log in via the
  following URL. We encourage you to change your password\nvia the Preferences button
  after logging in.\n\n<OTRS_CONFIG_HttpType>://<OTRS_CONFIG_FQDN>/
<OTRS_CONFIG_ScriptAlias>customer.pl\n
  \            "
```

CustomerPanelCreateAccount

Inawawezesha wateja kutengeneza akaunti zao wenyeye.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CustomerPanelCreateAccount::MailRestrictions::Blacklist

Kama amilifu, hakuna usemi wa mara kwa mara utaoweza kufananisha na anwani ya barua pepe ya mtumiaji kuruhusu usajili.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
- \@your\.domain\.example$
```

CustomerPanelCreateAccount::MailRestrictions::Whitelist

Kama amilifu,moja ya usemi wa mara kwa mara upaswa kufanana na anwani ya barua pepe ya mtumiaji kuruhusu usajili.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
- \@your\.domain\.example$
```

CustomerPanelLoginURL

Inafafanua URL ya kuingia mbadala kwa paneli ya mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/cgi-bin/login.pl
```

CustomerPanelLogoutURL

Inafafanua URL ya kutoka mbadala kwa paneli ya mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- http://host.example.com/cgi-bin/login.pl
```

CustomerPanelLostPassword

Amilisha kipengele cha neno la siri lililopotea kwa wateja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

CustomerPanelPreApplicationModule###CustomerAccept

Moduli hii na fomula saidizi yake PreRun() zitatendewa kazi, kama zikikataliwa, kwa kila ombi. Moduli hii iatumika kuangalia michaguo ya mtumiaji au kuonyesha taarifa kuhusu programu-tumizi mpya.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Kernel::Modules::CustomerAccept
```

CustomerPanelSubjectLostPassword

Inafafanua somo kwa ajili ya barua pepe za taarifa zilizotumwa kwa wateja, kuhusu neno jipya la siri.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password
```

CustomerPanelSubjectLostPasswordToken

Inafafanua somo kwa ajili ya barua pepe za taarifa zilizotumwa kwa wateja, na alama ya neno jipya la siri lililoombwa.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS password request
```

CustomerPanelSubjectNewAccount

Inafafanua somo kwa ajili ya barua pepe za taarifa zilizotumwa kwa wateja, kuhusu akaunti mpya.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- New OTRS Account!
```

CustomerPanelUserID

Inafafanua kitambulishi cha mtumiaji kwa paneli ya mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Frontend::CustomerUser::Item###1-GoogleMaps

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya ramani za google katika mwisho wa kifungu cha taarifa cha mteja.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserStreet;UserCity;UserCountry;
CSS: Core.Agent.CustomerUser.GoogleMaps.css
CSSClass: GoogleMaps
IconName: fa-globe
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserStreet;UserCity;
Target: _blank
Text: Location
URL: https://maps.google.com/maps?z=7&q=
```

Frontend::CustomerUser::Item###15-OpenTickets

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofunguliwa za mteja huyu kama taarifa za kuzuiliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting can be overridden in the user preferences, but is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '0'
IconNameNoOpenTicket: fa-check-circle
IconNameOpenTicket: fa-exclamation-circle
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Open tickets (customer)
```

Frontend::CustomerUser::Item###16-OpenTicketsForCustomerUserLogin

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofunguliwa za mteja huyu kama taarifa za kuzuiliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Open;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-check-circle
IconNameOpenTicket: fa-exclamation-circle
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Open tickets (customer user)
```

Frontend::CustomerUser::Item###17-ClosedTickets

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofungwa za mteja huyu kama taarifa za kuzuiliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Closed;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '0'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Closed tickets (customer)
```

Frontend::CustomerUser::Item###18-ClosedTicketsForCustomerUserLogin

Kipengee cha mteja (Ikoni) ambacho kinaonyesha tiketi zilizofungwa za mteja huyu kama taarifa za kuzuiliwa. Kuweka Kuingia kwa mteja mtumiaji kuwa 1 kutafuta tiketi kulingana na jina la kuingia kuliko kitambulisho cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Action: AgentTicketSearch
Attributes: StateType=Closed;
CSS: Core.Agent.CustomerUser.OpenTicket.css
CSSClassNoOpenTicket: NoOpenTicket
CSSClassOpenTicket: OpenTicket
CustomerUserLogin: '1'
IconNameNoOpenTicket: fa-power-off
IconNameOpenTicket: fa-power-off
Module: Kernel::Output::HTML::CustomerUser::GenericTicket
Subaction: Search
Target: _blank
Text: Closed tickets (customer user)
```

Frontend::CustomerUser::Item###2-Google

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya google katika mwisho wa kifungu cha taarifa cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Google.css
CSSClass: Google
IconName: fa-google
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: Google
URL: https://google.com/search?q=
```

Frontend::CustomerUser::Item###2-LinkedIn

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya LinkedIn katika mwisho wa kifungu cha taarifa cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.LinkedIn.css
CSSClass: LinkedIn
IconName: fa-linkedin
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: LinkedIn
URL: https://www.linkedin.com/commonSearch?type=people&keywords=
```

Frontend::CustomerUser::Item###3-XING

Inafafanua kipengee cha mteja, ambacho kinatengeneza ikoni ya XING katika mwisho wa kifungu cha taarifa cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Attributes: UserFirstname;UserLastname;
CSS: Core.Agent.CustomerUser.Xing.css
CSSClass: Xing
IconName: fa-xing
Module: Kernel::Output::HTML::CustomerUser::Generic
Required: UserFirstname;UserLastname;
Target: _blank
Text: XING
URL: https://www.xing.com/app/search?op=search;keywords=
```

ModernizeCustomerFormFields

Use new type of select and autocomplete fields in customer interface, where applicable (InputFields).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerDisableCompanyTicketAccess

Chaguo hili litakuzuia kufikia tiketi za kampuni za mteja, ambazo hazikujatengenezwa na mtumiaji wa mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketOverviewCustomEmptyText

Nakala ya kawaida kwa kurasa zilizoonyeshwa kwa wateja ambao hawana tiketi bado (Kama unahitaji nakala hizo kutafsiriwa ziongeze katika moduli ya kawaida ya kutafsiri).

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Button: Create your first ticket
Text: Please click the button below to create your first ticket.
Title: Welcome!
```

142. Frontend → Customer → FrontendNotification

CustomerFrontend::NotifyModule###1-OTRSBusiness

Inafafanua moduli ya kuonyesha taarifa katika violesura mbalimbali katika matukio mbalimbali kwa ajili ya OTRS Business Solution™.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::CustomerOTRSBusiness
```

CustomerFrontend::NotifyModule###1-ShowAgentOnline

Defines the module that shows the currently logged in agents in the customer interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::AgentOnline
ShowEmail: '1'
```

CustomerFrontend::NotifyModule###1-ShowCustomerOnline

Defines the module that shows the currently logged in customers in the customer interface.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::CustomerOnline
ShowEmail: '1'
```

CustomerFrontend::NotifyModule###6-CustomerSystemMaintenance-Check

Defines the module to display a notification in the customer interface, if the customer is logged in while having system maintenance active.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Module: Kernel::Output::HTML::Notification::CustomerSystemMaintenanceCheck
```

CustomerFrontend::NotifyModule###7-CustomerUserTimeZone-Check

Defines the module to display a notification in the customer interface, if the customer user has not yet selected a time zone.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
```

```
Module: Kernel::Output::HTML::Notification::CustomerUserTimeZoneCheck
```

143. Frontend → Customer → ModuleRegistration

CustomerFrontend::Module###AjaxAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: AjaxAttachment
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

CustomerFrontend::Module###CustomerAccept

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: To accept login information, such as an EULA or license.
Group: []
GroupRo: []
NavBarName: ''
Title: Info
```

CustomerFrontend::Module###CustomerPreferences

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Customer preferences.
Group: []
GroupRo: []
NavBarName: ''
Title: Preferences
```

CustomerFrontend::Module###CustomerTicketArticleContent

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: To view HTML attachments.
Group: []
GroupRo: []
NavBarName: Ticket
Title: ''
```

CustomerFrontend::Module###CustomerTicketAttachment

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: To download attachments.
```

```
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

CustomerFrontend::Module###CustomerTicketMessage

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Create tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: New Ticket
```

CustomerFrontend::Module###CustomerTicketOverview

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Overview of customer tickets.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Overview
```

CustomerFrontend::Module###CustomerTicketPrint

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Customer Ticket Print Module.
Group: []
GroupRo: []
NavBarName: ''
Title: Print
```

CustomerFrontend::Module###CustomerTicketProcess

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Process Ticket.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Process ticket
```

CustomerFrontend::Module###CustomerTicketSearch

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Customer ticket search.
Group: []
GroupRo: []
NavBarName: Ticket
```

```
Title: Search
```

CustomerFrontend::Module###CustomerTicketZoom

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Ticket zoom view.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Zoom
```

CustomerFrontend::Module###Logout

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Description: Logout of customer panel.
Group: []
GroupRo: []
NavBarName: ''
Title: ''
```

CustomerFrontend::Module###PictureUpload

Usajili wa moduli ya mazingira ya mbele kwa ajili ya kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Description: Picture upload module.
Group: []
GroupRo: []
NavBarName: Ticket
Title: Picture-Upload
```

CustomerFrontend::NavBarModule###10-CustomerTicketProcesses

Usajili wa moduli ya mazingira ya mbele (lemaza skrini ya michakato ya tiketi kama hakuna mchakato unaopatikana) kwa ajili ya mteja.

Thamani chaguo-msingi:

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

144. Frontend → Customer → ModuleRegistration → Loader

Loader::Module::CustomerTicketMessage###002-Ticket

Loader module registration for the customer interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Customer.TicketMessage.js
```

Loader::Module::CustomerTicketProcess###002-ProcessManagement

Loader module registration for the customer interface.

Thamani chaguo-msingi:

```
---
CSS:
- Core.Customer.TicketProcess.css
JavaScript:
- Core.TicketProcess.js
- Core.Customer.TicketProcess.js
- Core.TicketProcess.js
```

Loader::Module::CustomerTicketSearch###002-Ticket

Loader module registration for the customer interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Customer.TicketSearch.js
```

Loader::Module::CustomerTicketZoom###002-Ticket

Loader module registration for the customer interface.

Thamani chaguo-msingi:

```
---
JavaScript:
- Core.Customer.TicketZoom.js
- Core.UI.Popup.js
```

145. Frontend → Customer → ModuleRegistration → MainMenu

CustomerFrontend::Navigation###CustomerPreferences###001-Framework

Main menu item registration.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- []
```

CustomerFrontend::Navigation###CustomerTicketMessage###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: n
  Block: ''
  Description: Create new Ticket.
  Group: []
  GroupRo: []
  Link: Action=CustomerTicketMessage
  LinkOption: ''
  Name: New Ticket
  NavBar: Ticket
  Prio: '100'
```

```
  Type: Submenu
```

CustomerFrontend::Navigation###CustomerTicketOverview###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: m
  Block: ''
  Description: Tickets.
  Group: []
  GroupRo: []
  Link: Action=CustomerTicketOverview;Subaction=MyTickets
  LinkOption: ''
  Name: Tickets
  NavBar: Ticket
  Prio: '100'
  Type: Menu
- AccessKey: ''
  Block: ''
  Description: My Tickets.
  Group: []
  GroupRo: []
  Link: Action=CustomerTicketOverview;Subaction=MyTickets
  LinkOption: ''
  Name: My Tickets
  NavBar: Ticket
  Prio: '110'
  Type: Submenu
- AccessKey: t
  Block: ''
  Description: Company Tickets.
  Group: []
  GroupRo: []
  Link: Action=CustomerTicketOverview;Subaction=CompanyTickets
  LinkOption: ''
  Name: Company Tickets
  NavBar: Ticket
  Prio: '120'
  Type: Submenu
```

CustomerFrontend::Navigation###CustomerTicketProcess###002-Process-Management

Main menu item registration.

Thamani chaguo-msingi:

```
---
- AccessKey: o
  Block: ''
  Description: Create new process ticket.
  Group: []
  GroupRo: []
  Link: Action=CustomerTicketProcess
  LinkOption: ''
  Name: New process ticket
  NavBar: Ticket
  Prio: '220'
  Type: Submenu
```

CustomerFrontend::Navigation###CustomerTicketSearch###002-Ticket

Main menu item registration.

Thamani chaguo-msingi:

```
---
```

```
- AccessKey: s
  Block: ''
  Description: Search.
  Group: []
  GroupRo: []
  Link: Action=CustomerTicketSearch
  LinkOption: ''
  Name: Search
  NavBar: Ticket
  Prio: '300'
  Type: Submenu
```

146. Frontend → Customer → View → Preferences

CustomerPreferences

Fafanua vigezo kwa jedwali la upendeleo la mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

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

CustomerPreferencesGroups###GoogleAuthenticatorSecretKey

Inafafanua vigezo vya usanidi vya kipengele hiki, vitaonyeshwa katika mandhari ya mapendeleo.

Thamani chaguo-msingi:

```
---
Active: '0'
Block: Input
Desc: 'Enter your shared secret to enable two factor authentication. WARNING: Make
  sure that you add the shared secret to your generator application and the application
  works well. Otherwise you will be not able to login anymore without the two factor
  token.'
Key: Shared Secret
Label: Google Authenticator
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserGoogleAuthenticatorSecretKey
PreferenceGroup: Miscellaneous
Prio: '1100'
ValidateRegex: ^([A-Z2-7]{16}|)$
ValidateRegexMessage: The secret you supplied is invalid. The secret must only contain
  letters (A-Z, uppercase) and numbers (2-7) and must consist of 16 characters.
```

CustomerPreferencesGroups###Language

Inafafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Select the main interface language.
Key: Language
Label: Interface language
```

```
Module: Kernel::Output::HTML::Preferences::Language
PrefKey: UserLanguage
PreferenceGroup: UserProfile
Prio: '2000'
```

CustomerPreferencesGroups###PGP

Inafafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Upload your PGP key.
Key: PGP Key
Label: PGP Key
Module: Kernel::Output::HTML::Preferences::PGP
PrefKey: UserPGPKey
PreferenceGroup: Miscellaneous
Prio: '10000'
```

CustomerPreferencesGroups###Password

Defines all the parameters for this item in the customer preferences. 'PasswordRegExp' allows to match passwords against a regular expression. Define the minimum number of characters using 'PasswordMinSize'. 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' controls the need of at least 1 digit (set to 0 or 1 to control).

Thamani chaguo-msingi:

```
---
Active: '1'
Area: Customer
Desc: Set a new password by filling in your current password and a new one.
Label: Change password
Module: Kernel::Output::HTML::Preferences::Password
PasswordMin2Characters: '0'
PasswordMin2Lower2UpperCharacters: '0'
PasswordMinSize: '0'
PasswordNeedDigit: '0'
PasswordRegExp: ''
PreferenceGroup: Miscellaneous
Prio: '1000'
```

CustomerPreferencesGroups###RefreshTime

Inaelezea vigezo vyote kwa kipengele cha Muda wa kuonyesha upya katika mapendeleo ya mteja ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Data:
  '0': off
  '10': 10 minutes
  '15': 15 minutes
  '2': ' 2 minutes'
  '5': ' 5 minutes'
  '7': ' 7 minutes'
DataSelected: '0'
Desc: Select after which period ticket overviews should refresh automatically.
Key: Refresh interval
Label: Ticket overview
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserRefreshTime
```

```
PreferenceGroup: UserProfile
Prio: '4000'
```

CustomerPreferencesGroups###SMIME

Inafafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Desc: Upload your S/MIME certificate.
Key: S/MIME Certificate
Label: S/MIME Certificate
Module: Kernel::Output::HTML::Preferences::SMIME
PrefKey: UserSMIMEKey
PreferenceGroup: Miscellaneous
Prio: '11000'
```

CustomerPreferencesGroups###ShownTickets

Inaelezea vigezo vyote kwa kipengee cha Tiketi zilizonyeshwa katika mapendeleo ya mteja ya kiolesura cha mteja.

Thamani chaguo-msingi:

```
---
Active: '1'
Data:
  '15': '15'
  '20': '20'
  '25': '25'
  '30': '30'
DataSelected: '25'
Desc: Select how many tickets should be shown in overviews by default.
Key: Tickets per page
Label: Number of displayed tickets
Module: Kernel::Output::HTML::Preferences::Generic
PrefKey: UserShowTickets
PreferenceGroup: UserProfile
Prio: '4000'
```

CustomerPreferencesGroups###Theme

Inafafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
Active: '0'
Desc: Select your preferred theme for OTRS.
Key: Select your frontend Theme.
Label: Theme
Module: Kernel::Output::HTML::Preferences::Theme
PrefKey: UserTheme
PreferenceGroup: UserProfile
Prio: '1000'
```

CustomerPreferencesGroups###TimeZone

Inafafanua vigezo vyote vya kipengele hiki katika mapendeleo ya mteja.

Thamani chaguo-msingi:

```
---
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::Output::HTML::Preferences::TimeZone
PrefKey: UserTimeZone
PreferenceGroup: UserProfile
Prio: '2500'
```

147. Frontend → Customer → View → TicketMessage

CustomerPanel::NewTicketQueueSelectionModule

Moduli kwa ajili ya uchaguzi katika skrini ya tiketi katika kioleusura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Kernel::Output::HTML::CustomerNewTicket::QueueSelectionGeneric
```

CustomerPanelOwnSelection

Inaamua foleni zipi zitakuwa halali kwa wapokeaji wa tiketi katika kiolesura cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
Junk: First Queue
Misc: Second Queue
```

CustomerPanelSelectionString

Determines the strings that will be shown as recipient (To:) of the ticket in the customer interface. For Queue as CustomerPanelSelectionType, "<Queue>" shows the names of the queues, and for SystemAddress, "<Realname> <<Email>>" shows the name and email of the recipient.

Thamani chaguo-msingi:

```
--- <Queue>
```

CustomerPanelSelectionType

Defines the recipient target of the tickets ("Queue" shows all queues, "SystemAddress" shows only the queues which are assigned to system addresses) in the customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Queue
```

Ticket::Frontend::CustomerTicketMessage###DynamicField

Dynamic fields options shown in the ticket message screen of the customer interface. NOTE. If you want to display these fields also in the ticket zoom of the customer interface, you have to enable them in CustomerTicketZoom###DynamicField.

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::CustomerTicketMessage###HistoryComment

Toa maoni kwa ajili ya maingizo ya historia mapya katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::CustomerTicketMessage###HistoryType

Inafafanua aina ya historia chaguo msingi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- WebRequestCustomer
```

Ticket::Frontend::CustomerTicketMessage###NextScreenAfterNewTicket

Itaamua skrini inayofuata baada ya tiketi ya mteja mpya katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- CustomerTicketOverview
```

Ticket::Frontend::CustomerTicketMessage###Priority

Inawaruhusu wateja kuweka kipaumbele cha tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketMessage###PriorityDefault

Inafafanua kipaumbele chaguo msingi cha tiketi za mteja mpya katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::CustomerTicketMessage###Queue

Allows customers to set the ticket queue in the customer interface. If this is not enabled, QueueDefault should be configured.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketMessage###QueueDefault

Inafafanua foleni mchaguo msingi kwa tiketi za mteja mpya katika kiolesura cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Postmaster
```

Ticket::Frontend::CustomerTicketMessage###SLA

Inawaruhusu wateja kuweka SLA ya tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketMessage###SLAMandatory

Inaweka kama SLA ni lazima kuchaguliwa na mteja.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketMessage###SenderType

Aina ya mtumaji kwa tiketi mpya kutoka kwa kiolesura cha mtej.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

Ticket::Frontend::CustomerTicketMessage###Service

Inawaruhusu wateja kuweka huduma ya tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketMessage###ServiceMandatory

Inaweka kama huduma lazima ichaguliwe na mteja.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketMessage###StateDefault

Fafanua hali ya chaguo-msingi ya tiketi za mteja mpya katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- new
```

Ticket::Frontend::CustomerTicketMessage###TicketType

Allows customers to set the ticket type in the customer interface. If this is not enabled, TicketTypeDefault should be configured.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketMessage###TicketTypeDefault

Fafanua aina ya chaguo-msingi ya tiketi kwa tiketi za mteja mpya katika kiolesura cha mteja.

This setting is not active by default.

Thamani chaguo-msingi:

```
--- Unclassified
```

148. Frontend → Customer → View → TicketOverview

Ticket::Frontend::CustomerTicketOverview###ColumnHeader

Inaonyesha somo la mwisho la makala ya mteja la mwisho au kichwa cha tiketi katika mapitio madogo ya umbizo.

Thamani chaguo-msingi:

```
--- TicketTitle
```

Ticket::Frontend::CustomerTicketOverview###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::CustomerTicketOverview###Owner

Inaonyesha mmiliki wa sasa katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketOverview###Queue

Inaonyesha foleni ya sasa katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketOverviewSortable

Inadhibiti kama wateja wanauwezo wa kupanga tiketi zao.

Thamani chaguo-msingi:

```
--- 0
```

149. Frontend → Customer → View → TicketPrint

Ticket::Frontend::CustomerTicketPrint###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

150. Frontend → Customer → View → TicketProcess

Ticket::Frontend::CustomerTicketProcess###StateType

Determines the next possible ticket states, for process tickets in the customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- new
- open
```

151. Frontend → Customer → View → TicketSearch

Customer::TicketSearch::AllServices

If enabled, the customer can search for tickets in all services (regardless what services are assigned to the customer).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::CustomerTicketSearch::Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika matokeo ya utafutaji ya tiketi ya kiolesura cha mteja. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Down
```

Ticket::CustomerTicketSearch::SearchLimit

Namba ya upeo wa juu wa tiketi zitakazo onyeshwa katika matokeo katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '5000'
```

Ticket::CustomerTicketSearch::SearchPageShown

Namba ta tiketi zitakazoonyeshwa katika kila ukurasa wa matokeo ya utafutaji katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '40'
```

Ticket::CustomerTicketSearch::SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga tiketi katika utafutaji wa tiketi wa kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

Ticket::Frontend::CustomerTicketSearch###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::CustomerTicketSearch###ExtendedSearchCondition

Allows extended search conditions in ticket search of the customer interface. With this feature you can search e. g. ticket title with this kind of conditions like "(*key1*&&*key2*)" or "(*key1*||*key2*)".

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketSearch###SearchArticleCSVTree

Inahamisha mti wa makala yote katika majibu ya utafutajii (inaweza athiri utendaji wa mfumo).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketSearch###SearchCSVData

Data zinazotumika kuhamisha matokeo ya kutafuta katika umbizo la CSV.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- TicketNumber
- Age
- Created
- Closed
- State
- Priority
- Lock
- CustomerID
- CustomerName
- From
- Subject
```

Ticket::Frontend::CustomerTicketSearch###SearchCSVDynamicField

Uga zenye nguvu zimetumika kuhamisha majibu ya utafutaji katika umbizo la CSV

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::CustomerTicketSearch###SearchOverviewDynamicField

Dynamic fields shown in the ticket search overview results screen of the customer interface.

Thamani chaguo-msingi:

```
--- {}
```

152. Frontend → Customer → View → TicketZoom

Ticket::Frontend::CustomerTicketZoom###AttributesView

Shows the enabled ticket attributes in the customer interface (0 = Disabled and 1 = Enabled).

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
Owner: '0'
Priority: '1'
Queue: '1'
Responsible: '0'
SLA: '0'
Service: '0'
State: '1'
Type: '0'
```

Ticket::Frontend::CustomerTicketZoom###CustomerZoomExpand

Shows all the articles of the ticket (expanded) in the customer zoom view.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

Ticket::Frontend::CustomerTicketZoom###DefaultAgentName

Defines the default agent name in the ticket zoom view of the customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Support Agent
```

Ticket::Frontend::CustomerTicketZoom###DisplayNoteFrom

Defines the displayed style of the From field in notes that are visible for customers. A default agent name can be defined in Ticket::Frontend::CustomerTicketZoom###DefaultAgentName setting.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- FromField
```

Ticket::Frontend::CustomerTicketZoom###DynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::CustomerTicketZoom###FollowUpDynamicField

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

Thamani chaguo-msingi:

```
--- {}
```

Ticket::Frontend::CustomerTicketZoom###HistoryComment

Inafafanua maoni ya historia kwa kitendo cha ukuzaji wa tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- ''
```

Ticket::Frontend::CustomerTicketZoom###HistoryType

Inafafanua aina ya historia kwa kitendo cha kukuza tiketi, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- FollowUp
```

Ticket::Frontend::CustomerTicketZoom###NextScreenAfterFollowUp

Determines the next screen after the follow-up screen of a zoomed ticket in the customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- CustomerTicketOverview
```

Ticket::Frontend::CustomerTicketZoom###Priority

Inawaruhusu wateja kubadili kipaumbele cha tiketi katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketZoom###PriorityDefault

Defines the default priority of follow-up customer tickets in the ticket zoom screen in the customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 3 normal
```

Ticket::Frontend::CustomerTicketZoom###SenderType

Inafafanu aina ya mtumaji chaguo msingi kwa ajili ya tiketi katika skrini iliyokuzwa ya tiketi ya kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- customer
```

Ticket::Frontend::CustomerTicketZoom###State

Inawaruhusu wateja kutunga hali ijayo kwa tiketi za mteja katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

Ticket::Frontend::CustomerTicketZoom###StateDefault

Defines the default next state for a ticket after customer follow-up in the customer interface.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- open
```

Ticket::Frontend::CustomerTicketZoom###StateType

Fafanua hali zinazofuata zinazowezekana kwa tiketi za mteja katika kiolesura cha mteja.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
---
- open
- closed
```

Ticket::Frontend::CustomerTicketZoom###ZoomTimeDisplay

Inaonyesha muda ulihesabiwa kwa ajili ya makala ya mandhari ya ukuzaji wa tiketi.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- 0
```

153. Frontend → Public

PublicFrontend::CommonParam###Action

Fafanua aina ya chaguo-msingi kwa kigezo cha kitendo kwa ajili ya Mbelenyuma y aumma. Kigezo cha kitendo kinatumika katika hati ya mfumo.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- PublicDefault
```

PublicFrontend::FooterLinks

Defines the shown links in the footer area of the customer and public interface of this OTRS system. The value in "Key" is the external URL, the value in "Content" is the shown label.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
https://www.otrs.com: OTRS Homepage
```

154. Frontend → Public → ModuleRegistration

PublicFrontend::Module###PublicCalendar

Moduli ya usajili ya frontend kwa ajili ya kiolesura cha umma.

Thamani chaguo-msingi:

```
---
Description: Public calendar.
Group: []
GroupRo: []
NavBarName: ''
Title: Public Calendar
```

PublicFrontend::Module###PublicDefault

Moduli ya usajili ya frontend kwa ajili ya kiolesura cha umma.

Thamani chaguo-msingi:

```
---
Description: PublicDefault
Group: []
GroupRo: []
NavBarName: ''
```

```
Title: PublicDefault
```

PublicFrontend::Module###PublicRepository

Moduli ya usajili ya frontend kwa ajili ya kiolesura cha umma.

Thamani chaguo-msingi:

```
---
Description: PublicRepository
Group: []
GroupRo: []
NavBarName: ''
Title: PublicRepository
```

PublicFrontend::Module###PublicSupportDataCollector

Moduli ya usajili ya frontend kwa ajili ya kiolesura cha umma.

Thamani chaguo-msingi:

```
---
Description: PublicSupportDataCollector
Group: []
GroupRo: []
NavBarName: ''
Title: PublicSupportDataCollector
```

155. GenericInterface

GenericInterface::WebserviceConfig::CacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya mazingira ya nyuma ya usanidi wa huduma za wavuti.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '86400'
```

156. GenericInterface → ErrorHandling → ModuleRegistration

GenericInterface::ErrorHandling::Module###RequestRetry

GenericInterface module registration for an error handling module.

Thamani chaguo-msingi:

```
---
CommunicationTypeFilter: Requester
ConfigDialog: AdminGenericInterfaceErrorHandlingRequestRetry
Name: RequestRetry
```

157. GenericInterface → Invoker → ModuleRegistration

GenericInterface::Invoker::Module###Test::Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kihamshaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceInvokerDefault
Controller: Test
Name: Test
```

GenericInterface::Invoker::Module###Test::TestSimple

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kihamshaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceInvokerDefault
Controller: Test
Name: TestSimple
```

158. GenericInterface → Mapping → ModuleRegistration

GenericInterface::Mapping::Module###Simple

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kutengeneza ramani.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceMappingSimple
```

GenericInterface::Mapping::Module###Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kutengeneza ramani.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
ConfigDialog: ''
```

GenericInterface::Mapping::Module###XSLT

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la kutengeneza ramani.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceMappingXSLT
```

159. GenericInterface → Operation

GenericInterface::Operation::Common::CachedAuth::AgentCacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya uhalalishaji wa wakala katika kiolesura cha jumla.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '300'
```

GenericInterface::Operation::Common::CachedAuth::CustomerCacheTTL

Muda wa hifadhi muda katika sekunde kwa ajili ya uhalalishaji wa mteja katika ki-olesura cha jumla.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '300'
```

GenericInterface::Operation::ResponseLoggingMaxSize

Defines the maximum size in KiloByte of GenericInterface responses that get logged to the gi_debugger_entry_content table.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '200'
```

160. GenericInterface → Operation → ModuleRegistration

GenericInterface::Operation::Module###Session::SessionCreate

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Session
Name: SessionCreate
```

GenericInterface::Operation::Module###Session::SessionGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Session
Name: SessionGet
```

GenericInterface::Operation::Module###Test::Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Test
Name: Test
```

GenericInterface::Operation::Module###Ticket::TicketCreate

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketCreate
```

GenericInterface::Operation::Module###Ticket::TicketGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketGet
```

GenericInterface::Operation::Module###Ticket::TicketHistoryGet

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketHistoryGet
```

GenericInterface::Operation::Module###Ticket::TicketSearch

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketGet
```

GenericInterface::Operation::Module###Ticket::TicketUpdate

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la utendaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceOperationDefault
Controller: Ticket
Name: TicketUpdate
```

161. GenericInterface → Operation → TicketCreate

GenericInterface::Operation::TicketCreate###AutoResponseType

Inafafanua aina ya majibu ya otomatiki chaguo msingi ya makala kwa operesheni hii.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- auto reply
```

GenericInterface::Operation::TicketCreate###HistoryComment

Inafafanua maoni ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '%%GenericInterface Create'
```

GenericInterface::Operation::TicketCreate###HistoryType

Inafafanua aina ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- NewTicket
```

GenericInterface::Operation::TicketCreate###IsVisibleForCustomer

Defines the default visibility of the article to customer for this operation.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

162. GenericInterface → Operation → TicketSearch

GenericInterface::Operation::TicketSearch###Order::Default

Inafafanua mpangilio wa tiketi chaguo-msingi katika matokeo ya utafutaji ya tiketi ya mchakato huu. Juu: Kongwe juu. Chini: Za sasa juu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Down
```

GenericInterface::Operation::TicketSearch###SearchLimit

Namba ya upeo wa juu wa tiketi zitakazo onyeshwa katika matokeo ya mchakato huu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '500'
```

GenericInterface::Operation::TicketSearch###SortBy::Default

Inafafanua sifa ya tiketi chaguo-msingi kwa ajili ya kupanga matokeo ya utafutaji wa tiketi ya uendeshaji huu.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- Age
```

163. GenericInterface → Operation → TicketUpdate

GenericInterface::Operation::TicketUpdate###AutoResponseType

Inafafanua aina ya majibu ya otomatiki chaguo msingi ya makala kwa operesheni hii.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- auto follow up
```

GenericInterface::Operation::TicketUpdate###HistoryComment

Inafafanua maoni ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '%%GenericInterface Note'
```

GenericInterface::Operation::TicketUpdate###HistoryType

Inafafanua aina ya historia kwa uendeshaji huu, ambayo inatumika kwa ajili ya historia ya tiketi katika kiolesura cha wakala.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- AddNote
```

GenericInterface::Operation::TicketUpdate###IsVisibleForCustomer

Defines the default visibility of the article to customer for this operation.

This setting can not be deactivated.

Thamani chaguo-msingi:

```
--- '1'
```

164. GenericInterface → Transport → ModuleRegistration

GenericInterface::Transport::Module###HTTP::REST

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la usafirishaji.

Thamani chaguo-msingi:

```
---
```

```
ConfigDialog: AdminGenericInterfaceTransportHTTPREST
Name: REST
Protocol: HTTP
```

GenericInterface::Transport::Module###HTTP::SOAP

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la usafirishaji.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceTransportHTTPSOAP
Name: SOAP
Protocol: HTTP
```

GenericInterface::Transport::Module###HTTP::Test

Usajili wa moduli ya kiolesura cha jumla kwaajili la tabaka la usafirishaji.

This setting is not active by default.

Thamani chaguo-msingi:

```
---
ConfigDialog: AdminGenericInterfaceTransportHTTPTest
Name: Test
Protocol: HTTP
```

Appendix C. Leseni ya Nyaraka Huru ya GNU

Toleo 1.1, Machi 2000

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0. UTANGULIZI

Lengo la hii Leseni ni kutengeneza mwongozo, daftari, au nyaraka nyingine iliyoandikwa "huru" katika hali ya uhuru: kumhakikishia kila mtu uhuru wa kunakili na kuisambaza upya, bila au kwa kuibadilisha, kwa biashara au sio kwa biashara. Kwa hali ya juu zaidi, hii Leseni inahifadhi kwa ajili ya mwandishi na mchapishaji jinsi ya kupata sifa kwa kazi zao, na sio kuonekana wahusika wa kubadili kaziza wengine.

Hii Leseni ni aina ya "nakilikushoto", ambayo inamaanisha kwamba kazi zitokanazo na nyaraka lazima nazo ziwe huru katika hali hiyo hiyo. Inaongezea kwenye GNU Genera Public Licence, ambayo ni leseni ya nakalakushoto iliyoundwa kwa ajili ya programu za bure.

Tumeunda hii leseni ili kuweza kuitumia kwa ajili ya miongozo ya programu za bure, kwa sababau programu za bure zinahitaji nyaraka za bure: programu ya bure lazima ije na miongozo inayotoa uhuru sawa na ule unaotolewa na programu. Lakini hii leseni haina kikomo kwa miongozo ya programu; inaweza kutumika kwa ajili ya kazi zozote za nakala, bila kujali mada au kwamba inachapishwa kama kitabu. Tunashauri hii leseni kwa kazi ambazo lengo lake ni maelekezo au marejeo.

1. UTUMIKAJI NA FASILI

Leseni inafanya kazi kwa mwongozo wowote au kazi nyingine ambayo ina notisi iliyowekwa na mmiliki wa hakimiliki inayosema inaweza kusambazwa chini ya makubaiano ya Leseni hii. "Waraka", hapa chini, unaashiria mwongozo wowote au kazi. Mwanachama yoyote wa umma ni mmiliki wa leseni, na anaitwa "wewe".

"Toleo Lililobadilishwa" la Nyaraka inamaanisha kazi yoyote yenye Nyaraka au sehemu yake, aidha nakala isiyobadilishwa, au yenye mabadiliko na/au iliyotafsiriwa kwenda lugha nyingine.

"Kifungu cha Sekondari" ni kiambatanisho kilichopewa jina au kifungu cha mambo ya mbele ya nyaraka, inayohusika kipekee na uhusiano wa mchapishaji au mwandishi wa nyaraka na kichwa cha habari cha ujumla cha nyaraka (au kwa mambo yanayohusiana), na haina kitu ambacho kinaweza kuingia moja kwa moja ndani ya kichwa cha habari cha ujumla. (Kwa Mfano, kama Nyaraka ni sehemu ya kitabu cha hisabati, Kifungu cha Sekondari hakiwezi kuelezea hesabu yoyote.) Uhusiano huo unaweza kuwa wa muunganiko wa kihistoria au mambo yanayohusika, au sheria, biashara, falsafa, maadili au nafasi ya siasa inayohusiana nazo.

"Vifungu Visivyoathirika" ni Vifungu fulani vya Sekondari ambavyo vichwa vyao vimeteuliwa, kama vile vya Vifungu Visivyoathirika, katika notisi isemayo nyaraka imetolewa chini ya Leseni hii.

"Nakala za Jalada" ni vifungu vifupi vya maneno ambavyo vimeorodheshwa, kama Nakala za Mbele za Jalada au Nakala za Nyuma za Jalada, katika notisi inayosema Nyaraka imetolewa chini ya Leseni hii.

Naka "Angavu" ya Nyaraka inamaanisha nakala inayoweza kusomwa na mashine, inayowakilishwa katika umbo ambalo ubainishwaji wake unapatikana kwa umma kwa ujumla, ambao maudhui yake yanaweweza kuonekana na kuhaririwa moja kwa moja na kwa urahisi kwa kutumia vihariri vya nakala za ujumla au (kwa ajili ya taswira zilizojengwa na pikseli) programu za uchoraji za ujumla au (kwa ajili ya michoro) baadhi ya vihariri vya michoro vinavyopatikana kirahisi, na ambavyo vinafaa kwa ajili ya ingizo la nakala kwenye vinavyoandaa umbizo au kwa ajili ya tafsiri otomatiki kwa maumbo mbali mbali, vinavyofaa kwa ajili ya ingizo la viandaa umbizo la nakala. Nakala iliyotengenezwa katika faili lenye umbizo Angavu, ambalo dhulisho mabadiliko yake imeundwa kuzuia au kukatisha tamaa maboresho ya wasomaji sio Angavu. Nakala ambayo siyo "Angavu" inaitwa "Isiyo angavu".

Mifano ya maumbo yanayofaa kwa ajili ya nakala Angavu inajumuisha: ASCII wazi bila dhulisho mabadiliko, umbizo la maingizo la Texinfo, umbizo la maingizo la LaTeX, SGML au XML kwa kutumia DTD inayopatikana kwa umma, na HTML ya kawaida iliyoundwa kwa ajili ya mabadiliko ya mwanadamu. Maumbo yasiyo angavu yanajumuisha: PostScript, PDF, maumbo binafsi ambayo yanaweza kusomwa na kuhaririwa na vichakatishi vya maneno binafsi tu, SGML au XML ambazo DTD na/au vifaa vya uchakatishaji havipatikani kwa ujumla, na HTML zinazozalishwa na mashine zinazotengenezwa na baadhi ya vichakatishi maneno kwa ajili ya matokeo tu.

"Ukurasa wa mbele" inamaanisha, kwa kitabu kilichochapishwa, ukurasa wa mbele wenyewe, kujumuisha na kurasa zinazofwata kama zinavyohitajika kushikilia, kusomwa, vitu ambavyo hii Leseni inahitaji vionekane kwenye ukurasa wa mbele. Kwa kazi zenye maumbo ambayo hayana ukurasa wa mbele wowote kama huu, "Ukurasa wa Mbele" inamaanisha nakala karibu ya muonekano muhimu wa kichwa cha habari cha kazi, kabla ya mwanzo wa kiini cha nakala.

2. KUNAKILI BILA KUBADILISHA KITU

Unaweza kunakili na kusambaza waraka kwa njia yoyote, aidha kwa biashara au sio kwa biashsara, ukizingatia kwamba hii Leseni, notisi za hakimiliki, na notisi za leseni zinasema hii Leseni inafanya kazi kwa waraka huu inakuwepo kwa kila nakala, na huongezi masharti mengine yoyote kwa yale yaliyopo kwenye hii leseni. Hutakiwi kutumia vipimo vya kiufundi kuzuia au kudhibiti usomaji au utengenezaji wa nakala zingine zaidi ya zile ulizotengeneza au kusambaza. Hata hivyo unaweza kupokea fidia kwa ajili ya nakala. Kama uksambaza idadi ya kutosha ya nakala pia ni lazima ufuate masharti katika kifungu cha 3.

Unaweza pia kuazima nakala, chini ya masharti sawa na yaliyosemwa juu, na unaweza kuonyesha kwa umma.

3. KUNAKILI KATIKA IDADI

Kama ukichapisha nakala za Nyaraka zenye idadi zaidi ya 100, na notisi ya leseni ya nyaraka inahitaji Nakala za Jalada, unatakiwa kujumuisha nakala zinazobeba, zinazosomeka na kuonekana kwa urahisi, Nakala za jalada zote hizi: Nakala za Jalada la Mbele katika jalada la mbele, na Nakala za Jalada la nyuma kwenye jalada la nyuma. Majalada yote lazima yaonyeshe kiurahisi na kwa kusomeka kwamba wewe ndiyo mchapishaji wa hizi nakala. Jalada la mbele lazima lionyeshe kichwa cha habari kizima chenye maneno yote yenye usawa na kuonekana. Unaweza kuongeza vitu vingine kwenye jalada kwa nyongeza. Kunakili na mabadiliko yenye kikomo kwa jalada, ikiwa tu zinahifadhi kichwa cha habari cha nyaraka na kuridhisha masharti haya, inaweza kuchukuliwa kama kunakili bila mabadilko kwa upande mwingine.

Kama nakala zinazotakiwa kwa ajili ya majalada yote ni nyingi sana ili kutosha vizuri, unatakiwa kuweka za kwanza zikiwa zimeorodheshwa (nyingi kadri zitakavyotosha) katika jalada halisi, na kuendelea na zinazofwata katika kurasa za karibu.

Kama ukichapisha au kusambaza nakala Zisizo Angavu za Nyaraka idadi zaidi ya 100, lazima aidha ujumuishe nakala Angavu isomwayo na mashine pamoja na nakala Isiyo Angavu, au tamka kwenye au kwa kila nakala Isiyo Angavu eneo linalofikika na umma la mtandao wa kompyuta, lenye nakala kamili Angavu ya Nyaraka, isiyokuwa na nyongeza yoyote, ambayo mtandao wa ujumla wa umma una uwezo wa kupakua bila kujulikana, bila gharama yoyote, kwa kutumia kanuni za kawaida za mtandao wa umma. Kama ukitumia chaguo la mwisho, lazima uchukue hatua kwa uangalifu, ukianza usambazaji wa nakala Zisizo Angavu kwa idadi, kuhakikisha hii nakala Angavu itabakia ikipatikana katika eneo tajwa, mpaka angalau mwaka mmoja tangu mara ya mwisho umegawa nakala Isiyo Angavu (mwenyewe au kupitia mawakala wako au wauzaji wa rejareja) wa toleo hilo kwa umma.

Inaombwa na sio lazima, kwamba uwasiliane na waandishi wa nyaraka kabla ya kusambaza upya idadi kubwa ya nakala, kuwapa nafsi ya kukupa toleo lililosasishwa la nyaraka.

4. MABADILIKO

Unaweza kunakili na kusambaza Toleo Lililobadilishwa la Nyaraka chini ya masharti ya kifungu 2 na 3 juu, ikiwa kwamba unatoa Toleo Lililobadilishwa chini ya Leseni hii, na Toleo Lililobadilishwa likichukua jukumu la Nyaraka, hivyo usambazaji wa leseni na ubadilishaji wa Toleo Lililobadilishwa kwa yoyote anaemiliki nakala yake. Kwa zaidi, unatakiwa kufanya haya mambo kwenye Toleo Lililobadilishwa.

A. Tumia katika Ukurasa wa Mada (na kwenye majalada kama yapo) mada tofauti kutoka ile ya Nyaraka, na zile za matoleo ya nyuma (ambazo zinatakiwa, kama zilikwepo kuorodheshwa katika kifungu cha Historia cha Nyaraka). Unaweza kutumia mada sawa na ya toleo la nyuma kama mchapishaji halisi wa toleo hilo akitoa ruhusa.

B. Orodha kwenye Ukurasa wa Mbele, kama waandishi, mtu mmoja au zaidi au vyombo vilivyohusika na uandishi wa mabadiliko katika Matoleo Mapya, pamoja na japo waandishi wakuu watano wa Nyaraka (waandishi wakuu wote, kama ina chini ya watano).

C. Tamka katika ukurasa wa mbele jina la mchapishaji wa Toleo Lililobadilishwa, kama mchapishaji.

D. Hifadhi notisi za hakimiliki zote za Nyaraka.

E. Ongeza notisi sahihi ya hakimiliki kwa mabadiliko yake karibu na na notisi nyingine za hakimiliki.

F. Jumuisha, baada tu ya notisi za hakimiliki, notisi ya leseni kuupa umma ruhusa ya kutumia Toleo Lililobadilishwa chini ya sheria za Leseni, katika mfumo ulioonyeshwa katika kiambatanisho chini.

G. Hifadhi katika notisi hiyo ya leseni orodha kamili ya Vifungu Visivyoathirika na Nakala za Jalada zinazotakiwa zilizotolewa katika notisi ya leseni ya Nyaraka.

H. Ongeza nakala isiyobadilishwa ya Leseni hii.

I. Hifadhi kifungu kiitwacho "Historia", na mada yake, na iongezee kifaa kinachosema japo mada, mwaka, waandishi wapya, na mchapishaji wa Toleo Lililobadilishwa kama ilivyo kwenye Ukurasa wa Mada. Kama hakuna kifungu kiitwacho "Historia" katika Nyaraka, tengeneza moja inayosema mada, mwaka, waandishi, na mchapishaji wa Nyaraka kama ilivyo kwenye Ukurasa wa Mada, kisha ongeza kifaa kinacholelezea Toleo Lililobadilishwa, kama ilivyoelezwa kwenye sentensi iliyopita.

J. Hifadhi eneo la mtandao, kama lipo, ikiwa katika Nyaraka kwa ajili ya ufikivu wa umma kwenye nakala Wazi ya Nyaraka, na hivyo hivyo maeneo ya mtandao yaliyo kwenye Nyaraka kwa ajili ya matoleo yaliyopita iliyokuwa ikijikita. Hizi zinaweza kuwek-

wa kwenye kifungu "Historia". Unaweza kuondoa eneo la mtandao kwa kazi ambayo ilichapishwa japo miaka miine kabla ya Nyaraka yenyewe, au mchapishaji halisi wa toleo husika akiruhusu.

K. Katika kifungu chochote kilichoandikwa "Shukrani" au "Kujitolea", hifadhi mada za vifungu, na hifadhi kwenye vifungu vitu vyote na muonekano wa kila Shukrani ya mchangiaji na/au kujitolea yaliyotolewa.

L. Hifadhi Vifungu vyote Visivyoathirika vya Nyaraka, bila kubadilishwa nakala na katika sheria zake. Nambari za Vifungu au kinachofanania hazichukuliwi kama sehemu ya kichwa cha kifungu.

M. Futa kifungu chochote kiitwacho "Idhini". Kifungu kama hicho hakitakiwi kuwepo katika Toleo Lililobadilishwa.

N. Hutakiwi kukipa upya jina "Idhini" kipengele chochote kilichopo au kuingiliana majina na Kipengele Kisichobadilika chochote.

Kama Toleo Lililobadilishwa linajumuisha vifungu vya mambo ya mbele vipya au viambatanisho ambavyo vina sifa kama Vifungu vya Sekondari na havina kitu chochote kilichonakiliwa kutoka kwenye Nyaraka, unaweza kwa uamuzi wako mwenyewe kuteua baadhi au vifungu vyote hivi kuwa Visivyobadilika. Kufanya hivi, ongeza vichwa vyao vya habari kwenye orodha ya Vifungu Visivyobadilika katika Matoleo Yaliyobadilishwa ya notisi ya leseni. Hivi vichwa vya habari lazima viwe tofauti na vile vya vifungu vingine.

Unaweza kuongeza kipengele kiitwacho "Idhini", ikiwa kwamba haina kitu kingine lakini idhini au uthibitisho wa Toleo Lako jipya kutoka kwa makundi mbali mbali--kwa mfano, kauli ya mapitio ya watu au kwamba nakala imeidhinishwa na shirika au mamlaka ya ufafanuzi wa viwango.

Unaweza kuongeza kifungu cha mpaka maneno matano kama Nakala ya Jalada la Mbele, na kiungu cha mpaka maneno 25 kama Nakala ya Jalada la Nyuma, kwenye mwisho wa orodha ya Nakala za Majalada katika Toleo Lililobadilishwa. Kifungu kimoja tu cha Nakala ya Jalada la Mbele na Nakala ya Jalada la Nyuma kinaweza kuongezwa na (au kupitia mipango iliyofanywa na) chombo chochote kimoja. Kama nyaraka tayari inajumuisha nakala ya jalada kutoka kwenye jalada hilo hilo, iliyoongezwa kabla na wewe au kwa mpango uliofanywa na chombo kile kile ambacho unakitumikia, huwezi kuongeza nyingine; lakini unaweza kuwa mbadala wa lililokuwepo, kwa ruhusa ya wazi kutoka kwa mchapishaji aliyeongeza ya zamani.

Mwandishi (waandishi) na mchapishaji (wachapishaji) wa nyaraka hawatoi ruhus akwa leseni hii kutumia majina yao kwa utangazaji au kwa madai au kama idhini ya Toleo lolote jipya.

5. KUJUMUISHA NYARAKA

Unaweza kuunganisha Nyaraka hiyo na Nyaraka nyingine zilizotolewa chini ya Leseni hii, chini ya masharti yaliyofafanuliwa katika kifungu 4 juu kwa matoleo yaliyobadilishwa, ikiwa kwamba unajumuisha katika muunganiko Vifungu vyote Visivyoathirika vya nyaraka zote halisi, ambazo hazijabadilishwa, na kuziorodhesha zote kama Vifungu Visivyoathirika vya kazi yako katika notisi yake ya leseni.

Kazi iliyounganishwa inahitaji kuwa na nakala moja ya hii Leseni, na Vifungu Visivyoathirika vingi vinavyofanana vinaweza kubadilishwa na nakala moja. Kama kuna Vifungu Visivyoathirika vingi vyenye jina moja lakini maudhui tofauti, fanya kichwa cha kila kifungu kuwa cha kipekee kwa kuongeza mwishoni mwake, katika mabano, jina la mwandishi halisi au mchapishaji wa kifungu hicho kama anajulikana, au namba ya kipekee. Fanya mabadiliko hayo hayo kwenye vichwa vya vifungu katika orodha ya Vifungu Visivyoathirika kwenye notisi ya leseni ya kazi iliyojumuishwa.

In the combination, you must combine any sections entitled "History" in the various original documents, forming one section entitled "History"; likewise combine any sections entitled "Acknowledgements", and any sections entitled "Dedications". You must delete all sections entitled "Endorsements".

6. MKUSANYIKO WA NYARAKA

Unaweza kutengeneza mkusanyiko unaojumuisha Nyaraka hiyo na nyaraka nyingine zilizotolewa chini ya Leseni hii, na kubadilisha nakala binafsi za leseni hii katika nyaraka tofauti kwa kutumia nakala moja ambayo imejumuishwa na mkusanyiko huu, ikiwa kwamba unafuata sheria za Leseni hii, kwa kunakili bila mabadiliko katika kila nyaraka kwa mambo mengine yote.

Unaweza kutoa dondoo ya nyaraka moja kutoka kwenye mkusanyiko, na kuisambaza kibinafsi chini ya hii Leseni, ikiwa umeingiza nakala ya leseni hii kwenye nyaraka hiyo, na kufuata hii Leseni katika mambo mengine yote kuhusu kunakili bila mabadiliko ya nyaraka hiyo.

7. KUJUMUISHA NA KAZI BINAFSI

Mkusanyiko wa Nyaraka au sehemu zake na nyaraka nyingine tofauti na huru au kazi, juu ya au ndani ya hifadhi ya wingi au chombo cha usambazaji, haihesabiki kwa ujumla kama Toleo lililonbadilishwa la Nyaraka, ikiwa hakuna hakimiliki ya ukusanyaji iliyoombwa. Mkusanyiko wa aina hii unaitwa "aggregate", na hii Leseni haifanyi kazi kwenye kazi nyingine za binafsi ambazo zimejumuishwa na Nyaraka, kwa kuwa zimejumuishwa, kama zenyewe siyo sehemu za kazi ya Nyaraka.

Kama mahitaji ya Nakala ya Jalada ya kifungu 3 yanaweza kutumika kwenye hizi nakala za Nyaraka, basi kama nyaraka ni ndogo zaidi ya robo ya mkusanyiko mzima, Nakala za Jalada la Nyaraka zinaweza kuwekwa kwenye majalada ambayo yanazunguka Nyaraka tu ndani ya mkusanyiko. La sivyo lazima zitokee kwenye majalada kwenye mkusanyiko wote.

8. TAFSIRI

Tafsiri inachukuliwa kama aina ya ubadilishaji, kwa hiyo unaweza kusambaza tafsiri ya Nyaraka chini ya masharti ya kifungu 4. Kubadilisha Vifungu Visivyobadilika kwa tafsiri inahitaji ruhusa maalumu kutoka kwa wanaoshikilia hakimiliki, lakini unaweza kujumuisha tafsiri ya baadhi au Vifungu Visivyobadilika vyote, kama nyongeza kwa matoleo halisi ya hivi Vifungu Visivyobadilika. Unaweza kujumuisha tafsiri ya hii Leseni ikiwa kwamba umejumuisha pia toleo halisi la Kiingereza la hii Leseni. Ikitokea kutokuwapo na makubaliano kati ya tafsiri na toleo halisi la Kiingereza la hii Leseni, toleo halisi la Kiingereza litatumika.

9. USITISHAJI

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