



OTOBO User Manual

10.1

Rother OSS GmbH

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This manual is intended for use by OTOBO agents. The chapters describe the usage of the OTOBO software as an agent user.

1.1 環境構築

環境構築

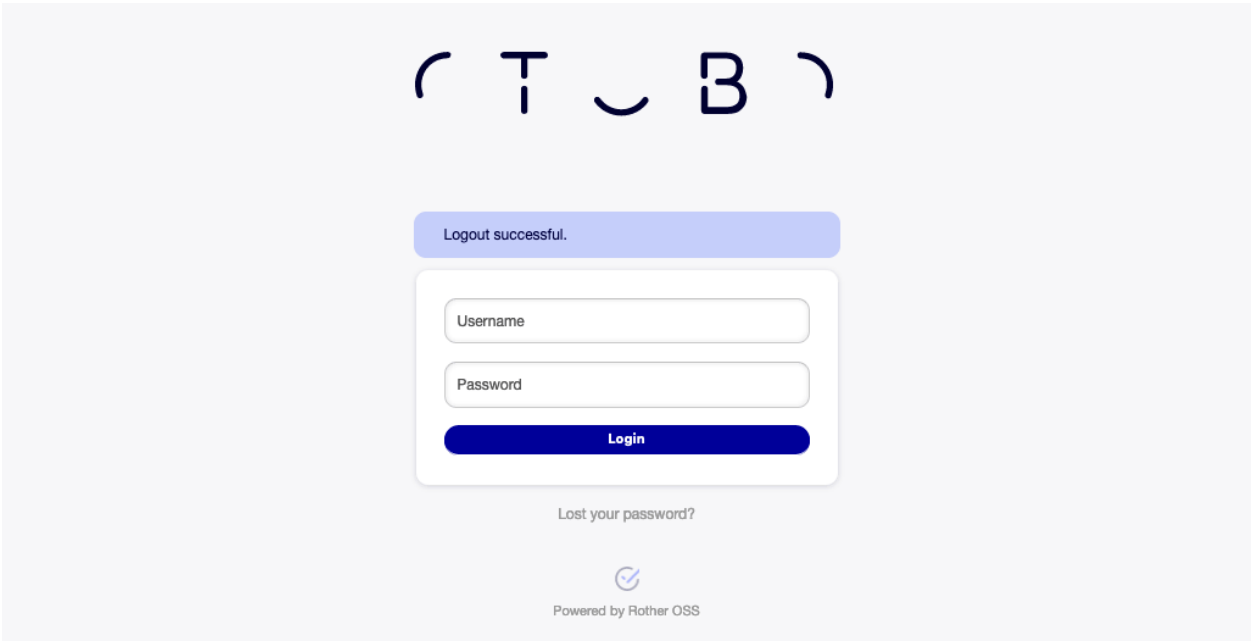
※: You have to replace <OTOBO_HOST> with your domain.

```
https://<OTOBO_HOST>/otobo/index.pl
```

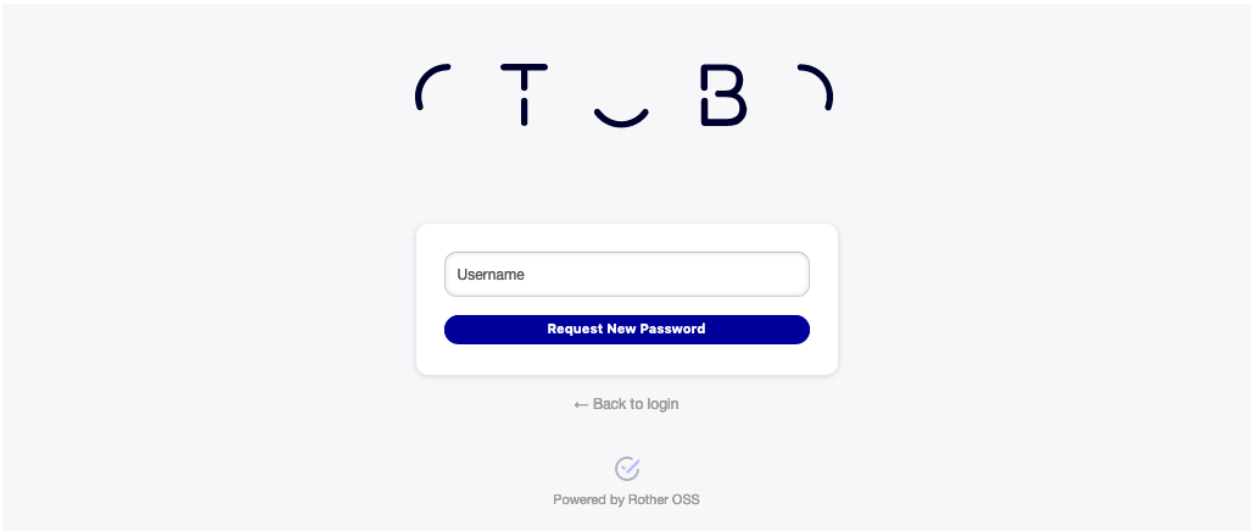
You need an agent account to be able to use OTOBO. If you have no account yet, please contact your administrator.

環境構築 環境構築 環境構築

環境構築



1.1: 10.1.1



1.2: 10.1.2

DashboardCustomersCalendarTicketsFAQReportsAdmin

OTOBO

F

Otobo Helpdesk

Reminder Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

Escalated Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

New Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (1)

	TICKET#	AGE	TITLE
	2015071510123456	57 d 22 h	Welcome to OTOBO!

Open Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

Ticket Queue Overview

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Raw	1	0	0	1
TOTAL	1	0	0	

Settings

7 Day Stats

CreatedClosed

Day	Created	Closed
Thu	0	1
Fri	0	0
Sat	0	0
Sun	0	0
Mon	0	0
Tue	0	0
Wed	0	0

Upcoming Events

none

Latest updated FAQ articles

Latest created FAQ articles

OTOBO News

OTOBO Launch

Chatbot, Testing, neue Features

Rother OSS veröffentlicht OTOBO 10 beta

Beta-Launch am 30.01.2020

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1.3: 1000000



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 104

One of the most important features about the dashboard is that is completely customizable. That means that you can configure each part as you want, showing or hiding elements. It is even possible to relocate these elements within the same column by clicking on and dragging the header of an element, and dropping them elsewhere. Each element is named widget. The system has some widgets ready to use out of the box, but the modular design of the dashboard screen is prepared to integrate custom widgets easily.

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 these 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.

2.1

[illegible]

□□□□ The □□□□ and the □□ possibilities.

Icons with numbers indicating some ticket actions with the number of related tickets. The icons and search boxes are not activated by default.

 $\mathbb{N}:$

Diagram illustrating the evolution of a 1D lattice structure. The sequence shows a progression from a small number of sites (2 sites) to a larger number of sites (16 sites), represented by boxes with diagonal lines indicating occupied sites.

 $\mathbb{N}:$

Dashboard

Customers

Calendar

Tickets

FAQ

Reports

Admin

Q

OTOBO

F

Otobo Helpdesk

Reminder Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

Escalated Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

New Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (1)

	TICKET#	AGE	TITLE
	2015071510123456	57 d 22 h	Welcome to OTOBO!

Open Tickets

My locked tickets (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

Ticket Queue Overview

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Raw	1	0	0	1
TOTAL	1	0	0	

Settings

7 Day Stats

Upcoming Events

none

Latest updated FAQ articles

Latest created FAQ articles

OTOBO News

[OTOBO Launch](#)
[Chatbot, Testing, neue Features](#)
[Rother OSS veröffentlicht OTOBO 10 beta](#)
[Beta-Launch am 30.01.2020](#)
[Rother OSS kündigt neues Open Sourc...](#)

Powered by Rother OSS

2.1:

Dashboard

Customers

Calendar

Tickets

FAQ

Reports

Admin

Q

OTOBO

F

Otobo Helpdesk

2.2:

- ChatEngine::Active
- -
 -

The chat availability status will be changed from external chats to internal chats each time an agent logs in to OTOBO again.

Reminder Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

Escalated Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	AGE	TITLE
none			

New Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (4)

	TICKET#	AGE	TITLE
	2020112449000038	8 d 23 h	Test via Email
	2020112449000029	9 d 1 h	Test via Email
	2020112449000011	9 d 2 h	Willkommen
	2015071510123456	72 d 21 h	Welcome to OTOBO!

Open Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (3)

	TICKET#	AGE	TITLE
	2020112549000027	7 d 18 h	Test Internal Helpdesk (Dynamic Field) Network Operations
	2020112549000018	7 d 21 h	Test Internal Helpdesk (Dynamic Field)
	2020111949000011	14 d 0 h	User cannot login to his mail account

Ticket Queue Overview

QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Misc	0	3	0	3
Raw	4	0	0	4
TOTAL	4	3	0	

Settings

7 Day Stats

Created Closed

Upcoming Events

none

Latest updated FAQ articles

How to create a support bundle

Misc - 11/18/2020 15:51 (Europe/Berlin)

Computer is dead

Misc - 11/18/2020 15:30 (Europe/Berlin)

Latest created FAQ articles

How to create a support bundle

Misc - 11/18/2020 15:51 (Europe/Berlin)

Computer is dead

Misc - 11/18/2020 15:30 (Europe/Berlin)

OTOBO News

OTOBO Launch

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Rother OSS veröffentlicht OTOBO 10 beta


Beta-Launch am 30.01.2020

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2.3:





-

1. 
2. 
3. 

1. 
2. 
3. 

[illegible]

1. 
2. 
3. 

1. 
2. 
3. 
4. 

2.1.1

[illegible]

New Tickets

Shown Tickets: 10

Shown Columns:

AVAILABLE COLUMNS

Filter available fields...

Changed

Created

Customer Name

Customer ID

Customer User Name

Customer User ID

First Response Time

VISIBLE COLUMNS (ORDER BY DRAG & DROP)

1. TicketNumber

2. Age

3. Title

Save Changes

 or

Cancel

2.4: 画面

Reminder Tickets

My locked tickets (0)

Tickets in My Queues (0)

All tickets (0)

	TICKET#	AGE	TITLE
none			

2.5: 画面

Escalated Tickets

My locked tickets (0)

Tickets in My Queues (0)

All tickets (0)

	TICKET#	AGE	TITLE
none			

2.6: 画面

New Tickets

My locked tickets (1)

Tickets in My Queues (0)

All tickets (1)

	TICKET#	▼ AGE	TITLE
	2015071510123456	122 d 22 h	Welcome to OTRS!

2.7: 画面

Figure 2.8: Open Tickets widget

Open Tickets				
My locked tickets (0) Tickets in My Queues (0) All tickets (0)				
		TICKET#	▼ AGE	TITLE
none				

Figure 2.8: Open Tickets widget

Figure 2.9: Running Process Tickets widget

Running Process Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

	TICKET#	PROCESS	▼	ACTIVITY	▼	▼ AGE	TITLE
none							

Figure 2.9: Running Process Tickets widget

The Ticket Queue Overview widget gives an overview as a ticket count matrix, where the rows represent queues and the columns represent the ticket states. Each cell displays the number of tickets in a defined state that belongs to a particular queue.

Ticket Queue Overview				
QUEUE	NEW	OPEN	PENDING REMINDER	TOTAL
Misc	0	3	0	3
Raw	4	0	0	4
TOTAL	4	3	0	

Figure 2.10: Ticket Queue Overview widget

Figure 2.11: Ticket Queue Overview widget configuration

Figure 2.12: Ticket Queue Overview widget configuration

1. Ticket Queue Overview

Queue	State	Count	Color
Queue	State / State	TicketCalendarStartTime	Color
Queue	State / State	TicketCalendarEndTime	Color

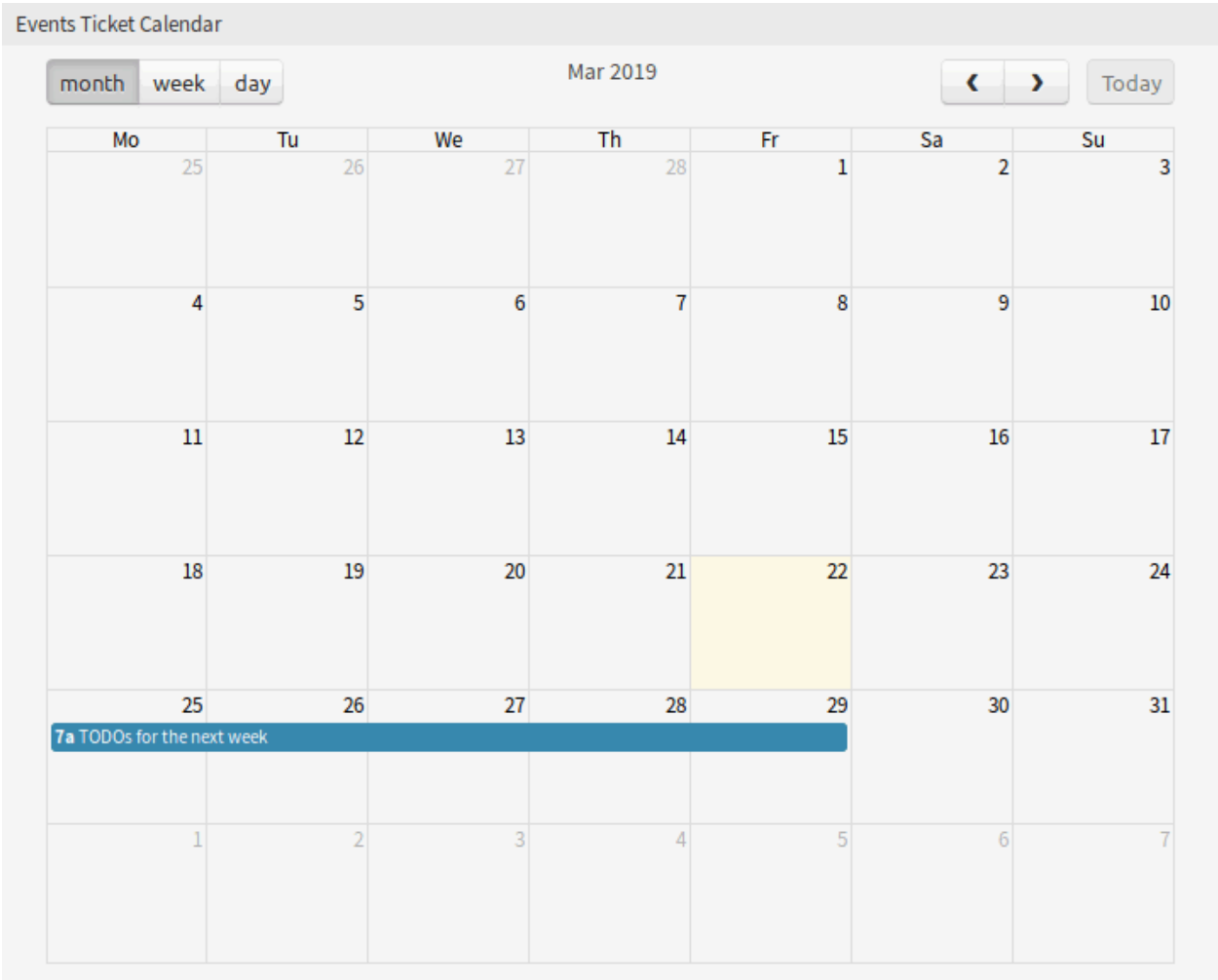
2. Ticket Queue Overview → Ticket Queue Overview → Ticket Queue Overview

Figure 2.13: Ticket Queue Overview widget configuration

- Ticket::Frontend::AgentTicketPhone###DynamicField
 - TicketCreateStartTime → 1 - Queue

- TicketCreateEndTime → 1 -
- Ticket::Frontend::AgentTicketEmail###DynamicField
 - TicketCreateStartTime → 1 -
 - TicketCreateEndTime → 1 -
- Ticket::Frontend::AgentTicketFreeText###DynamicField
 - TicketCreateStartTime → 1 -
 - TicketCreateEndTime → 1 -

3. DashboardEventsTicketCalendar###Queues Raw



2.11: 10.1

2.1.2

1. 设置提醒

▼ Settings

- ☒ 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
- ☒ Latest updated FAQ articles
- ☒ Latest created FAQ articles
- ☐ Logged-In Users
- ☒ OTOBO News
- ☐ Appointments

Save settings

图 2.12: 设置提醒

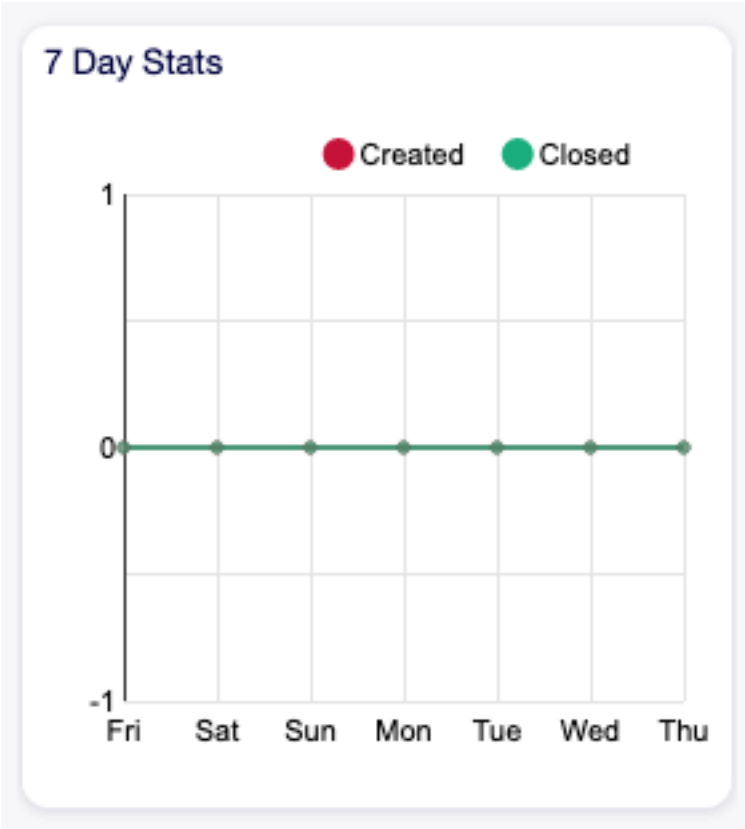
2. 设置提醒

1. 设置提醒
2. 设置提醒
3. 设置提醒

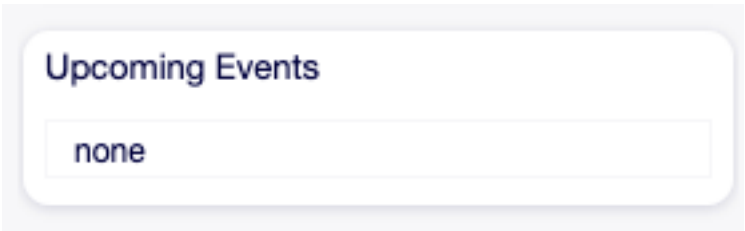
3. 设置提醒

4. 设置提醒

5. 设置提醒



2.13: 7 Day Stats



2.14: Upcoming Events

Figure 2.15: Out of Office widget



Figure 2.15: Out of Office widget

Figure 2.16: Latest updated FAQ articles widget



Figure 2.16: Latest updated FAQ articles widget

Figure 2.17: Latest created FAQ articles widget



Figure 2.17: Latest created FAQ articles widget

Figure 2.18: OTOBO News widget

The OTOBO News widget displays news from an RSS feed.

Figure 2.18:

OTOBO News widget configuration: DashboardBackend###0410-RSS

OTOBO News widget configuration: DashboardBackend###0410-RSS

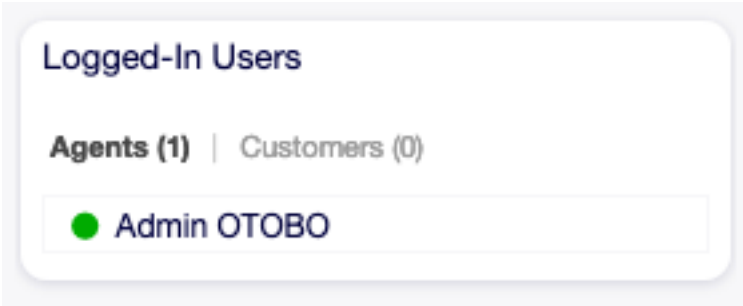


Figure 2.18: Logged-In Users

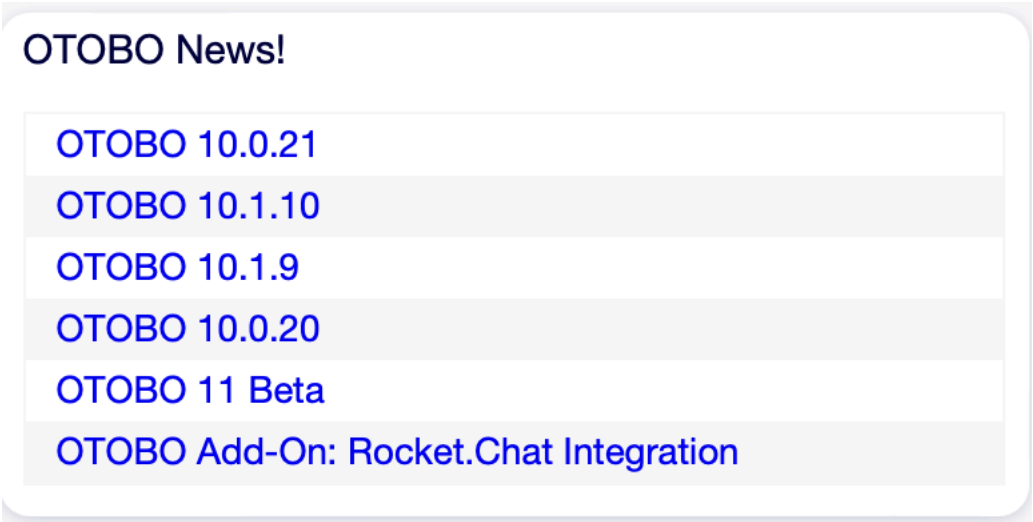
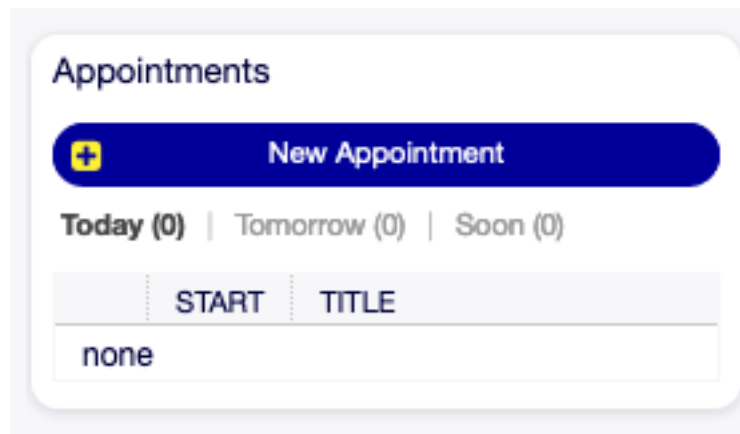


Figure 2.19: OTOBO News Widget



2.20: 11 111



Use this menu to customize your profile in OTOBO. The personal menu is available via your avatar in the top left corner.

All settings changed in this menu affect only your profile, and does not affect the behavior of OTOBO for other agents.

3.1

Notification Web View: All Notifications

Notification Web View: All Notifications

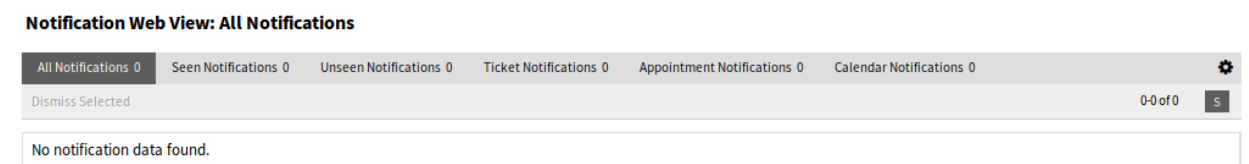


Figure 3.1: Notification Web View

Notifications can be filtered by clicking on a state name in the header of the overview widget. There is an option All Notifications to see all notifications. The numbers after the state names indicate how many notifications are in each state.

Notification Web View: All Notifications

1. Notification Web View: All Notifications
2. Notification Web View: All Notifications
3. Notification Web View: All Notifications

Figure 3.2: Personal Preferences Screen

3.2 Personal Preferences

Use this screen to set personal preferences in OTOBO. The personal preferences screen is available in the Personal Preferences menu item of the Avatar menu.

This overview screen consists of three modules.

- User Profile
- Notification Settings
- Miscellaneous

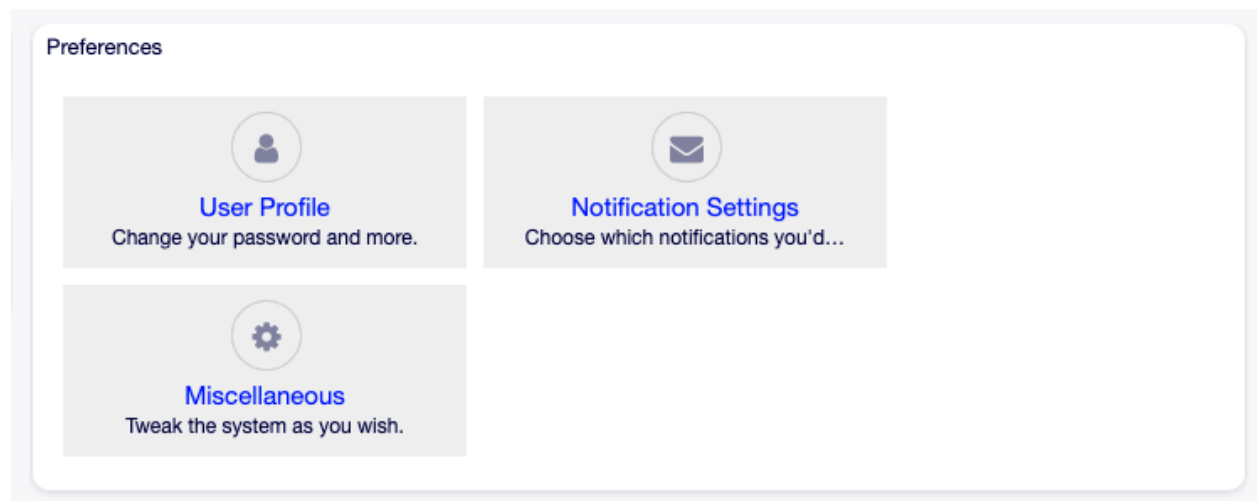


Figure 3.2: Personal Preferences

Figure 3.2: Personal Preferences

Figure 3.2: Personal Preferences

3.2.1 User Profile

Figure 3.2.1: User Profile Screen

Figure 3.2.1

Figure 3.2.1: User Profile Screen

Figure 3.2.1: User Profile Screen

Figure 3.2.1: User Profile Screen

Figure 3.2.1: User Profile Screen

Change password

Current password:

New password:

Verify password:

Set a new password by filling in your current password and a new one.

3.3:

:

PreferencesGroups###GoogleAuthenticatorSecretKey

RFC6238 Google

Google Authenticator

Shared Secret:

Generate

Enter your shared secret to enable two factor authentication.

3.4:

A-Z0-92-7

:

Avatar

You can change your avatar image by registering with your email address `jado@trash-mail.net` at [gravatar.com](#). Please note that it can take some time until your new avatar becomes available because of caching.

Change your avatar image.


3.5:

It is not possible to upload an avatar image directly in OTOBO. You have to register your email address on [Gravatar](#) to use this feature. Otherwise the first letters of first name and last name will be displayed.

Use this widget to set the language for the OTOBO user interface.

Language

English (United States)

Select the main interface language.


3.6:

Only those languages are listed by default, in which OTOBO is translated more than 95%. To see all available languages, click on the refresh icon next to the drop-down list.


:

Translation status of incomplete languages are low, but you can help to improve the translation. See the [developer manual](#) for more information about translating OTOBO.

Each agent has to set the timezone of the current location to get proper date and time calculation in OTOBO.

Time Zone



Europe/Berlin


Select your personal time zone.
All times will be displayed relative to this time zone.


3.7:

Out Of Office Time

Active: ☒ On ☐ Off

Start: 12 / 03 / 2020 
End: 12 / 04 / 2020 

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.


3.8:

3.2.2

My Queues

Your queue selection of your preferred queues. You also get notified about those queues via email if enabled.

3.9:

:

Ticket::Service

My Services

Your service selection of your preferred services. You also get notified about those services via email if enabled.

3.10:

WEB

Ticket notifications

NOTIFICATION	
Ticket create notification	<input checked="" type="checkbox"/>
Ticket follow-up notification (locked)	<input checked="" type="checkbox"/>
Ticket follow-up notification (unlocked)	<input checked="" type="checkbox"/>
Ticket lock timeout notification	<input checked="" type="checkbox"/>
Ticket queue update notification	<input checked="" type="checkbox"/>
Ticket service update notification	<input checked="" type="checkbox"/>

Choose for which kind of ticket changes you want to receive notifications. Please note that you can't completely disable notifications marked as mandatory.

3.11:

Appointment notifications

NOTIFICATION	
Appointment reminder notification	<input checked="" type="checkbox"/>

Choose for which kind of appointment changes you want to receive notifications.

3.12:

WEB

:

ChatEngine::Active

My Chat Channels

Your selection of your preferred external chat channels. You will be notified about external chat requests in these chat channels.

☒

3.13:

3.2.3

These settings are for change of visual appearance of OTOBO.

In this widget can be selected the skin, that OTOBO should wear.

Skin

Default

Select your preferred layout for the software.

3.14:

Overview Refresh Time

off

If enabled, the different overviews (Dashboard, LockedView, QueueView) will automatically refresh after the specified time.

3.15:

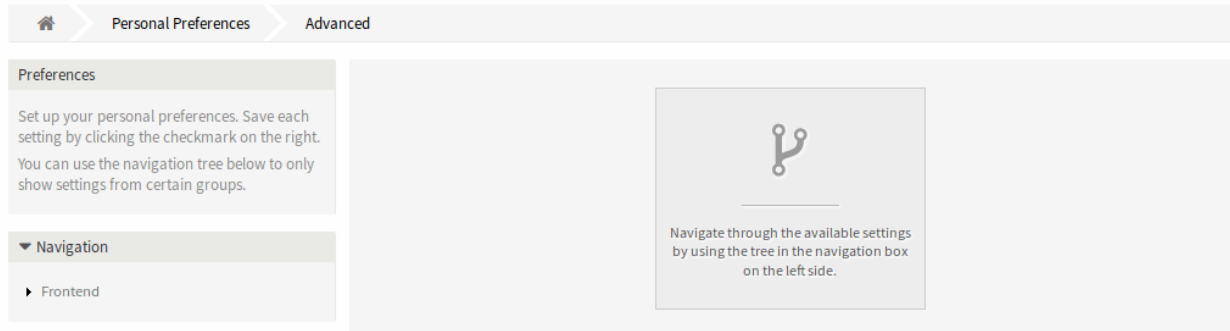
Screen after new ticket

Create Ticket

Configure which screen should be shown after a new ticket has been created.

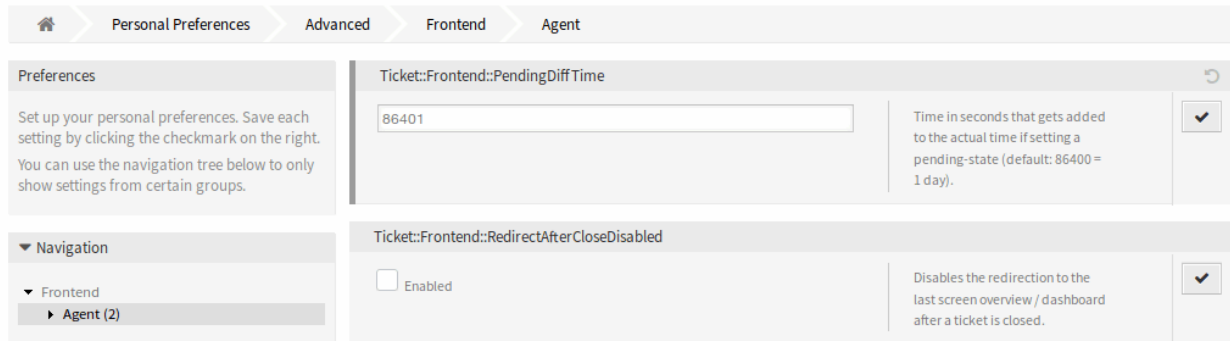
3.16:

3.2.4



3.17:

- 1.
- 2.
- 3.



3.18: -

- 1.

3.3

Use this menu item to leave OTOBO and go to the login screen.

:



4.1

Customer information center is a dashboard, which displays all relevant tickets and customer users of a customer. This dashboard has the same purpose as the agent dashboard: to see all relevant information at a glance.

4.1.1

Clicking on the Customer Information Center menu item will open a search dialog to search for a customer or a customer user. At least two characters need to be entered here.

Search

Customer:

Customer User:

4.1: □□□□□□□□□□□□

□□: □□□□□□□□*□ □□□□□□□**□□□□□□□□□□□□□□□□

Figure 4.2: Customer Information Center

Figure 4.2:

Customer Information Center

Customer Information Center — Acme Inc. (acme.co)

Customer Users

Add Customer User

CUSTOMER USER ID	CUSTOMER USER INFORMATION	OPEN	CLOSED	PHONE TICKET	EMAIL TICKET	EDIT
we	"Wyle Coyote" <we@acme.example.com>	3	1	Create	Create	

Reminder Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Escalated Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

New Tickets

My locked tickets (0) | My responsibilities (0) | Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Open Tickets

My locked tickets (2) | My responsibilities (3) | Tickets in My Queues (3) | Tickets in My Services (0) | All tickets (3)

TICKET#	AGE	TITLE
2020112549000027	7 d 20 h	Test Internal Helpdesk (Dynamic Field) Network Operations
2020112549000018	7 d 22 h	Test Internal Helpdesk (Dynamic Field)
2020111949000011	14 d 1 h	User cannot login to his mail account

Settings

Company Status

Escalated tickets: 0
Open tickets: 3
Closed tickets: 1
All tickets: 4

Customer Information

Customer: Acme Inc.
Comment: A great company

Figure 4.2: Customer Information Center

Customer Users

The Customer Users widget is used to list all customer users belong to the customer. It is possible to add or edit customer users, see the details and create tickets directly from the widget.

Customer Users

1. Add Customer User
2. Edit Customer User
3. Create Ticket

Open Tickets

1. Add Ticket

Customer Users

Add Customer User

CUSTOMER USER ID	CUSTOMER USER INFORMATION	OPEN	CLOSED	PHONE TICKET	EMAIL TICKET	EDIT
we	"Wyle Coyote" <we@acme.example.com>	3	1	Create	Create	<div></div>

4.3: Customer Users

2. Add Customer User

3. Add Customer User
1. Add Customer User

2. Add Customer User
1. Add Customer User

2. Add Customer User
1. Add Customer User

2. Add Customer User

The following widgets display tickets related to a customer.

Each ticket widget has an own filter for displaying:

- Escalated Tickets
- Unassigned Tickets
- Assigned Tickets

Escalated Tickets widget displays the following information:

Reminder Tickets

My locked tickets (0)

Tickets in My Queues (0)

All tickets (0)

	TICKET#	AGE	TITLE
none			

4.4: Escalated Tickets

The Escalated Tickets widget lists the escalated tickets. Escalated tickets are after the time set in service level agreement, and therefore need to be worked on them immediately.

Escalated Tickets widget displays the following information:

Escalated Tickets widget displays the following information:

Escalated Tickets				
<div> My locked tickets (0) Tickets in My Queues (0) All tickets (0) </div>				
		TICKET#	AGE	TITLE
none				

4.5: Escalated Tickets

New Tickets				
<div> My locked tickets (1) Tickets in My Queues (0) All tickets (1) </div>				
		TICKET#	▼ AGE	TITLE
		2015071510123456	122 d 22 h	Welcome to OTRS!

4.6: New Tickets

Widgets

The following widgets are located on the right sidebar. There is a Settings widget to turn other widgets on or off, and some information widgets are also displayed here.

1. Settings

2. My Tickets

1. My Tickets
2. My Tickets
3. My Tickets

3. My Tickets

4. My Tickets

5. My Tickets

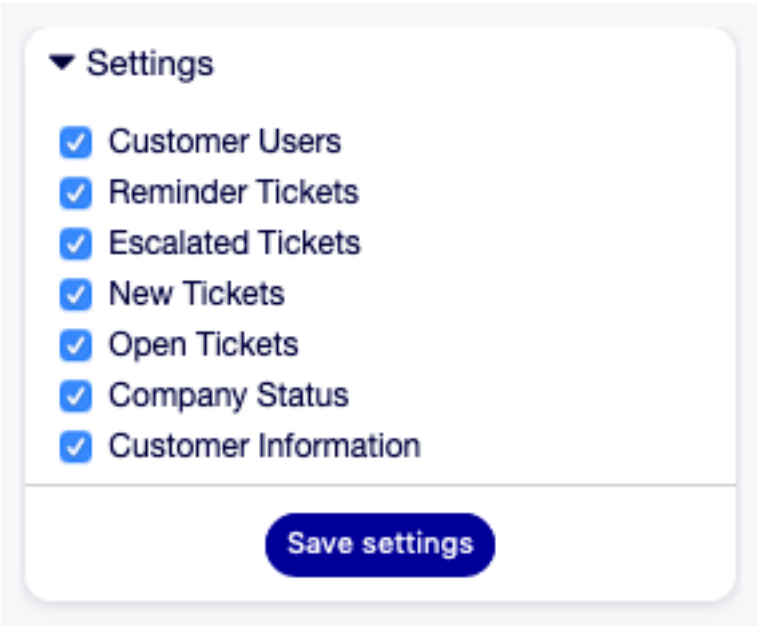
6. My Tickets

4.2 Customer User Information Center

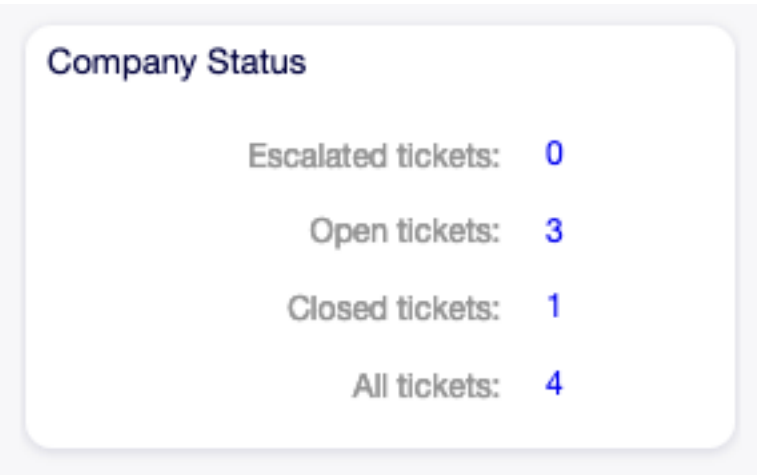
Customer user information center is a dashboard, which displays all relevant tickets and customers of a customer user. This dashboard has the same purpose as the agent dashboard: to see all relevant information at a glance.

Open Tickets				
<div> My locked tickets (0) Tickets in My Queues (0) All tickets (0) </div>				
		TICKET#	▼ AGE	TITLE
none				

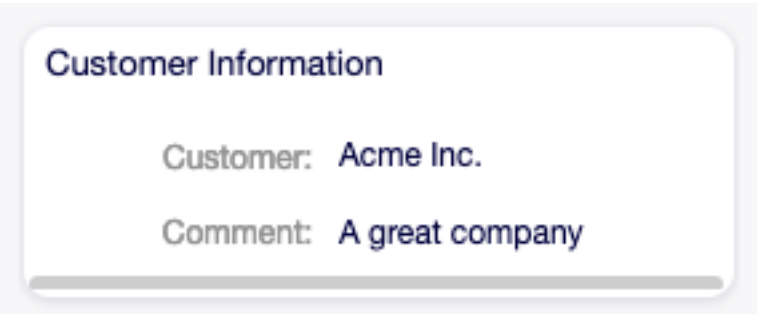
4.7: Open Tickets



4.8: 设置菜单



4.9: 公司状态



4.10: 客户信息

Customer User Information Center menu item will open a search dialog to search a customer user. At least two characters need to be entered here.

4.2.1 Customer User Search

Clicking on the Customer User Information Center menu item will open a search dialog to search a customer user. At least two characters need to be entered here.

Figure 4.11: Customer User Search

Customer User: * **

Customer User: * **

Customer User: * **

Customer User:

Customer User: * **

Customer User: * **

Customer User: * **

Customer User: * **

- Customer User: * **
- Customer User: * **
- Customer User: * **

Customer User: * **

- Customer User: * **
- Customer User: * **

Customer User: * **

- Customer User: * **
- Customer User: * **

The following widgets display tickets related to a customer user.

Each ticket widget has an own filter for displaying:

- Customer User: * **
- Customer User: * **

Customer User Information Center — "Wyle Coyote" <we@acme.example.com>

Customer IDs

Change Customer Relations

CUSTOMER ID	NAME	OPEN	CLOSED	EDIT
acme.co	Acme Inc.	3	1	

Reminder Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Escalated Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

New Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (0) | My responsibilities (0) |

Tickets in My Queues (0) | Tickets in My Services (0) | All tickets (0)

TICKET#	AGE	TITLE
none		

Open Tickets

Assigned to customer user | Accessible for customer user | My locked tickets (2) | My responsibilities (3) |

Tickets in My Queues (3) | Tickets in My Services (0) | All tickets (3)

TICKET#	AGE	TITLE
2020112549000027	7 d 20 h	Test Internal Helpdesk (Dynamic Field) Network Operations
2020112549000018	7 d 22 h	Test Internal Helpdesk (Dynamic Field)
2020111949000011	14 d 1 h	User cannot login to his mail account

Settings

Customer User Information

Firstname: Wyle
Lastname: Coyote
Username: we
Email: we@acme.example.com

Customer Information

Customer: Acme Inc.
Comment: A great company

4.12: Customer User Information Center

Customer IDs				
CUSTOMER ID	NAME	OPEN	CLOSED	EDIT
stark-industries	Stark Industries	0	0	

4.13: Customer ID Table

- 
- 
- 

Reminder Tickets

Assigned to customer user

Accessible for customer user

My locked tickets (0)

My responsibilities (0)

Tickets in My Queues (0)

Tickets in My Services (0)

All tickets (0)

	TICKET#	AGE	TITLE
none			

4.14: $\square\square\square\square\square\square\square\square$

Escalated Tickets

Assigned to customer user

Accessible for customer user

My locked tickets (0)

My responsibilities (0)

Tickets in My Queues (0)

Tickets in My Services (0)

All tickets (0)

	TICKET#	AGE	TITLE
none			

4.15: 11111 111

New Tickets				
Assigned to customer user Accessible for customer user My locked tickets (0) My responsibilities (0)				
Tickets in My Queues (0) Tickets in My Services (0) All tickets (0)				
		TICKET#	▼ AGE	TITLE
none				

□ 4.16: □□□□ □□□

[illegible]

Open Tickets

Assigned to customer user

Accessible for customer user

My locked tickets (2)

My responsibilities (3)

Tickets in My Queues (3)

Tickets in My Services (0)

All tickets (3)

	TICKET#	▼ AGE	TITLE
	2020112549000027	7 d 20 h	Test Internal Helpdesk (Dynamic Field) Network Operations
	2020112549000018	7 d 22 h	Test Internal Helpdesk (Dynamic Field)
	2020111949000011	14 d 1 h	User cannot login to his mail account

4.17: Tickets

▼ Settings

☒ Customer IDs

☒ Customer User Information

☒ Reminder Tickets

☒ Escalated Tickets




☒ New Tickets

☒ Open Tickets

☒ Customer Information

Save settings

4.18: Settings

1. 
2. 
3. 

Customer User Information

Firstname: Wyle

Lastname: Coyote

Username: we

Email: we@acme.example.com

4.19: 111111 111

Customer Information

Customer: Acme Inc.

Comment: A great company

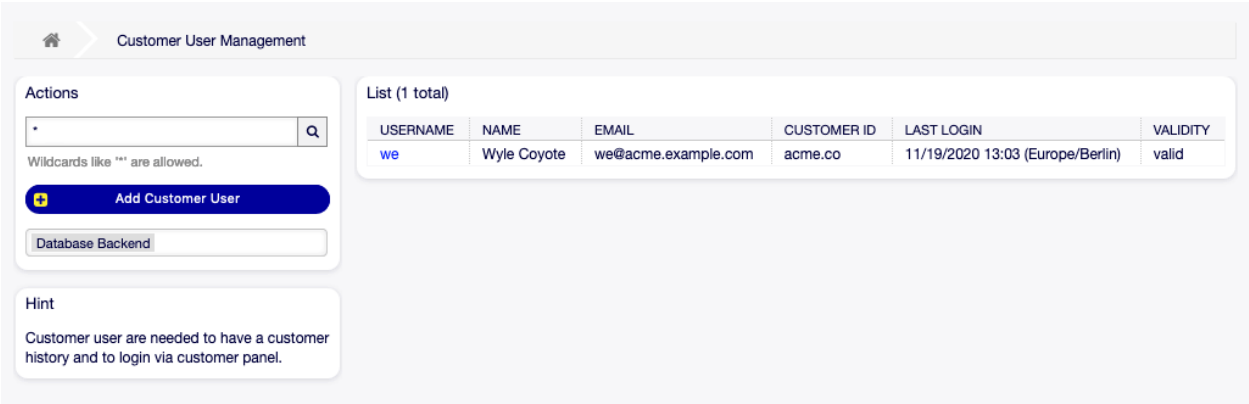
□ 4.20: □□□□ □□□

22

4.3

OTOB0 offers a great way to save individual information about contacts within organizations which your company serves. You can add as many personal connections into OTOBO as needed.

Use this screen to add a customer user to the system. A fresh OTOBO installation contains no customer users by default. The customer user management screen is available in the Customer User Administration menu item of the Customers menu.



4.21:

4.3.1

1.

2.

3.

- 1.
- 2.
- 3.

4.

5.

- 1.
- 2.
- 3.

6.

- 1.
- 2.

7.

8.

9.

10.

Add Customer User

Title or salutation:

★ Firstname:

★ Lastname:

★ Username:

Password:

★ Email:

★ CustomerID:

Phone:

Fax:

Mobile:

Street:

Zip:

City:

Country:

Comment:

★ Valid:

Google Authenticator:

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.Shared Secret

Interface language:

Select the main interface language.Language

Time Zone:

Select your personal time zone. All times will be displayed relative to this time zone.Time Zone

Ticket overview:

Select after which period ticket overviews should refresh automatically.Refresh interval

Number of displayed tickets:

Select how many tickets should be shown in overviews by default.Tickets per page

PGP Key: Keine Datei ausgewählt.

Upload your PGP key.PGP Key

Save or Cancel

Edit Customer User

Title or salutation: ★ Firstname: ★ Lastname: ★ Username: Password: ★ Email: ★ CustomerID: Phone: Fax: Mobile: Street: Zip: City: Country: Comment: ★ Valid: Google Authenticator:

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.Shared Secret

Interface language:

Select the main interface language.Language

Time Zone:

Select your personal time zone. All times will be displayed relative to this time zone.Time Zone

Ticket overview:

Select after which period ticket overviews should refresh automatically.Refresh interval

Number of displayed tickets:

Select how many tickets should be shown in overviews by default.Tickets per page

PGP Key: Keine Datei ausgewählt.

Upload your PGP key.PGP Key

 or or [Cancel](#)

Effective Permissions for Customer User

Group Permissions

GROUP	RO	RW
users	✓	✓

Table above shows effective group permissions for the customer user. The matrix takes into account all inherited permissions (e.g. via customer groups). Note: The table does not consider changes made to this form without submitting it.

Customer Access

CUSTOMER	DIRECT
acme.co Acme Inc.	✓

Table above shows granted customer access for the customer user by permission context. The matrix takes into account all inherited access (e.g. via customer groups). Note: The table does not consider changes made to this form without submitting it.

4.24:

:

4.3.2

:

Mr.Dr.Jr.

*

*

*

Email *

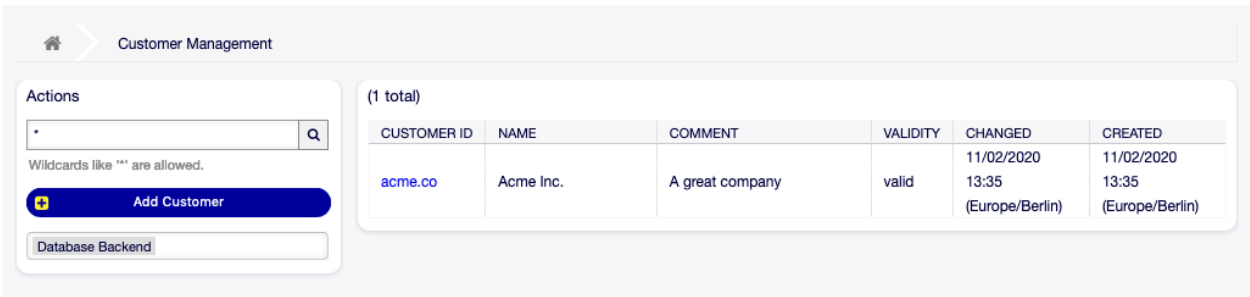
*

/

* Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

4.4

Use this screen to add customer companies to the system. A fresh OTOBO installation contains no customers by default. The customer management screen is available in the Customer Administration menu item of the Customers menu.



4.25:

4.4.1

LDAP

- 1.
- 2.
- 3.

- 1.
- 2.
- 3.

- 1.
- 2.

1000

Add Customer

★ CustomerID:

★ Customer:

Street:

Zip:

City:

Country:

URL:

Comment:

★ Valid:

Save or [Cancel](#)

4.26: 画面

Edit Customer

★ CustomerID:

★ Customer:

Street:

Zip:

City:

Country:

URL:

Comment:

★ Valid:

Save or **Save and finish** or [Cancel](#)

4.27: 画面

4.4.2 资源

资源是 OTOBO 系统中的一个基本单元。

ID * 资源的唯一标识符。

* 资源的名称，可以是任意字符串。

资源类型

资源状态

资源描述

资源地址/URL

资源 URL

资源的有效性，可以是有效、无效或暂时无效。

* Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.



OTOBOTickets.com requires that all users have a calendar.

OTOBOTickets.com supports this requirement with calendars. Calendars allow management of appointments and resources inside the ticket system. You can connect your tickets to scheduled tasks and make them available to all users to see. This feature adds transparency to show your team’s workload and prevent users from promising resources which are not available.

5.1 Calendars

OTOBOTickets.com requires that all users have a calendar.

Figure 5.1: Calendar Overview

Calendar Overview	
Actions	Calendar
	No calendars found. Please add a calendar first by using Manage Calendars page.

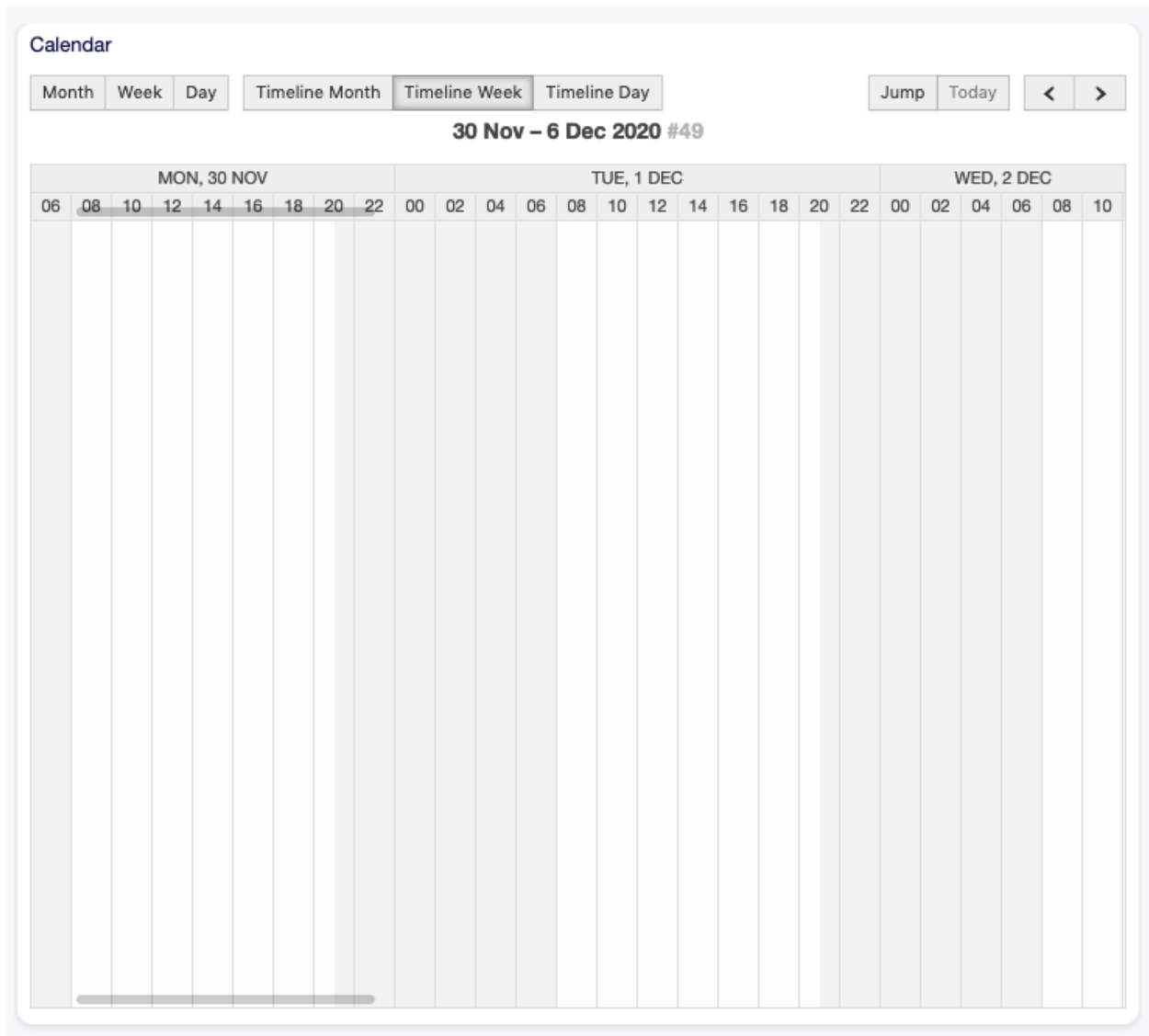
Figure 5.1: Calendar Overview

OTOBOTickets.com requires that all users have a calendar.

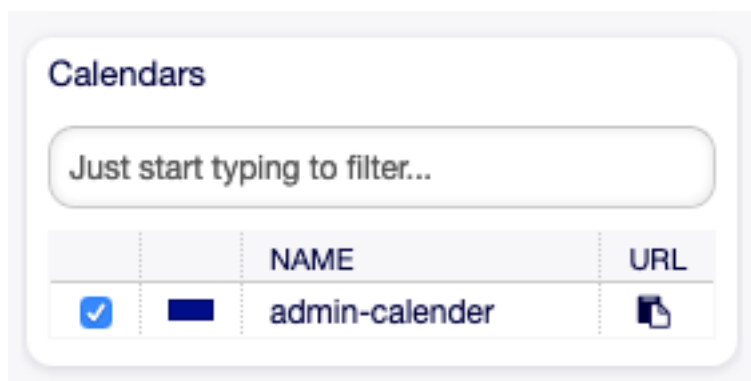
OTOBOTickets.com requires that all users have a calendar.

OTOBOTickets.com requires that all users have a calendar.

1. Go to OTOBOTickets.com and click on the URL link.
2. Click on the link.
3. URL link.



5.2: 画面



5.3: 画面

注意: 请仔细阅读以下说明, 以确保正确安装和配置。

安装和配置 OTOBO 系统, 请参考以下步骤:

1. 检查系统要求

1. 检查系统要求

2. 安装 OTOBO

3. 配置 OTOBO

注意:

请确保所有配置项都正确无误。

安装完成后, 请执行以下操作:

1. 启动 OTOBO 服务

2. 验证安装

3. 配置 OTOBO

安装完成后, 请执行以下操作:

1. 启动 OTOBO 服务

2. 配置 OTOBO

安装完成后, 请执行以下操作:

1. 启动 OTOBO 服务

2. 配置 OTOBO

3. 验证安装

5.2 安装

安装 OTOBO 系统, 请参考以下步骤:

注意: 请仔细阅读以下说明, 以确保正确安装和配置。

安装和配置 OTOBO 系统, 请参考以下步骤:

5.3 配置

注意: Rother OSS TODO: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact sales@otobo.de, we will find a solution.

Appointment

✕

Basic information

★ Title:

Description:

Location:


★ Calendar:

Resource


This feature is currently not available.

Date/Time

Start date:

12 ▾ / 03 ▾ / 2020 ▾  - 18 ▾ : 00 ▾

End date:

12 ▾ / 03 ▾ / 2020 ▾  - 19 ▾ : 00 ▾

All-day:

☐

Repeat:

Never

Notification

Notification:

No notification

Link

Ticket:

✓ Save

Cancel

図 5.4: 予約画面

Appointment



Basic information

★ Title: Customer Meeting

Description:

Location:

★ Calendar: admin-calender x

Resource

This feature is currently not available.

Date/Time

Start date: 12 / 03 / 2020 - 18 : 00

End date: 12 / 03 / 2020 - 19 : 00

All-day: ☐

Repeat: Never

Notification

Notification: No notification

Link

Ticket:

Save Cancel

5.5: 5.5.1

Agenda Overview

Month Week Day

Manage Calendars Add Appointment

11/23/2020 – 11/29/2020 #48

Today < >

CALENDAR	TITLE	START DATE	END DATE	ALL-DAY	REPEAT	NOTIFICATION
No data found.						

5.6:

Agenda Overview

Month Week Day

Manage Calendars Add Appointment


11/30/2020 – 12/06/2020 #49

Today < >

CALENDAR	TITLE	START DATE	END DATE	ALL-DAY	REPEAT	NOTIFICATION
12/03/2020						
admin-calender	Customer Meeting	12/03/2020 18:00:00 (Europe/Berlin)	12/03/2020 19:00:00 (Europe/Berlin)	No	No	No

5.7:

✕



Upgrade to **OTRS** service package. Please contact us at sales@otrs.com for an upgrade.

[Find out more](#)

5.8:

5.4 日历

Use this menu item to add new appointments to calendars. New appointments can be also added by clicking on the Add Appointment button either in [日历](#) or in [日历](#) screens. It is also possible to drag over a range of the calendar widget to setup a rough time span. Right after that, a dialog appears where the data can be inserted.

5.4.1 添加

单击以下按钮添加新约会

在 * 日历中单击以下按钮添加新约会

在 日历中单击以下按钮添加新约会

在 日历中单击以下按钮添加新约会 Google 日历

在:

AgentAppointmentEdit::Location::Link 日历

在 * 日历中单击以下按钮

在

在: Rother OSS TODO: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact sales@otobo.de, we will find a solution.

在 日历中单击以下按钮

在 日历中单击以下按钮

在 日历中单击以下按钮 00:00

在 日历中单击以下按钮 日历

在 日历中单击以下按钮

在:

AgentAppointmentEdit::Location::Link 日历

在 日历中单击以下按钮

在: 在 * 日历中单击以下按钮

在

If appointments need to be created in a recurring manner, it is possible to setup detailed information about the occurrences of an appointment.

在

1. 在 日历中单击以下按钮
2. 在 日历中单击以下按钮
3. 在 日历中单击以下按钮

Appointment

✕

Basic information

★ Title:

Description:

Location:


★ Calendar:

Resource


This feature is currently not available.

Date/Time

Start date:

12 / 03 / 2020  - 18 : 00

End date:

12 / 03 / 2020  - 19 : 00

All-day:

☐

Repeat:

Never

Notification

Notification:

No notification

Link

Ticket:

Save

Cancel

図 5.9: 予約画面

Date/Time

Start date: 12 / 01 / 2020 - 08 : 00

End date: 12 / 01 / 2020 - 16 : 00

All-day: ☐

Repeat: Every Day

until ...

12 / 06 / 2020

5.10:

Calendar

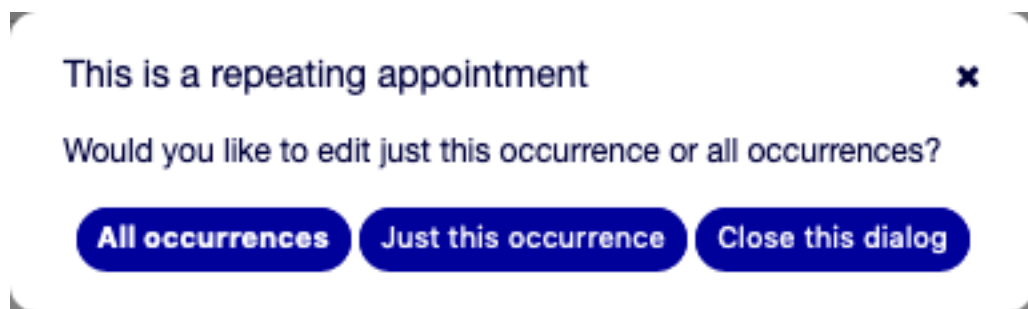
MonthWeekDayTimeline MonthTimeline WeekTimeline Day

JumpToday<>

30 Nov – 6 Dec 2020 #49

TUE, 1 DEC							WED, 2 DEC							THU, 3 DEC													
6	08	10	12	14	16	18	20	22	00	02	04	06	08	10	12	14	16	18	20	22	00	02	04	06	08	10	12
Regular Meeting							Regular Meeting							Regular Meeting													

5.11:



5.12: Screenshot

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

Ticket systems such as OTOBO handle tickets like normal emails. The messages are saved in the system. When a customer sends a request, a new ticket is generated by the system which is comparable to a new medical report being created. The response to this new ticket is comparable to a doctor's entry in the medical report. A ticket is closed if an answer is sent back to the customer, or if the ticket is separately closed by the system. If a customer responds again on an already closed ticket, the ticket is reopened with the new information added.

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

6.1 OTOBO

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

OTOBOTicketSystem

6.1.1 OTOBO

OTOBOTicketSystem

OTOBOTicketSystem

Ticket#2020111949000011 — User cannot login to his mail account

Back | Lock | Priority | Change Ticket | People | Communication | Pending | Close | Quick Close | Miscellaneous |

- Move -

Article Overview - 1 Article(s)

NO.			SENDER	VIA	SUBJECT	CREATED	
1			Wyle Coyote	Phone	User cannot login to his mail	11/19/2020 13:07	

#1 – User cannot login to his mail account – Wyle Coyote – 11/19/2020 13:07 (Europe/Berlin) vi...

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Mark | Print | Split | Forward | Reply

The user reports outlook will not accept his password.

Ticket Information

Age: 14 d 21 h
Created: 11/19/2020 13:07 (Europe/Berlin)
Created by: Super Admin
State: open
Locked: unlock
Priority: 3 normal
Queue: Misc
Customer ID: acme.co
Accounted time: 0
Owner: Super Admin
Responsible: Admin OTOBO

Customer Information

Firstname: Wyle
Lastname: Coyote
Username: we
Email: we@acme.example.com
Customer: Acme Inc.
Street: 123 Anywhere St.
Zip: 12346
City: Somevillage
Country: United States of [...]
URL: https://acme.exam[...]
Comment: A great company
Open tickets (customer) (3)

6.1:

QueueView: Raw

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 4 Available tickets 3

Bulk

1-4 of 4 S M L

6.2:


QueueView: Misc

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3Available tickets 1

Bulk1-3 of 3SML

<input type="checkbox"/>			TICKET#	▲ AGE	SENDER	TITLE	STATE ▾	LOCK ▾	QUEUE	OWNER ▾	CUSTOMER ID ▾
<input type="checkbox"/>			2020111949000011	14 d 21 h	Wyle Coyote	User cannot login to his mail account	open	unlock	Misc	Super Admin	acme.co
<input type="checkbox"/>		★	2020112549000018	8 d 18 h	Wyle Coyote	Test Internal Helpdesk (Dynamic Field)	open	lock	Misc	Admin OTOBO	acme.co
<input type="checkbox"/>		★	2020112549000027	8 d 15 h	Wyle Coyote	Test Internal Helpdesk (Dynamic Field) Network Operations	open	lock	Misc	Admin OTOBO	acme.co

Powered by Rother OSS

6.3:

- -
 -
-
- -
 -
 -

6.3:

It is possible to sort tickets by a specific attribute, but not all attributes can be used for sort.

To sort tickets:

- -
-
-
- -

6.3:

Unlock a ticket to give it back to the queue.

QueueView: Misc

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3 Available tickets 1

Bulk | Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

1-3 of 3 S M L

1. Click the ticket icon.

2. Click the ticket icon.

3. Click the ticket icon.

4. Close this ticket.

Quick Close Close this ticket by one click.

5. Click the ticket icon.

6.1.2 Ticket Queue

6.1.2.1 Ticket Queue

QueueView: Misc

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3 Available tickets 1

Order by "Age" (descending)

1-3 of 3 S M L

<input type="checkbox"/>	Ticket#2020111949000011 – User cannot login to his mail account			
<input type="checkbox"/>	<div>Sender</div> <div>Wyle Coyote</div> <div>Created</div> <div>11/19/2020 13:07:51 (Europe/...</div> <div>Subject</div> <div>User cannot login to his mail a...</div>	<div>Age</div> <div>14 d 21 h</div> <div>State</div> <div>open</div> <div>Owner / Responsible</div> <div>Super Admin / Admin OTOBO</div>	<div>Queue</div> <div>Misc</div> <div>Lock</div> <div>unlock</div>	<div>Customer ID</div> <div>acme.co</div> <div>Update Time</div> <div></div>
				<div>First Response Time</div> <div></div> <div>Solution Time</div> <div></div>

Figure 6.1: Ticket Queue

6.1.2.2 Ticket Queue

1. Click the ticket icon.
2. Click the ticket icon.
3. Click the ticket icon.

6.1.2.3 Ticket Queue

6.1.3 Ticket Queue

6.1.3.1 Ticket Queue

6.1.3.2 Ticket Queue

1. Click the ticket icon.
2. Click the ticket icon.
3. Click the ticket icon.

QueueView: Misc

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3Available tickets 1

Bulk | Order by "Age" (descending)

1-3 of 3SML

Ticket#2020111949000011 – User cannot login to his mail a

Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

Sender

Wyle Coyote

Created

11/19/2020 13:07:51 (Europe/...

Subject

User cannot login to his mail a...

Age

14 d 21 h

State

open

Owner / Responsible

Super Admin / Admin OTOBO

Queue

Misc

Customer ID

acme.co

Update Time

First Response Time

Solution Time

Lock

unlock

6.5:

QueueView: Misc

My Queues (0) Misc (3/1) Raw (4/3)

All tickets 3Available tickets 1

Bulk | Order by "Age" (descending)

1-3 of 3SML

Ticket#2020111949000011 – User cannot login to hi...

Age

14 d 21 h

Created

11/19/2020 13:07:51 (E...

Owner / Responsible

Super Admin / Admin O...

Queue

Misc

State

open

Lock

unlock

Customer ID

acme.co

"Wyle Coyote" <we@acme.example.com> – User cannot login to his mail account

Print | Split | Forward | Reply

The user reports outlook will not accept his password.

6.6:

6.1.

59

Figure 6.7: Ticket Detail View

Figure 6.7: Ticket Detail View

6.1.4 Ticket Bulk Action

Figure 6.8: Ticket Bulk Action

Figure 6.8: Ticket Bulk Action

6.2 Ticket

TO:

TO: Ticket::Service

1. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 2. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 3. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。

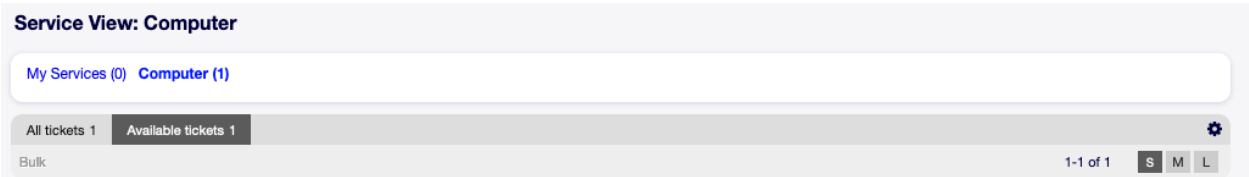


图 6.9: 计算机服务

1. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 2. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 3. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。

6.2.1 计算机服务

计算机服务

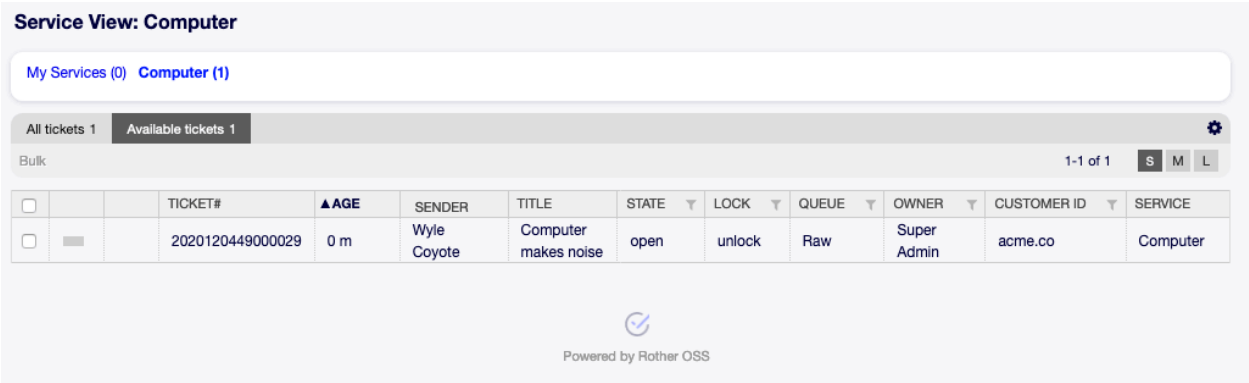


图 6.10: 计算机服务

- 计算机服务
1. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 2. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 3. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
- 计算机服务
1. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 2. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 3. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。
 4. 单击“计算机”服务，在“计算机”服务下，单击“计算机”服务。

It is possible to sort tickets by a specific attribute, but not all attributes can be used for sort.

To sort tickets:

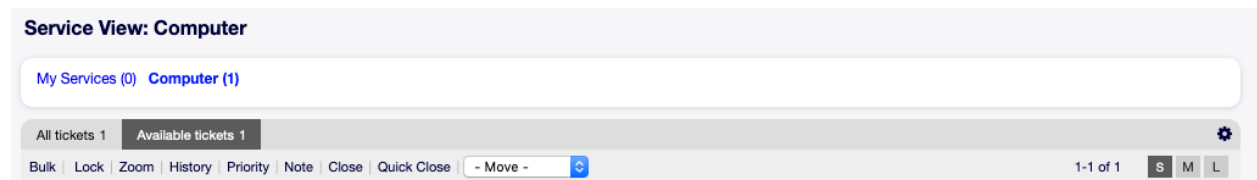
1. Click the sort icon.
2. Select the attribute to sort by.

Click the sort icon to open the sort menu.

1. Select the attribute to sort by.
2. Select the sort order.

Click the sort icon to open the sort menu.

Click the sort icon to open the sort menu.



Click the sort icon to open the sort menu.

Unlock a ticket to give it back to the queue.

Click the lock icon to lock a ticket.

Click the zoom icon to zoom in on a ticket.

Click the history icon to view the history of a ticket.

Click the close icon to close a ticket.

Quick Close Close this ticket by one click.

The ticket can be moved to an other queue..

6.2.2 Ticket Queue

Click the queue icon to open the queue.

Click the queue icon to open the queue.

1. Click the queue icon.
2. Select the queue to open.
3. Click the queue icon.

Click the queue icon to open the queue.

Service View: Computer

My Services (0) Computer (1)

All tickets 1

Available tickets 1

☐ Bulk |

Order by "Age" (descending)

1-1 of 1

S M L

☐ Ticket#2020120449000029 – Computer makes noise

Sender	Age	Queue	Customer ID	First Response Time
Wyle Coyote	6 m	Raw	acme.co	
Created	State		Update Time	
12/04/2020 15:38:36 (Europe/...	open			
Subject	Owner / Responsible	Lock	Service	Solution Time
Computer makes noise	Super Admin / Super Admin	unlock	Computer	

6.11:

Service View: Computer

My Services (0) Computer (1)

All tickets 1

Available tickets 1

☐ Bulk |

Order by "Age" (descending)

1-1 of 1

S M L

☐ Ticket#2020120449000029 – Computer makes noise

Lock | Zoom | History | Priority | Note | Close | Quick Close | - Move -

Sender	Age	Queue	Customer ID	First Response Time
Wyle Coyote	6 m	Raw	acme.co	
Created	State		Update Time	
12/04/2020 15:38:36 (Europe/...	open			
Subject	Owner / Responsible	Lock	Service	Solution Time
Computer makes noise	Super Admin / Super Admin	unlock	Computer	

6.12:

6.2.4 票務群組操作

票務群組操作

Ticket Bulk Action

Cancel & close

▶ Add Note

▶ Send Email

Next state:

Queue:

Owner:

Responsible:

Priority:

Merge:

☐ Merge to Ticket#:

☐ Merge to oldest

Link together:

No

Link to parent:

Unlock tickets:

Yes

Execute Bulk Action

圖 6.15: 票務群組操作

6.3 票務

票務群組操作

票務群組操作 S 小 /small M 中 /medium L 大 /large

Status View: Open tickets

Open tickets 9

Closed tickets 1

Bulk

1-9 of 9

S

M

L

圖 6.16: 票務 票務

票務群組操作

6.3.1 票務群組

票務群組

票務群組

- 1. 票務群組
- 2. 票務群組
- 3. 票 票 票

Status View: Open tickets

Open tickets 9

Closed tickets 1

Bulk

1-9 of 9

S M L

		TICKET#	▼ AGE	SENDER	TITLE	STATE ▼	LOCK ▼	QUEUE ▼	OWNER ▼	CUSTOMER ID
<input type="checkbox"/>										
<input type="checkbox"/>		2020120449000029	23 m	Wyle Coyote	Computer makes noise	open	unlock	Raw	Super Admin	acme.co
<input type="checkbox"/>		2020120449000011	5 h 9 m	Wyle Coyote	Computer doesn't start	open	lock	Raw	Super Admin	acme.co

Figure 6.17: Ticket list

1. Ticket list

1. Ticket list
2. Ticket list
3. Ticket list
4. Ticket list

2. Ticket list

It is possible to sort tickets by a specific attribute, but not all attributes can be used for sort.

To sort tickets:

1. Ticket list
2. Ticket list

3. Ticket list

4. Ticket list

1. Ticket list
2. Ticket list

5. Ticket list

6. Ticket list

Status View: Open tickets

Open tickets 9

Closed tickets 1

Bulk

1-9 of 9

S M L

		TICKET#	▼ AGE	SENDER	TITLE	STATE ▼	LOCK ▼	QUEUE ▼	OWNER ▼	CUSTOMER ID
<input type="checkbox"/>										
<input type="checkbox"/>		2020120449000029	23 m	Wyle Coyote	Computer makes noise	open	unlock	Raw	Super Admin	acme.co
<input type="checkbox"/>		2020120449000011	5 h 9 m	Wyle Coyote	Computer doesn't start	open	lock	Raw	Super Admin	acme.co

7. Ticket list

8. Ticket list

9. Ticket list

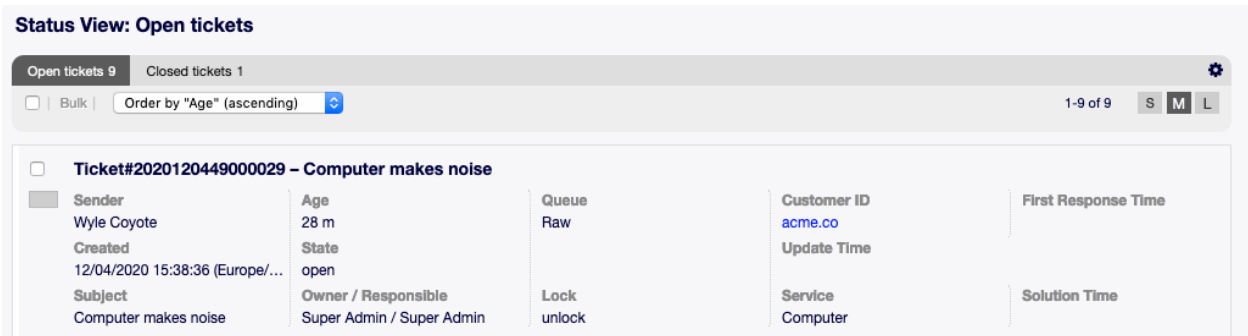
10. Ticket list

11. Ticket list

12. Ticket list

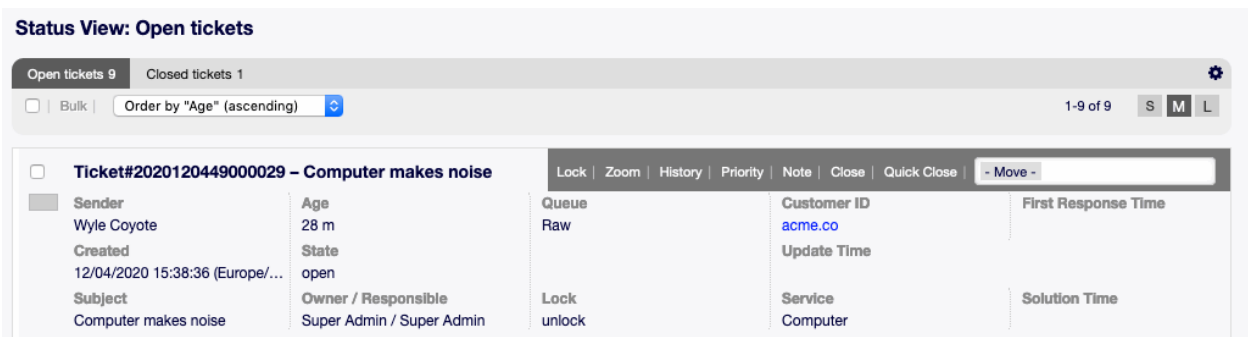
Quick Close Close this ticket by one click.

6.3.2



□ 6.18: □□□□□□□□

1. 
2. 
3. 



6.19:

6.3.3

1. 
2. 
3. 

Status View: Open tickets

Open tickets 9 Closed tickets 1

☐ Bulk | Order by "Age" (ascending) 1-9 of 9 S M L

☐ **Ticket#2020120449000029 – Computer makes noise**

Age 32 m	Queue Raw	"Wyle Coyote" <we@acme.example.com> – Computer makes noise 12/04/2020 15:38 (Europe/Berlin)
Created 12/04/2020 15:38:36 (E...	State open	Print Split Forward Reply
Service Computer		Running computer makes an unusual loud noise.
Owner / Responsible Super Admin / Super Ad...	Lock unlock	
Customer ID acme.co		

6.20:

Status View: Open tickets

Open tickets 9 Closed tickets 1

☐ Bulk | Order by "Age" (ascending) 1-9 of 9 S M L

☐ **Ticket#2020120449000029 – Computer makes noise**

Age 32 m	Queue Raw	Lock Zoom History Priority Note Close Quick Close - Move -
Created 12/04/2020 15:38:36 (E...	State open	"Wyle Coyote" <we@acme.example.com> – Computer makes noise 12/04/2020 15:38 (Europe/Berlin)
Service Computer		Print Split Forward Reply
Owner / Responsible Super Admin / Super Ad...	Lock unlock	Running computer makes an unusual loud noise.
Customer ID acme.co		

6.21:

6.3.4

Ticket Bulk Action

Cancel & close

► Add Note

► Send Email

Next state:

Queue:

Owner:

Responsible:

Priority:

Merge:

Merge to Ticket#:

Merge to oldest

Link together:

No

Link to parent:

Unlock tickets:

Yes

Execute Bulk Action

□ 6.22: □□□□□□□□

6.4

0 1 2 3 4 5 6 7 8 9 0 1 2 3 4 5

[illegible]

Ticket Escalation View: Today

Today 0

Tomorrow 0

Next week 0

0-0 of 0

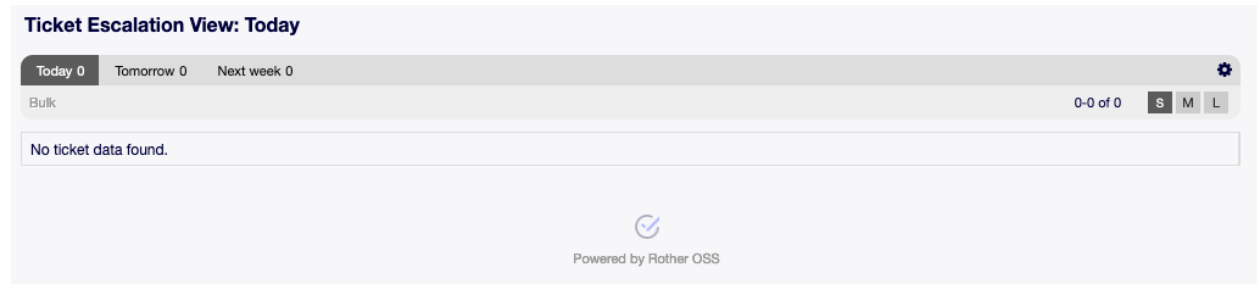
S

M

L

6.23: $\square\square\square\square\square\square\square\square$

6.4.1



6.24:

- 1.
- 2.
- 3.

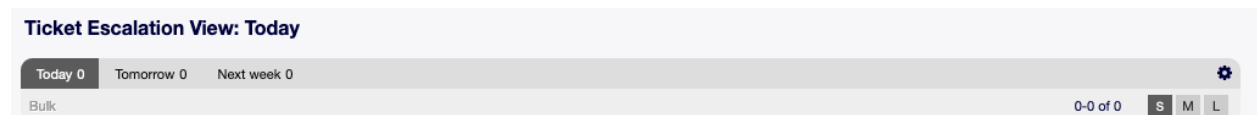
- 1.
- 2.
- 3.
- 4.

It is possible to sort tickets by a specific attribute, but not all attributes can be used for sort.

To sort tickets:

- 1.
- 2.

- 1.
- 2.



Unlock a ticket to give it back to the queue.

Click the Close icon.

Click the Close icon.

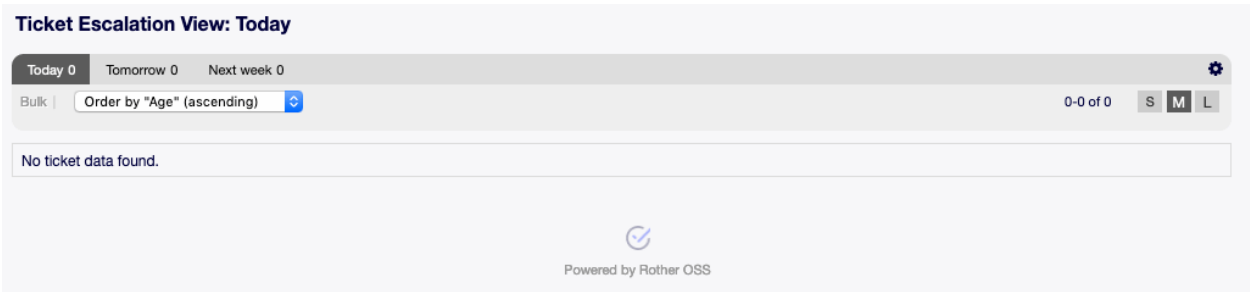
Click the Close icon.

Quick Close Close this ticket by one click.

Click the Close icon.

6.4.2 Ticket Escalation View

Click the Escalation icon.

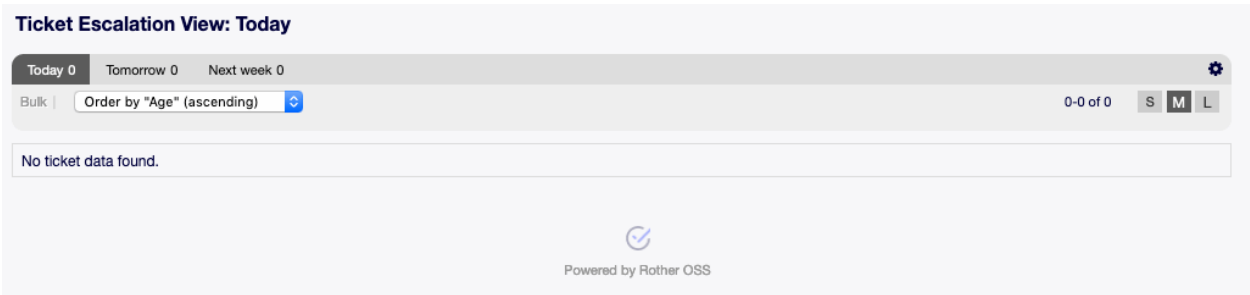


6.25: Ticket Escalation View

Click the Escalation icon.

1. Click the Escalation icon.
2. Click the Escalation icon.
3. Click the Escalation icon.

Click the Escalation icon. Click the Escalation icon. Click the Escalation icon.



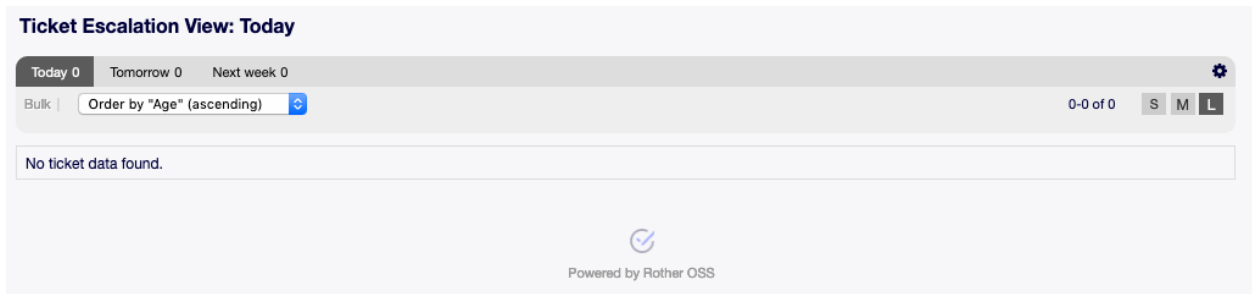
6.26: Ticket Escalation View

6.4.3 Ticket Escalation View

Click the Escalation icon.

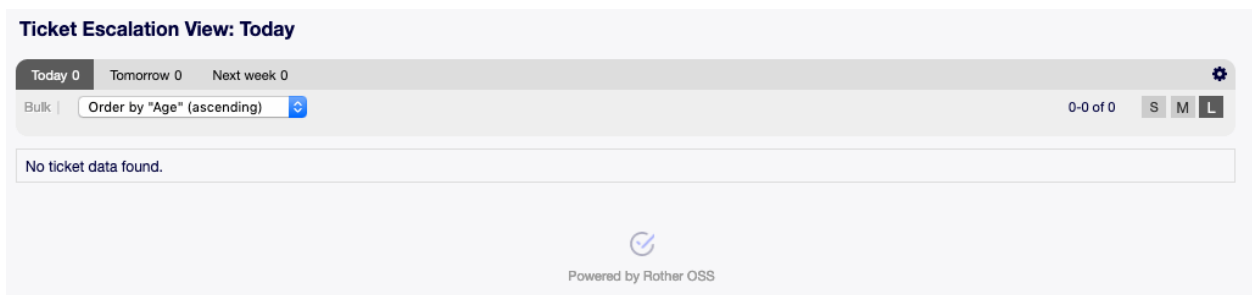
Click the Escalation icon.

1. Click the Escalation icon.
2. Click the Escalation icon.



6.27:

3.



6.28:

6.4.4

6.5

:

The service category of this ticket.

:

This field is available if Ticket : :Service is enabled.

Service Level Agreement Select one of the Service Level Agreements if available.

Ticket Bulk Action

Cancel & close

► Add Note

► Send Email

Next state:

Queue:

Owner:

Responsible:

Priority:

Merge:

Link together:

Link to parent:

Unlock tickets:

Merge to Ticket#:

Merge to oldest

No

Yes

Execute Bulk Action

□ 6.29: □□□□□□□□□□

□□:

☐☐☐ Select an agent responsible for the ticket.

[FAQ](#) [FAQ](#) [FAQ](#)

FAQ / / FAQ

FAQ

Diagram illustrating multiplication: $2 \times 10 = 20$. Two boxes with diagonal lines are multiplied by a row of ten boxes with diagonal lines.

□□ □□□□□□□□□□ 3-□ □□□□□□□□□□

6.6

□□□□□□□□□□□□□□ □□□□□□□□□□ □□ □□□ □□□□□□ □□□□□□

[illegible]

□ 6.30: □□□□□□□□

Create New Email Ticket

*** To customer user:**

To: + "Wyle Coyote" <we@acme.example.com>

Cc:

Bcc:

*** From queue:**

Service:

Service Level Agreement:

Owner: ↺

Responsible: ↺

Email security:

Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Encrypt:

Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

*** Subject:**

Options: [\[Customer user \]](#) [\[FAQ \]](#)

Text Template:

Setting a template will overwrite any text or attachment.

*** Text:**

B I U S | | | | |

Format ▾ | Font ▾ | Size ▾ | ▾ | ▾ | ▾ | Source Ω ¶

Signature:

Attachments:

Click to select files or just drop them here.

Next ticket state:

Priority:

Time units (work units):

+ Send mail

Customer Information

Firstname: Wyle
 Lastname: Coyote
 Username: we
 Email: we@acme.example.com
 Customer: Acme Inc.
 Street: 123 Anywhere St.
 Zip: 12346
 City: Somevillage
 Country: United States of [...]
 URL: https://acme.exam[...]
 Comment: A great company

Open tickets (customer) (5)

***** * ***** *****

Label: ******

***** * ***** *****

The service category of this ticket.

Label:

This field is available if Ticket::Service is enabled.

Service Level Agreement Select one of the Service Level Agreements if available.

Label:

Ticket::Responsible *****

Select an agent responsible for the ticket.

* *****

***** ***** / ***** [FAQ](#) ***** [FAQ](#) ***** [FAQ](#) *****

***** [FAQ](#) ***** / ***** [FAQ](#) *****

*****[FAQ](#)*****

* *****

***** *****

***** *****

***** 3-*****

***** *****

6.7

Label: *****

Create New Process Ticket

★ Process:

□ 6.32: □□□□□□□□

☐ ☐ :

Create New Process Ticket

★ Process:

Book ordering x

Subject:

Text:

B **I** **U** **S** | | | | |

Format | Font | Size | |

Attachments:

Click to select files or just drop them here.

Title:

Author:

ISBN:

Status:

Approval

Submit

Process Information

Process:

Book ordering

Activity:

Recording the demand

Dialog:

Recording the demand

Description:

New demand

□ 6.33: □□□□□□□□□□

⚠: The fields displayed depend on the process, therefore no explanation is described here for those fields.

6.8

Search

Templates

Search template:

Create New

Filters in use

Fulltext:

Additional filters

Add another attribute:

Output:

Run search

6.34:

6.8.1

1.
2.
3.
4.

1.
2.

1.

Search

×

Templates

Search template:

Welcome

×

Create New

Delete

Profile link

Filters in use

Fulltext:

Welcome

⊞

Additional filters

Add another attribute:

Output:

Normal

Run search

6.35:

Search Results:

Change search options (last-search)

1-2 of 2

S

M

L

Bulk

<input type="checkbox"/>		TICKET#	▼ AGE	SENDER	TITLE	STATE	LOCK	QUEUE	OWNER	CUSTOMER ID
<input type="checkbox"/>		2020120449000029	1 h 16 m	Wyle Coyote	Computer makes noise	open	unlock	Raw	Super Admin	acme.co
<input type="checkbox"/>		2020120449000011	6 h 2 m	Wyle Coyote	Computer doesn't start	open	lock	Raw	Super Admin	acme.co

6.36:

6.8.2

6.8.3

The image shows four tens rods and eleven ones units. The tens rods are arranged in a row, and the ones units are arranged in a row below them.

6.9

Ticket#2020111949000011 — User cannot login to his mail account

Back | Lock | Priority | Change Ticket | People ▾ | Communication ▾ | Pending | Close | Quick Close | Miscellaneous ▾ | ⚙️

- Move -

▼ Article Overview - 1 Article(s)


NO.			SENDER	VIA	SUBJECT	CREATED	
1		←	Wyle Coyote	Phone	User cannot login to his mail	11/19/2020 13:07	

▼ #1 – User cannot login to his mail account – Wyle Coyote – 11/19/2020 13:07 (Europe/Berlin) vi...

To open links in the following article, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS). ❌

Mark | Print | Split | Forward | Reply

The user reports outlook will not accept his password.



▼ Ticket Information

Age: 14 d 21 h

Created: 11/19/2020 13:07 (Europe/Berlin)

Created by: Super Admin

State: open

Locked: unlock

Priority: 3 normal

Queue: Misc

Customer ID: acme.co

Accounted time: 0

Owner: Super Admin

Responsible: Admin OTOBO

▼ Customer Information

Firstname: Wyle

Lastname: Coyote

Username: we

Email: we@acme.example.com

Customer: Acme Inc.

Street: 123 Anywhere St.

Zip: 12346

City: Somevillage

Country: United States of [...]


URL: https://acme.exam[...]

Comment: A great company

🔖 Open tickets (customer) (3)

□ 6.37: □□□□□□

6.9.1

Back | Unlock | Priority | Change Ticket | People ▼ | Communication ▼ | Pending | Close | Quick Close | Process | 

Miscellaneous ▼ |

6.38:

姓名: ██████████ ██████████

PDF PDF

Change Priority of Ticket#2020111949000011 — User cannot login to his mail account

Cancel & close

▼ Ticket Settings

Priority:

3 normal x

▼ Add Article

*Subject:

Options:

[FAQ]

*Text:

B I U S $\frac{1}{2}$ = :: | | | |

Format ▼ Font ▼ Size ▼ A- A+ Ix Source Ω ¶ ↶ ↷

Attachments:

Click to select files or just drop them here.

Is visible for customer:

☐

Time units (work units):

Submit

or

Save as new draft

6.39:

[illegible]

Change Owner of Ticket#202111949000011 — User cannot login to his mail account

Cancel & close

Ticket Settings

New Owner:

Super Admin x

Add Article

Subject:

Options:

[FAQ]

Text:

B I U S | | : | | | | | | | | | |

Format Font Size A A T Source Ω ↶ ↷ ↺

Attachments:

Click to select files or just drop them here.

Is visible for customer:

☐

Time units (work units):

Submit

 OR

Save as new draft

□ 6.40: □□□□□□□□

[illegible]

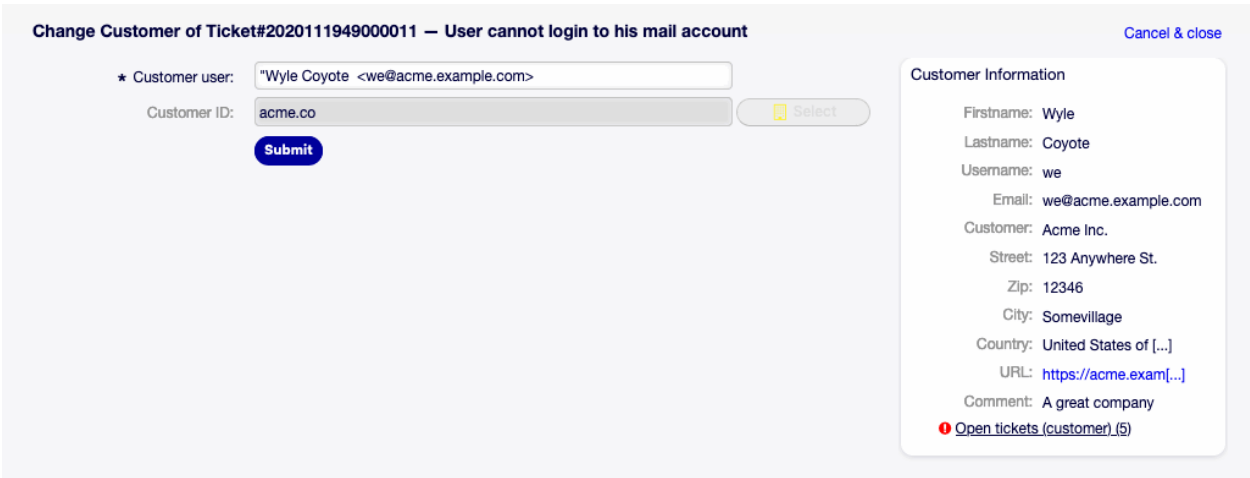


Figure 6.41: Change customer

Figure 6.41 shows the "Change Customer of Ticket" form. The form is titled "Change Customer of Ticket#2020111949000011 — User cannot login to his mail account". The form contains two input fields: "Customer user:" with the value "Wyle Coyote <we@acme.example.com>" and "Customer ID:" with the value "acme.co". Below the "Customer ID" field is a blue "Submit" button. To the right of the "Customer ID" field is a "Select" button with a dropdown arrow. On the right side of the interface, there is a "Customer Information" sidebar. It lists the following details: Firstname: Wyle, Lastname: Coyote, Username: we, Email: we@acme.example.com, Customer: Acme Inc., Street: 123 Anywhere St., Zip: 12346, City: Somevillage, Country: United States of [...], URL: https://acme.exam[...], and Comment: A great company. At the bottom of the sidebar, there is a red icon and the text "Open tickets (customer) (5)".

Add Note to Ticket#2020111949000011 — User cannot login to his mail account
Cancel & close

Ticket Settings

Service:
Service Level Agreement:

Add Article

★ Subject:

Options:
[FAQ]

★ Text:

B I U S
List Bulleted List Numbered List
Decrease Indent Increase Indent
Align Left Align Center Align Right Justify
Link Unlink
Image
Table
Undo Redo
Format
Font
Size
Text Color Background Color
Strikethrough
Source
Insert Link Insert Image

Attachments:

Click to select files or just drop them here.

Is visible for customer:
Time units (work units):

Submit
or
Save as new draft

6.42:

Phone Call for Ticket#2020111949000011 — User cannot login to his mail account

[Cancel & close](#)

★ Subject:

★ Text:

B I U S | [List Icons] | [Link Icon] [Image Icon]
[Text Icons] | [Search Icon]

Format ▾ Font ▾ Size ▾


A ▾ A ▾ I_x | Source Ω ↻ ↺ ↻

Customer Information

Firstname: Wyle
 Lastname: Coyote
 Username: we
 Email: we@acme.example.com
 Customer: Acme Inc.
 Street: 123 Anywhere St.
 Zip: 12346
 City: Somevillage
 Country: United States of [...]
 URL: [https://acme.exam\[...\]](https://acme.exam[...])
 Comment: A great company

! [Open tickets \(customer\) \(5\)](#)

Attachments:


 Click to select files or just drop them here.

Next ticket state:

Time units (work units):

Submit
or
 Save as new draft

□ 6.43: □□□□□□

Outbound Email for Ticket#**2020111949000011** — User cannot login to his mail account

Cancel & close

From:

OTOBO System <[otobo@localhost](#)>

★ To:

Cc:

Bcc:

★ Subject:

[Ticket#2020111949000011]

Email security:

Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make
sure to select the correct one.

Encrypt:

Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make
sure to select the correct one.

Options:

[FAQ]

★ Text:

B**I****U****S**||

FormatFontSizeA-AXSourceΩ↶↷🔍

Your Ticket-Team

Super Admin

--
Super Support - Waterford Business Park
5201 Blue Lagoon Drive - 8th Floor & 9th Floor - Miami, 33126 USA
Email: hot@example.com - Web: <http://www.example.com/>
--

Attachments:

Click to select files or just drop them here.

Next ticket state:

open 📝

Visible for customer:

☐

Time units {work units}:

Send mail

or

Save as new draft

□ 6.44: □□□□□□

The diagram illustrates the multiplication of two 2x2 grids. On the left, there are two 2x2 grids, each containing a diagonal line from the top-left to the bottom-right. These are followed by an asterisk (*). To the right of the asterisk is a 4x4 grid, also containing a diagonal line from the top-left to the bottom-right. This represents the operation of multiplying two 2x2 matrices to produce a 4x4 matrix.

[FAQ](#)

Close Ticket#2020111949000011 — User cannot login to his mail account

Cancel & close

Ticket Settings

Next state: closed successful

Add Article

* Subject:

Options: [FAQ]

* Text:

B I U S | | | | | | |

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Attachments:

Click to select files or just drop them here.

Is visible for customer:

☐

Time units (work units):

Submit

or

Save as new draft

□ 6.46: □□□□□□□□

[illegible]

FAQ

Quick Close Close the ticket by one click.

PDF

PDF

History of Ticket#2020111949000011 — User cannot login to his mail account

Cancel & close

Just start typing to filter...

Expand/collapse all

11/19/2020 13:07:51 (Europe/Berlin)

AGENT	ACTION	ARTICLE
Super Admin	Created ticket [2020111949000011] in "Misc" with priority "3 normal" and state "open". (NewTicket)	
Super Admin	Changed service to "NULL" (). (ServiceUpdate)	
Super Admin	Changed SLA to "NULL" (). (SLAUpdate)	
Super Admin	Changed customer to "CustomerID=acme.co;CustomerUser=we;". (CustomerUpdate)	
Super Admin	Added phone call from customer. (PhoneCallCustomer)	
Super Admin	Changed owner to "sa" (2). (OwnerUpdate)	

12/04/2020 10:48:32 (Europe/Berlin)

AGENT	ACTION	ARTICLE
Super Admin	Locked ticket. (Lock)	
Super Admin	Reset of unlock time. (Misc)	

6.47:

PDF

PDF

Change Free Text of Ticket#2015071510123456 — Welcome to OTRS!

All fields marked with an asterisk (*) are mandatory.

Cancel & close

Ticket Settings

Title:

Welcome to OTRS!

Submit

 or

Save as new draft

6.48:

*

This menu item opens the standard link screen of OTOBO. Tickets can be linked to other tickets, FAQ articles or appointments. Existing links can also be managed here.

*

Merge Ticket#2020111949000011 — User cannot login to his mail account

Cancel & close

▼ Merge Settings

*Merge to Ticket#:

Try typing part of the ticket number or title in order to search by it.

☒ Limit the search to tickets with same Customer ID (acme.co).

▼ Inform Sender

Inform sender:

☒

From:

OTOBO System <otobo@localhost>

*To:

*Subject:

*Text:

B I U S | ¶ ≡ ⌵ ⌶ | ☰ ☷ ☹ ☺ | 🔗 ↻ | ⏪ ⏩ | 🔍

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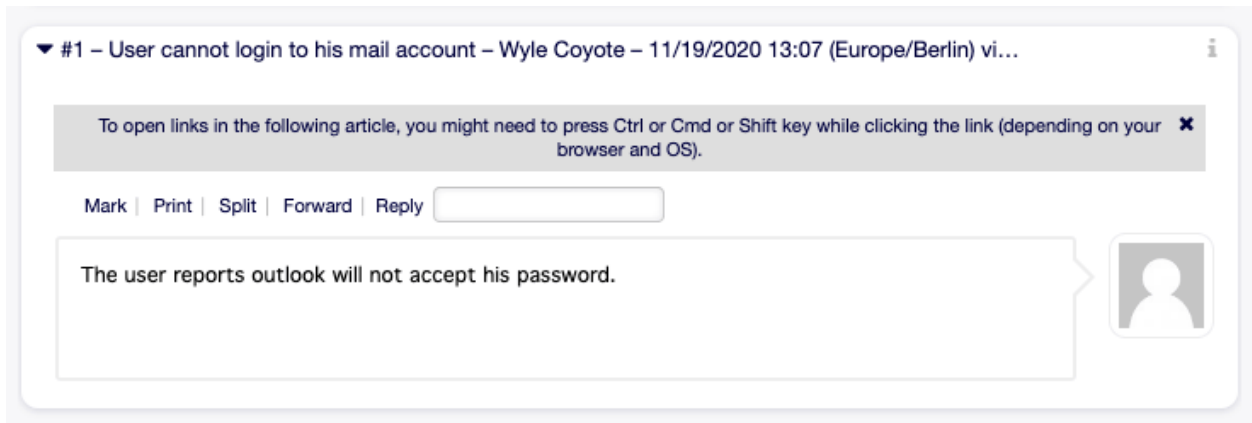
Dear Wyle Coyote,

Thank you for your request.

Submit

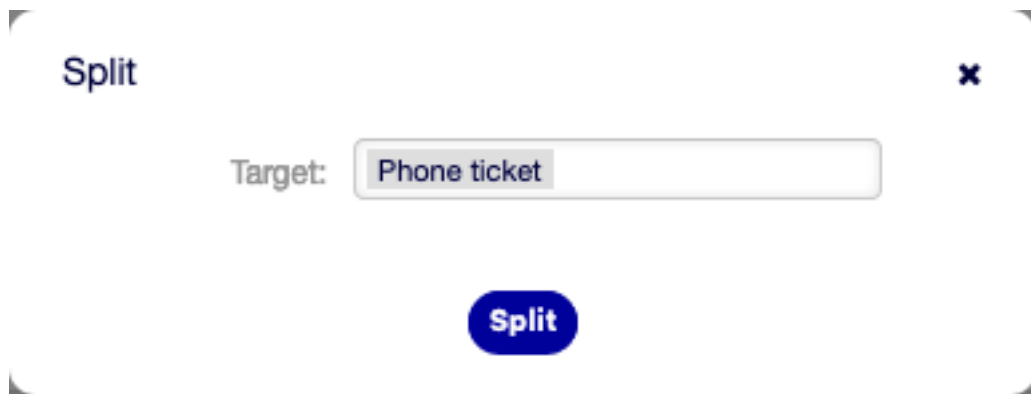
□ 6.50: □□□□□□

91



6.52: User Report

Click on the 'Split' button to open the 'Split' dialog.



6.53: Split Dialog

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Tip: You can select a customer user from OTOBO or any valid email address can be added here.

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Click on the 'Split' button to open the 'Split' dialog.

Tip: You can select a customer user from OTOBO or any valid email address can be added here.

Forward Ticket#2020111949000011 — User cannot login to his mail account

[Cancel & close](#)

From: OTOBO System <otobo@localhost>

★ To:

Cc:

Bcc:

★ Subject: **Fwd: [Ticket#2020111949000011] User cannot login to his mail account**

Email security:

Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Encrypt:

Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Options: [\[FAQ \]](#)

★ Text:

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Your Ticket-Team

Super Admin

Attachments:

Click to select files or just drop them here.

Next ticket state:

Visible for customer: ☒

Time units (work units):

Send mail
or
 Save as new draft

□ 6.54: □□□□□□

*

FAQ

*

*

: You can select a customer user from OTOBO or any valid email address can be added here.

*

FAQ

*

6.9.4

:

LinkObject::ViewMode

6.9.5

Compose Answer for Ticket#2020111949000011 — User cannot login to his mail account [Cancel & close](#)

From: OTOBO System <otobo@localhost>

★ To:

To: "Wyle Coyote" <we@acme.example.com>

Cc:

Bcc:

★ Subject: **Re: [Ticket#2020111949000011] User cannot login to his mail account**

Email security:

Sign:

Keys/certificates will only be shown for a sender with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Encrypt:

Keys/certificates will only be shown for recipients with more than one key/certificate. The first found key/certificate will be pre-selected. Please make sure to select the correct one.

Options: [\[FAQ \]](#)

★ Text:

B I U S |
 [List Bulleted] [List Numbered] [List Task] [List Section] |
 [Link] [Unlink] |
 [Image] [Table] |
 [Undo] [Redo] |
 [Search]

Format ▾ |
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 Size ▾ |
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 Source Ω ↻ 🔍 🔄

Dear Wyle Coyote,

Thank you for your request.

Your Ticket-Team

Super Admin

--

Super Support - Waterford Business Park
 5201 Blue Lagoon Drive - 8th Floor & 9th Floor - Miami, 33126 USA
 Email: hot@example.com - Web: <http://www.example.com/>

--

Attachments:

Click to select files or just drop them here.

Next ticket state:


Visible for customer: ☒

Time units (work units):

or

□ 6.55: □□□□□□

▼ Linked: FAQ (1)

FAQ#	TITLE	STATE	CREATED	LINKED AS	DELETE
49002	How to create a support bundle	external (customer)	11/18/2020 15:43:26 (Europe/Berlin)	Normal	

□ 6.56: □□□□ □□□

6.9.6

▼ Customer Information

Firstname: Wyle
Lastname: Coyote
Username: we
Email: we@acme.example.com
Customer: Acme Inc.
Street: 123 Anywhere St.
Zip: 12346
City: Somevillage
Country: United States of [...]
URL: [https://acme.exam\[...\]](https://acme.exam[...])
Comment: A great company

❗ [Open tickets \(customer\)_ \(5\)](#)

□ 6.59: □□□□ □□□

FAQ

Creating FAQ articles should be done based on customer tickets. A good knowledge base contains all relevant information, that occurs during ticket handling. FAQ articles can be easily attached to new tickets in any ticket or article creation screens. This can help agents to shorten the time when answering a ticket.

7.1

[FAQs](#)
[FAQs](#)
[FAQs](#)
[How to](#)
[How to](#)
[How to](#)

7.1.1 FAQ

FAQ

[FAQ](#)
[FAQ](#)
[FAQ](#)
[FAQ](#)
[FAQ](#)

FAQ

1.
2. FAQ
3.

FAQ

FAQ Explorer

FAQ

Subcategories

NAME	COMMENT	SUBCATEGORIES	FAQ ARTICLES
Misc	Misc Comment	0	2

FAQ Articles: FAQ

0-0 of 0

No FAQ data found.

Latest created FAQ articles

[How to create a support bundle](#)
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

Latest updated FAQ articles

[How to create a support bundle](#)
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

Top 10 FAQ articles

- [Computer is dead](#)
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)
- [How to create a support bundle](#)
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

7.1: FAQ

FAQ Explorer

FAQ > Misc

Subcategories

NAME	COMMENT	SUBCATEGORIES	FAQ ARTICLES
No subcategories found.			

FAQ Articles: Misc

1-2 of 2

FAQ#	TITLE	LANGUAGE	STATE	VALIDITY
49002	How to create a support bundle	en	external (customer)	valid
49001	Computer is dead	en	external (customer)	valid

Latest created FAQ articles

[How to create a support bundle](#)
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

Latest updated FAQ articles

[How to create a support bundle](#)
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

[Computer is dead](#)
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)

Top 10 FAQ articles

- [Computer is dead](#)
Misc - en - external (customer) - 11/18/2020 15:30 (Europe/Berlin)
- [How to create a support bundle](#)
Misc - en - external (customer) - 11/18/2020 15:43 (Europe/Berlin)

7.2: FAQ

7.1.2 FAQ 管理

FAQ管理 - FAQ管理 Top 10

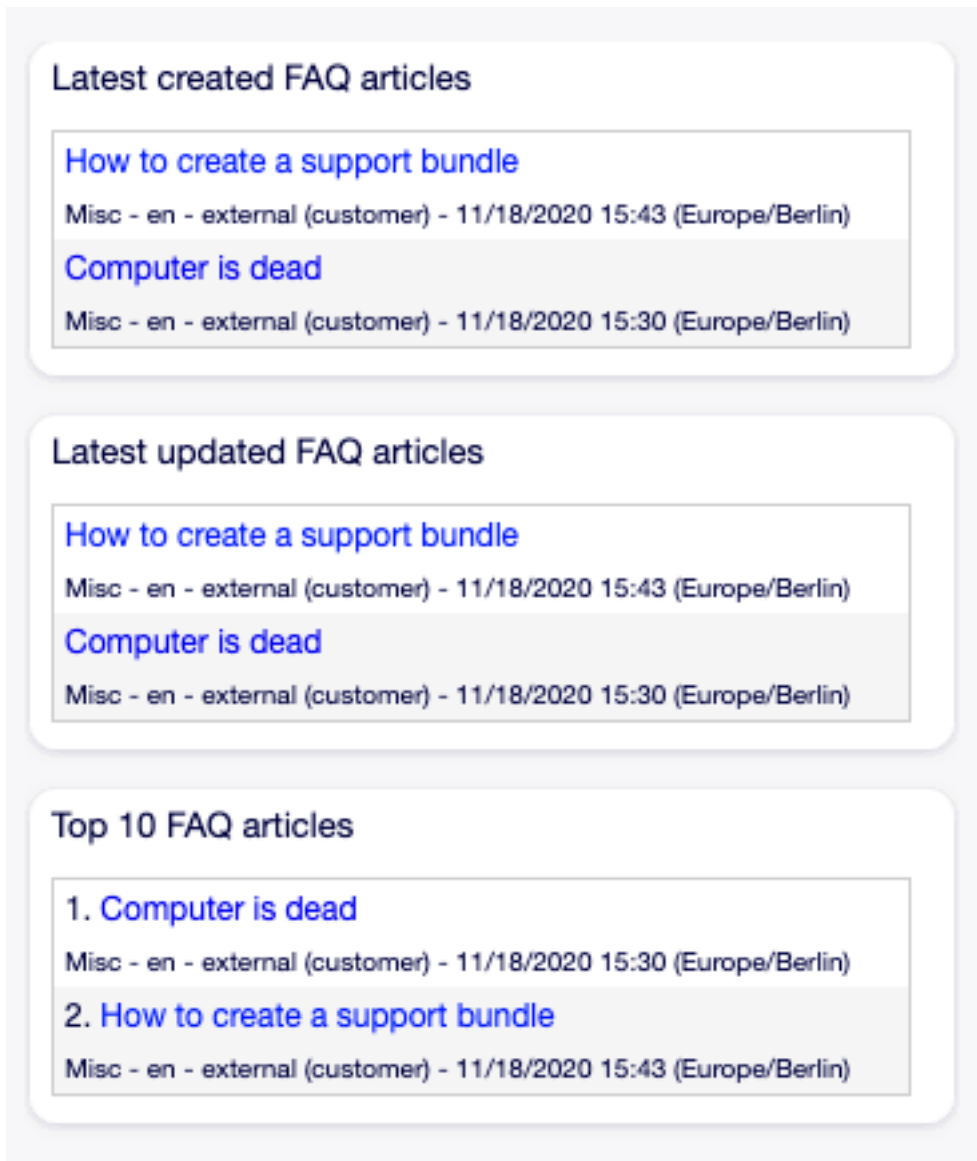


图 7.3: FAQ 管理

FAQ管理 - FAQ管理
FAQ管理 - FAQ管理
FAQ管理Top 10
FAQ管理

1. FAQ管理 - FAQ管理
2. FAQ管理
3. FAQ管理 - FAQ管理

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

7.2

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

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(FAQ) FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

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(FAQ) FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

:

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

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FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

7.3

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

1. FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ
2. FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ
3. FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ FAQ

Add FAQ Article

All fields marked with an asterisk (*) are mandatory.

★ Title:

Keywords:

★ Category:

Misc x

State:

internal (agent)

Validity:

valid

Language:

en

Attachment:

Click to select files or just drop them here.

Symptom:
(public)

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Problem:
(public)

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Format ▾ | Font ▾ | Size ▾ | A ▾ A ▾ I_x | 📄 Source Ω ¶ ✎ 🔄

Solution:
(public)

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Format ▾ | Font ▾ | Size ▾ | A ▾ A ▾ I_x | 📄 Source Ω ¶ ✎ 🔄

FAQ Journal:

1-3 of 3

S

FAQ#	TITLE	CATEGORY	ACTION	TIME
49002	How to create a support bundle	Misc	Updated	11/18/2020 15:51:32 (Europe/Berlin)
49002	How to create a support bundle	Misc	Created	11/18/2020 15:43:26 (Europe/Berlin)
49001	Computer is dead	Misc	Created	11/18/2020 15:30:56 (Europe/Berlin)

Powered by Rother OSS

7.5: FAQ

7.4

:

Use this screen to manage languages available in FAQ articles. A fresh OTOBO installation already contains some languages by default. The language management screen is available in the Language Management menu item of the FAQ menu.

FAQ Language Management

Actions

Add language

List

NAME	DELETE
de	
en	

7.6: FAQ

7.4.1 FAQ

- 1.
- 2.
- 3.

Add Language

★ Name:

Submit

or Cancel

7.7:

7.4.1 FAQ 管理

1. FAQ 管理画面を開く
2. FAQ を追加
3. FAQ を編集

Edit Language

★ Name:

en

Submit

 or

Cancel

図 7.8: FAQ 管理画面

7.4.2 FAQ 一覧

1. FAQ 一覧画面を開く
2. FAQ を追加

List

NAME	DELETE
de	
en	

図 7.9: FAQ 一覧画面

7.4.2 FAQ 管理

FAQ 管理画面を開く

※ ISO 639-1

7.5 FAQ

FAQ: FAQ 管理画面を開く

Use this screen to manage categories available in FAQ articles. A fresh OTOBO installation already contains a category by default. The category management screen is available in the Category Management menu item of the FAQ menu.

7.5.1 FAQ 管理

FAQ 管理

FAQ Category Management

Actions

Add category

List

NAME	VALIDITY	DELETE
Misc	valid	

7.10: FAQ

- 1.
- 2.
- 3.

Add Category

★ Name:

Subcategory of:

★ Permission:

Agent groups that can access articles in this category.

Validity:

★ Comment:

Will be shown as comment in Explorer.

Submit or Cancel

7.11:

- 1.
- 2.
- 3.

- 1.
- 2.

7.5.2 FAQ

*

*

Edit Category

★ Name:

Misc

Subcategory of:

★ Permission:

admin

x

users

x

Agent groups that can access articles in this category.

Validity:

valid

★ Comment:

Misc Comment

Will be shown as comment in Explorer.

Submit

or

Cancel

7.12:

List

NAME	VALIDITY	DELETE
Misc	valid	

7.13:

Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

*

7.6

FAQ FAQ FAQ

Search

×

Templates

Search template:

Create New

Filters in use

Fulltext:

Additional filters

Add another attribute:

Output:

Normal

Run search

7.14:

7.6.1

- 1.
- 2.
- 3.
- 4.
- 5.

- 1.
- 2.

- 1.

Search

Templates

Search template:

Support

Create NewDelete

Filters in use

Fulltext:

Support

Additional filters

Add another attribute:

Output:

Normal

Run search

7.15:

2.

3.

4.
- FAQ

Search Result:

Change search options

1-1 of 1

▲FAQ#	TITLE	CATEGORY	LANGUAGE	STATE	VALIDITY	CHANGED
49002	How to create a support bundle	Misc	en	external (customer)	valid	11/18/2020 15:51 (Europe/Berlin)

Powered by Rother OSS

7.16:

- FAQ
1.

2.

7.6.2

□□□□□□ □□□□□□ □□□□□□□□□□□□□□□□□□ □ □□□□□□□□□□

7.6.3

7.7 FAQ

[FAQ](#)
[FAQ](#)
[FAQ](#)

FAQ#: 49002

How to create a support bundle

FAQ

Misc

How to create a support bundle

Back

Edit

History

Print

Link

Delete

To open links in the following description blocks, you might need to press Ctrl or Cmd or Shift key while clicking the link (depending on your browser and OS).

Symptom

(public)

A support bundle needs to be created for the OTOBO system.

Problem

(public)

The support package is designed to aid in diagnosing system health, setup and configuration, tells about usage statistics, and contains only the core files, delivered via packages or created by hand. All sensitive data is parsed in or left on the system. No customer or ticket data will be packaged. The package can be downloaded and viewed in its full.

Solution

(public)

OTOBO 10:

1. Switch to *Admin -> Support Data Collector*

2. Click *"Generate Support Bundle"*

3. If the support bundle is needed for a ticket, please use the button *Download*.

Comment

(internal)

See also <https://doc.otobo.org/manual/admin/stable/en/content/index.html>

Rating

How helpful was this article? Please give us your rating and help to improve the FAQ Database. Thank You!

not helpful

☆

☆

☆

☆

☆

very helpful

FAQ Information

Category: Misc

Keywords: support bundle generate OTOBO

State: external (customer)

Validity: valid

Language: en

Rating: 0 out of 5

Votes: No votes found! Be the first one to rate this FAQ article.

Created: 11/18/2020 15:43 (Europe/Berlin) (Super Admin)

Changed: 11/18/2020 15:51 (Europe/Berlin) (Super Admin)

Linked Objects

Normal

OBJECT#

T:2015071510123456

7.17: FAQ

7.7.1 FAQ

FAQ

FAQ

FAQ

PDF PDF

This menu item opens the standard link screen of OTOBO. FAQ articles can be linked to other FAQ articles or tickets. Existing links can also be managed here.

FAQ

FAQ

FAQ

FAQ

7.7.2 FAQ

FAQ

FAQ

FAQ

:

LinkObject::ViewMode

Edit: FAQ: 49002

All fields marked with an asterisk (*) are mandatory.

[Cancel & close](#)

★ Title:

Keywords:


★ Category:

State:






































Validity:

Language:

Attachment:


Click to select files or just drop them here.

Symptom: *(public)*

B I U S |     |     |     |     |     |     |     |     |     |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

History of FAQ#: 49002 - How to create a support bundle

Close

History Content

ACTION	USER	CREATETIME
Created	sa (Super Admin)	11/18/2020 15:43:26 (Europe/Berlin)
Updated	sa (Super Admin)	11/18/2020 15:51:32 (Europe/Berlin)

7.19: FAQ

Manage links for FAQ# 49002: How to create a support bundle

Close this dialog

Create new links

Manage existing links

Link with:

FAQ

FAQ#:

Title:

Fulltext:

Start search

7.20: FAQ

Delete

Title: How to create a support bundle

Do you really want to delete this FAQ article?

Yes

No

7.21: FAQ

FAQ Information

Category: Misc

Keywords: [support bundle generate](#)
[OTOBO](#)

State: external (customer)

Validity: valid

Language: en

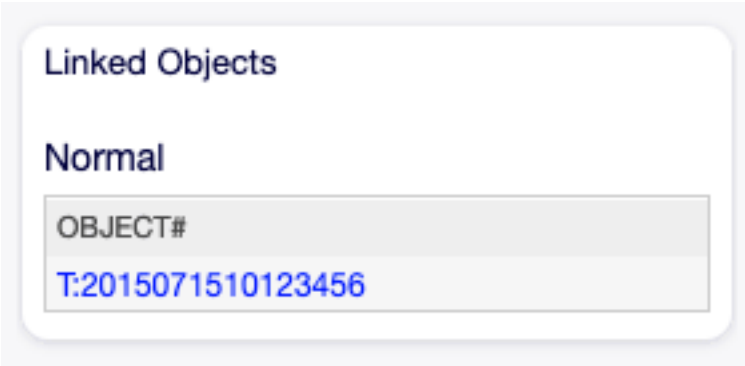
Rating: 0 out of 5

Votes: No votes found! Be the first one to rate this FAQ article.

Created: 11/18/2020 15:43
(Europe/Berlin) (Super Admin)

Changed: 11/18/2020 15:51
(Europe/Berlin) (Super Admin)

7.22: FAQ



7.23: Linked Objects

▼ Linked: Ticket (1)

TICKET#	TITLE	STATE	QUEUE	CREATED	LINKED AS	DELETE
2015071510123456	Welcome to OTOBO!	new	Raw	09/21/2020 17:08:29 (Europe/Berlin)	Normal	

7.24: Linked Tickets

📌: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact sales@otobo.de, we will find a solution.

22

```

[ ] [ ] [ ] [ ] ChatEngine::Active [ ] [ ] [ ] [ ]

```

OTRS PDF

8.1

🔗: Rother OSS TODO: This feature will be included in one of the next OTOBO releases. If you need it beforehand, please contact sales@otobo.de, we will find a solution.

22

```

[ ] [ ] [ ] [ ] [ ] ChatEngine::Active [ ] [ ] [ ] [ ] [ ]

```

Manage Chats

Hints

Please note: This tab will be used by any request which is related to chats. If you leave the chat manager (e.g. by using the navigation bar on top of the page), starting a new chat or other chat-related actions will possibly reload this tab any time. This means that it is recommended to leave the chat manager opened in this particular tab.

Chat Integration

You can easily integrate the chat into a web page. Just set up a few parameters and copy the integration code to your clipboard.

</>

Configure Chat Integration

General Chat Requests From Customers

My Chat Channels

All Chat Channels

CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
---------	------	---------	-----------	-------------	--------

There are currently no chat requests.

General Chat Requests From Public Users

CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
---------	------	---------	-----------	-------------	--------

There are currently no chat requests.

Personal Chat Requests For You

CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
---------	------	---------	-----------	-------------	--------

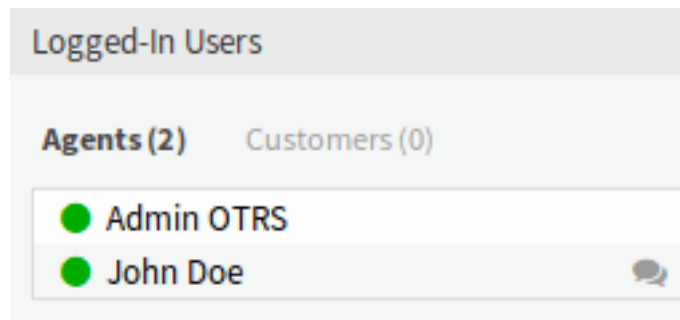
There are currently no chat requests.

My Active Chats

8.1: 8.1.1

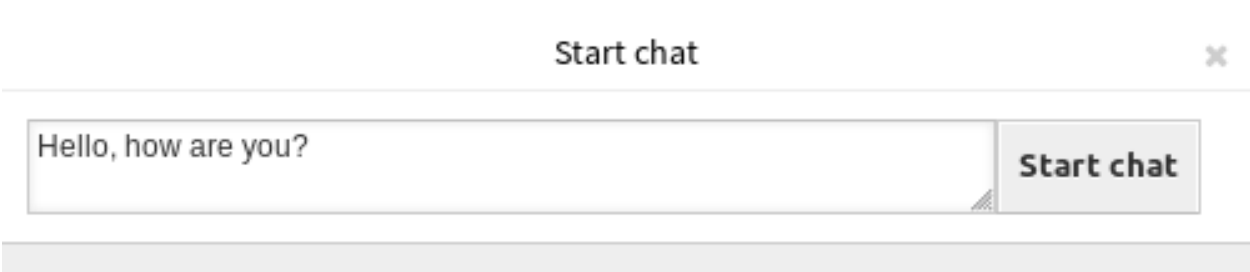
8.1.1

1. 8.1.1.1

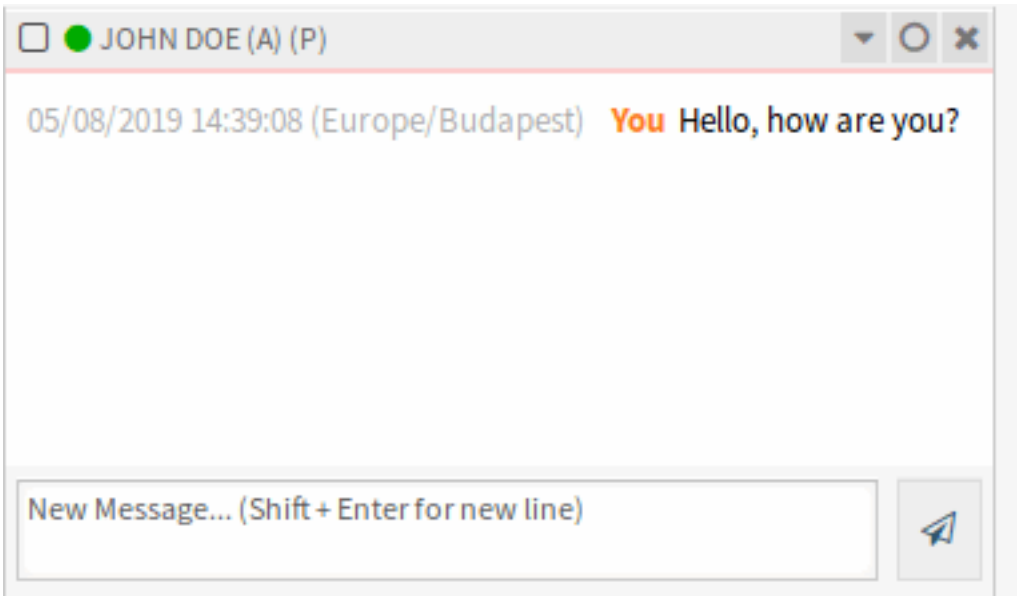


8.2: 8.2.1

2. 8.2.1.1
3. 8.2.1.2
4. 8.2.1.3
5. 8.2.1.4
6. 8.2.1.5



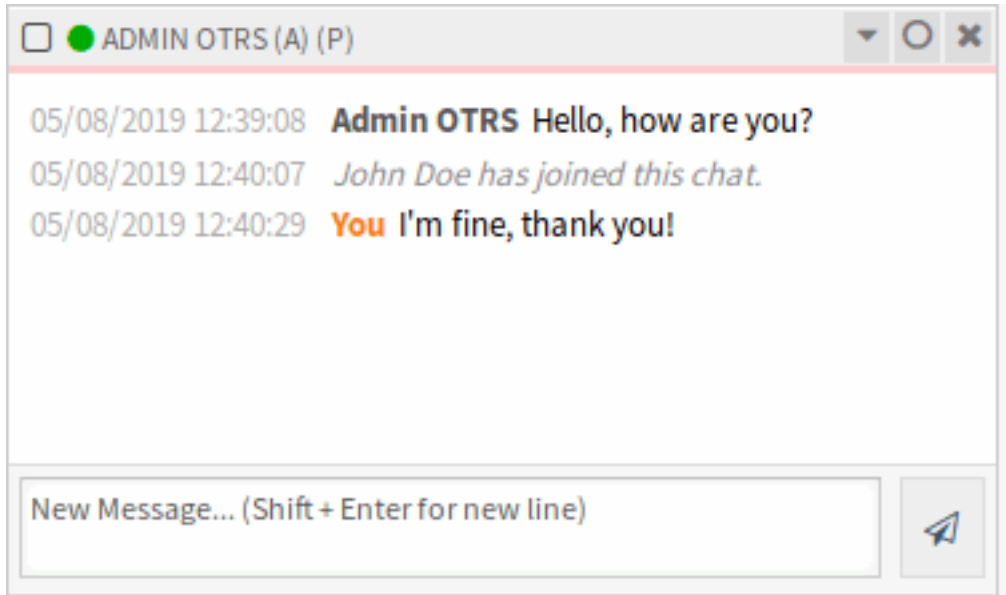
8.3: Start chat dialog



8.4: Chat window

Personal Chat Requests For You					
CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
05/08/2019 12:21:22	User	Default channel	Admin OTRS	Hello, how are you?	Open chat

8.5: Personal chat requests table

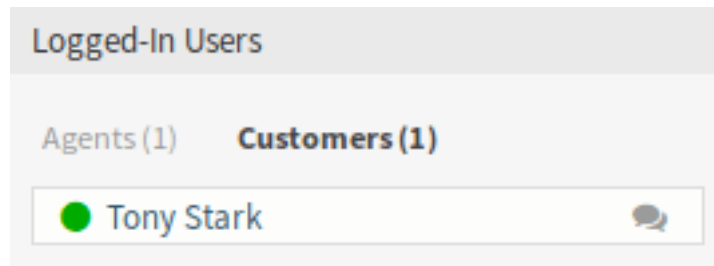


8.6: Chat Window

Navigation

Navigation

1. Click on the 'Logged-In Users' button in the top right corner of the chat window.

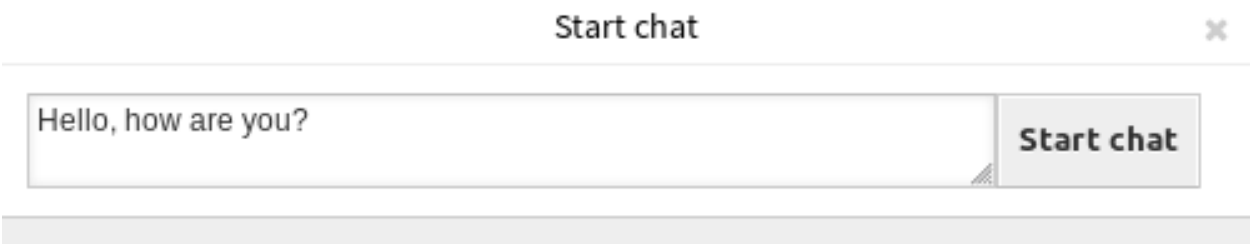


8.7: Logged-In Users

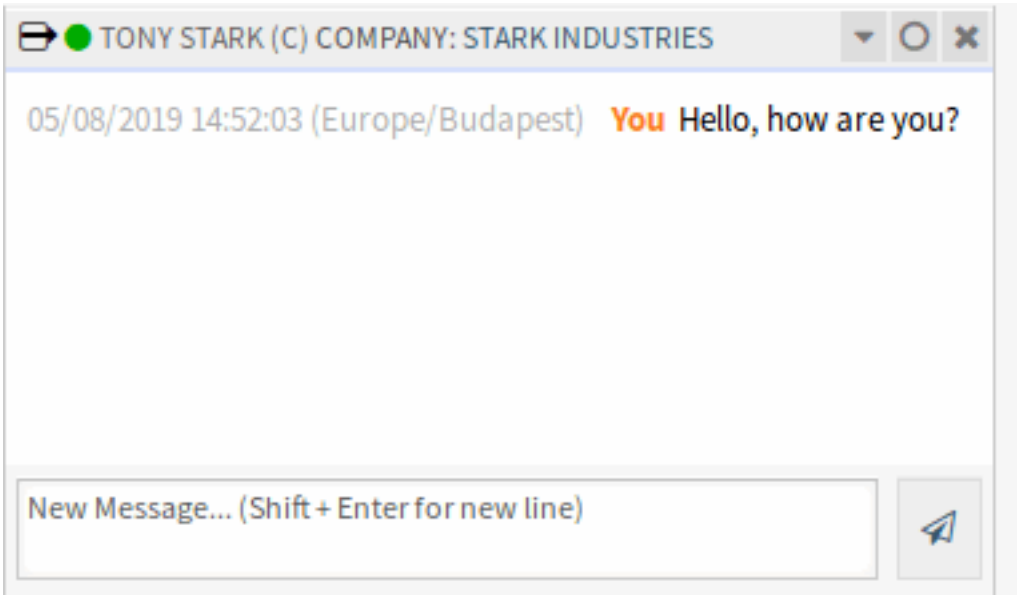
Steps:

1. Click on the 'Logged-In Users' button in the top right corner of the chat window.

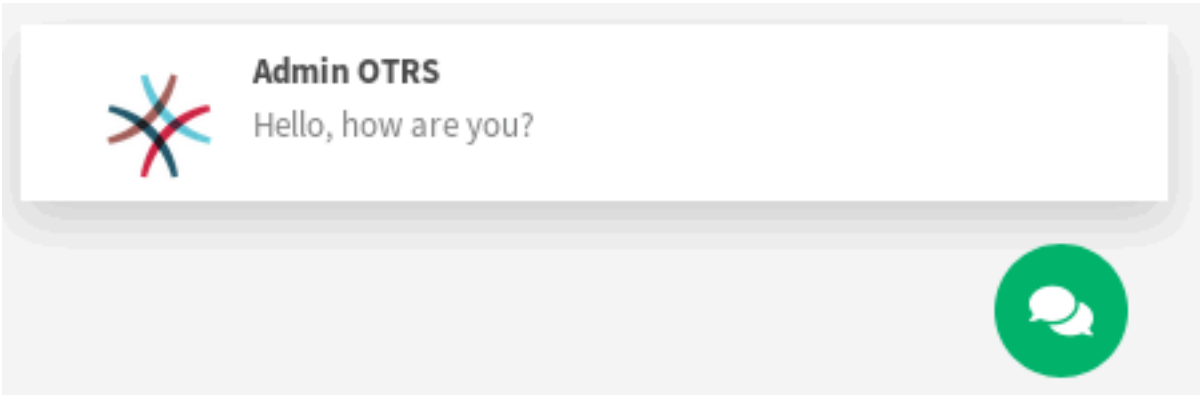
2. Click on the 'Customers (1)' category.
3. Click on the 'Tony Stark' entry.
4. Click on the chat icon next to 'Tony Stark'.
5. Click on the 'New Message...' text input field.
6. Type your message into the text input field.
7. Click on the send button (paper plane icon) to send the message.



8.8:



8.9:



8.10:

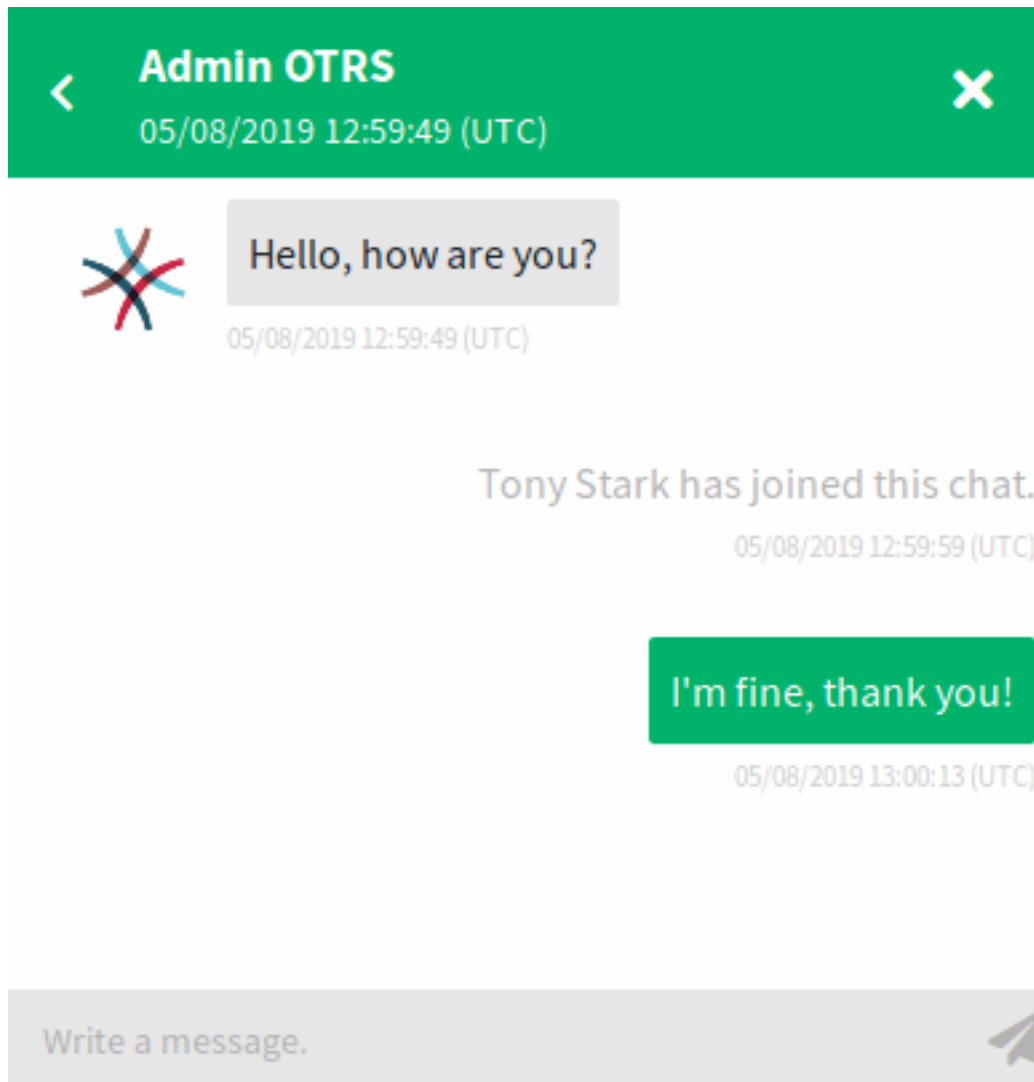




图 8.11: 聊天界面





Send me a summary of this conversation.

Or, create a new ticket with the summary.

Figure 8.13: Chat Conversation

Figure 8.13: Chat Conversation

Figure 8.13: Chat Conversation

1. Figure 8.13: Chat Conversation

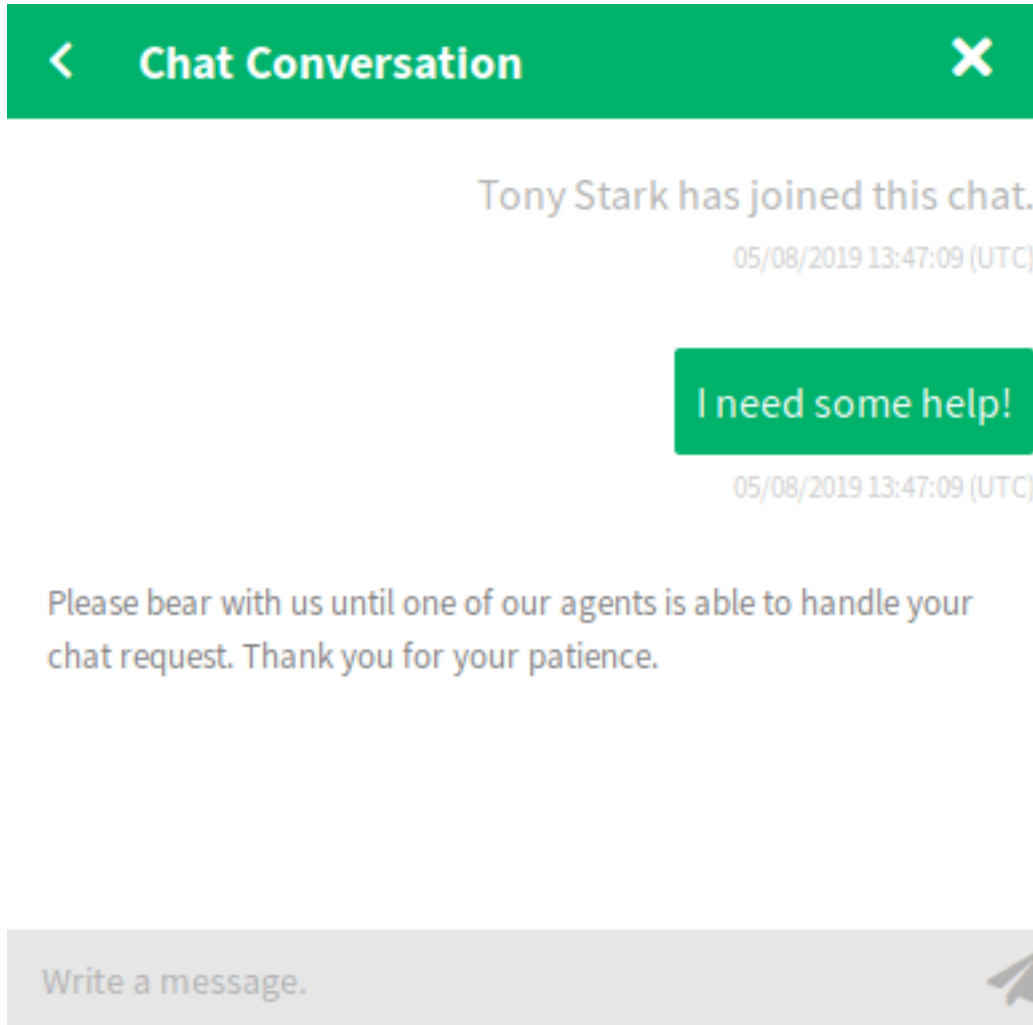


Figure 8.13: Chat Conversation

2. Figure 8.13: Chat Conversation
3. Figure 8.13: Chat Conversation
6. Figure 8.13: Chat Conversation

Figure 8.13: Chat Conversation

Figure 8.13: Chat Conversation

Figure 8.13: Chat Conversation General chat Requests From Public Users

General Chat Requests From Customers

My Chat Channels		All Chat Channels				
CREATED		TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
05/08/2019 15:47:09 (Europe/Budapest)		Customer	Helpdesk	Tony Stark	I need some help!	Open chat

8.14:

Chat preview



Chat protocol

[05/08/2019 15:47:09 (Europe/Budapest)] Tony Stark has joined this chat.
[05/08/2019 15:47:09 (Europe/Budapest)] Tony Stark I need some help!

Change chat channel

Current chat channel: Helpdesk

Available channels:

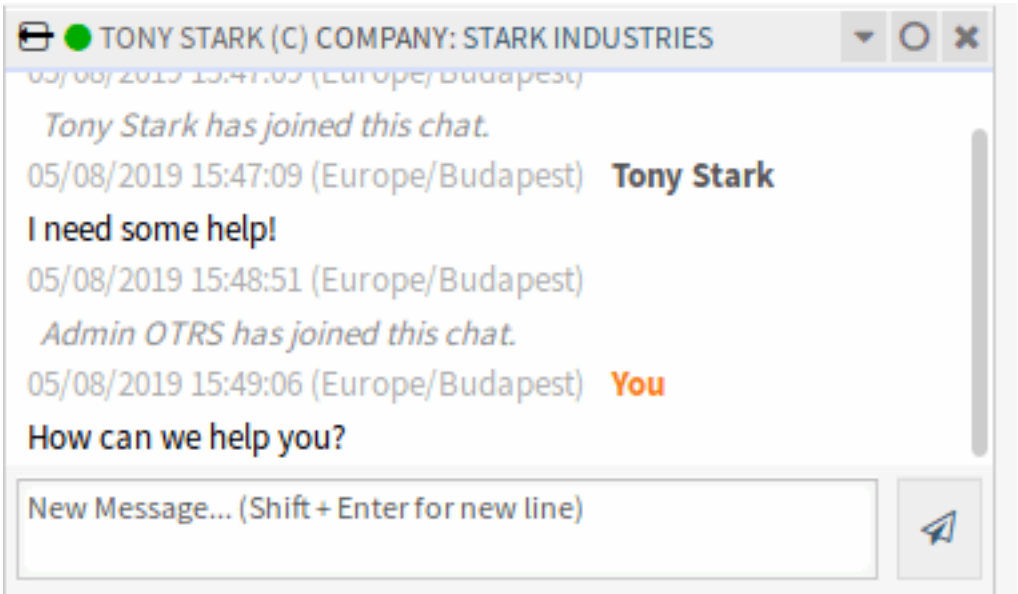
- v

Update Channel

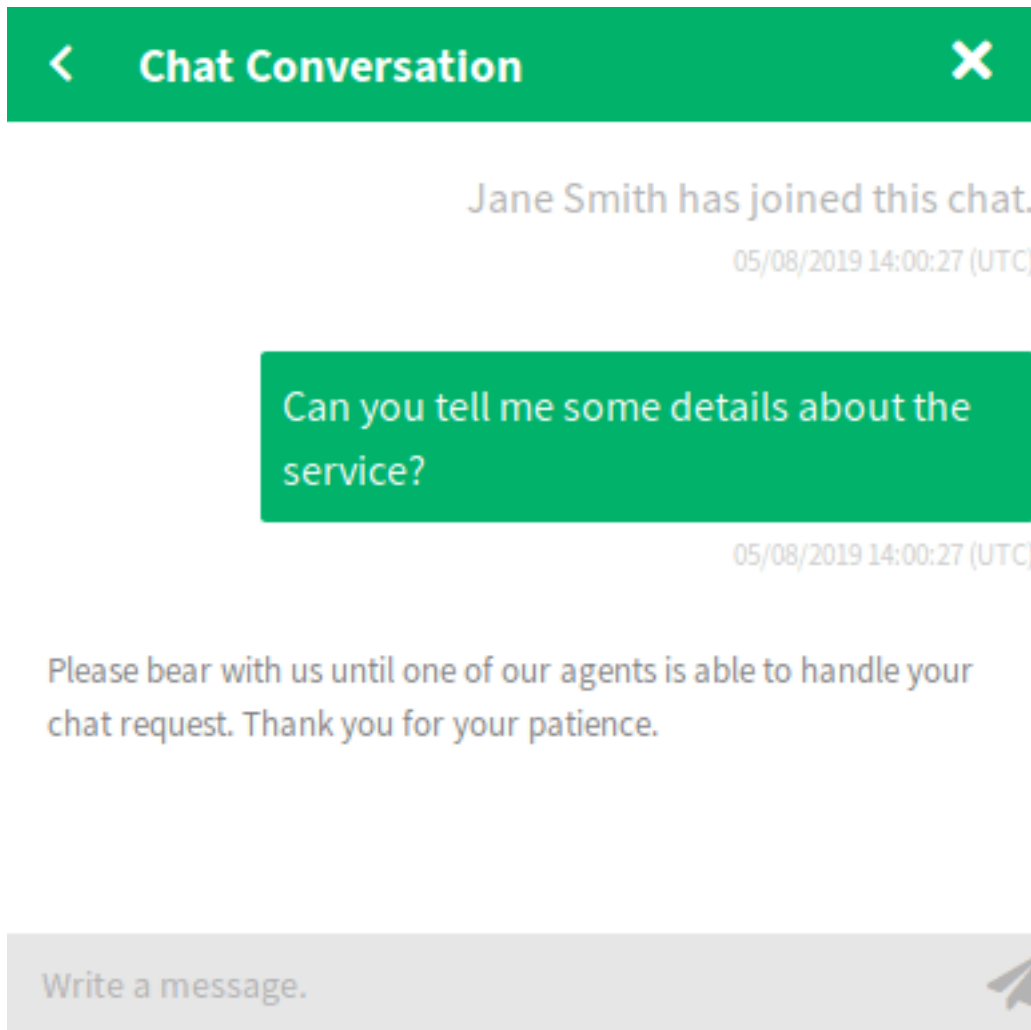
Accept

Cancel

8.15:



8.16:



8.17: Chat Conversation

General Chat Requests From Public Users					
CREATED	TYPE	CHANNEL	REQUESTER	DESCRIPTION	ACTION
05/08/2019 16:00:27 (Europe/Budapest)	Public	Helpdesk	Jane Smith	Can you tell me some details about the service?	Open chat

8.18: General Chat Requests From Public Users

8.1.2 Chat widget

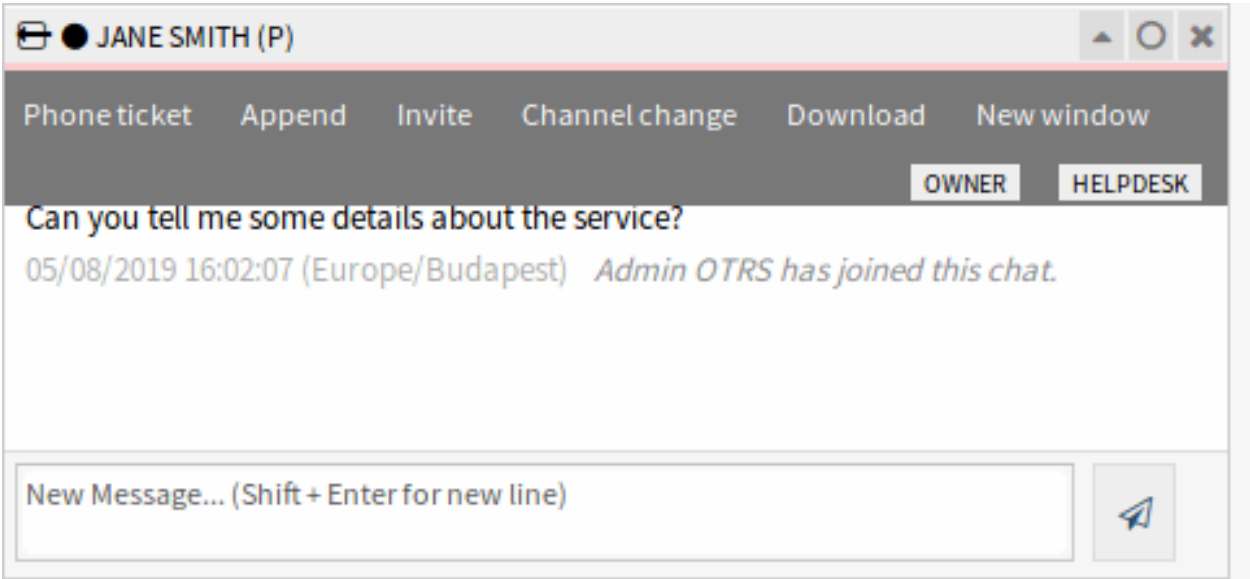
The chat widget is the main component when chatting with other people. It provides a history of all messages in the chat as well as a list of possible actions depending on your permission level.

Pressing Shift + Enter will create a new line.

Pressing the following buttons will perform the following actions:

- Send message (Send button)
- Send message (ChatEngine::AgentOnlineThreshold threshold reached)
- Send message (Maximum number of messages reached)
- Send message (Maximum number of messages reached)
- Send message (Maximum number of messages reached)

Pressing the following buttons will perform the following actions:



8.19: Chat widget

Pressing the following buttons will perform the following actions:

Pressing the following buttons will perform the following actions:

Pressing the following buttons will perform the following actions:

Allows you to invite another agent to this chat. You can select from a list of available agents whom you want to invite. Once the agent has invited, a new agent to agent chat request will be sent to this agent. After the request has been accepted, a new internal chat will be established between you and the invited agent. In this internal chat, the invited agent has two more actions available in the advanced actions toolbar: Observer and Participant.

Pressing the following buttons will perform the following actions:

Pressing the following buttons will perform the following actions:

Pressing the following buttons will perform the following actions:

Pressing the following buttons will perform the following actions:

The following code snippets show how to integrate the chat into a website. The first snippet is for a standard integration, and the second snippet is for a more advanced integration with a custom design.

- Standard integration
- Advanced integration with custom design
- Integration with a custom design and a custom channel

For more information, see the documentation for the chat integration.

For more information, see the documentation for the chat integration.

8.1.3 Integration

The following steps show how to integrate the chat into a website.

To configure the chat and generate the code snippet:

1. Open the chat configuration dialog.
2. Click the **Integration Code** tab.

Chat Integration

You can easily integrate the public chat into a website. Just copy the code snippets from here. If you would like to make any adaptations, please switch to the configuration tab. All changes are applied immediately to the snippet, so you can make your changes and copy the snippet to your clip board afterwards. Please note that changes made on this page are not remembered.

Configuration

Integration Code

Preview

General Settings

Pre-selected channel:

Primary color of the chat design:

Texts

Chat conversations title:

Conversation(s)

No chat conversations:

You are not participating in a chat at the moment.

New conversation link:

New conversation

Incoming chat requests title:

Incoming chat request(s)

Outgoing chat requests title:

Outgoing chat request(s)

Close this dialog

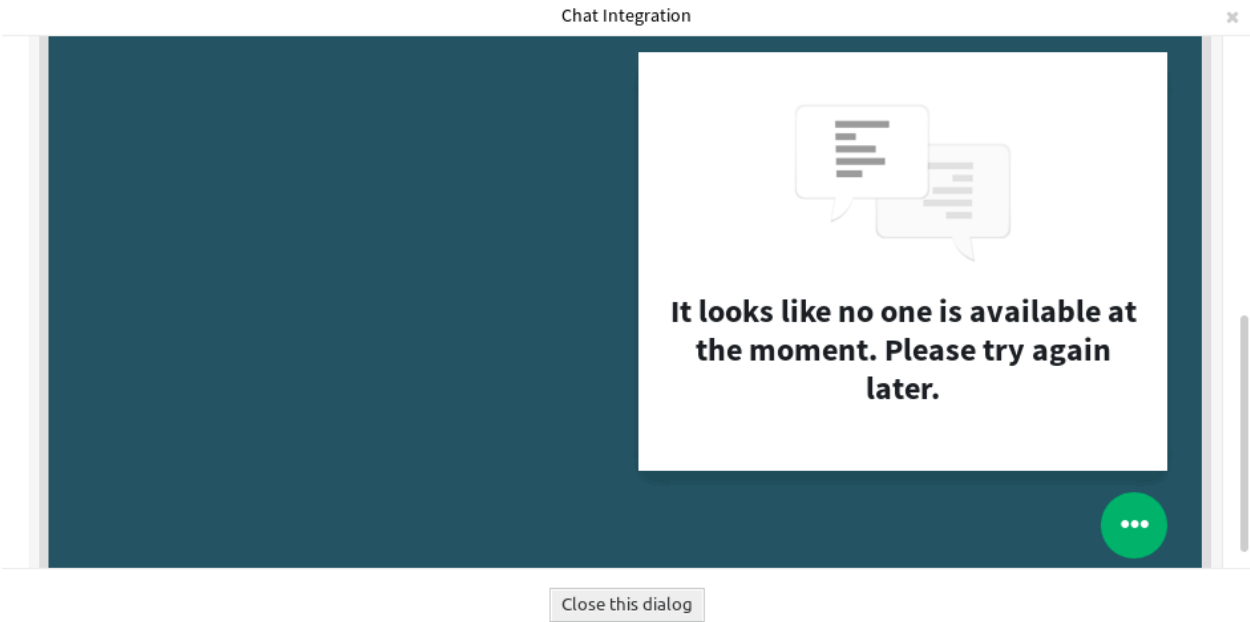
8.20: Integration - Standard

The following code snippets show how to integrate the chat into a website. The first snippet is for a standard integration, and the second snippet is for a more advanced integration with a custom design.

3. Copy the code snippet and paste it into the `</body>` tag of the website.
4. Click the **Integration Code** tab.



8.21: -



8.22: -

QUESTION: [REDACTED]

If mixed content warning is displayed in the browser console, an administrator has to check that the system configuration setting `HttpType` is properly set. The website must run on the same protocol for the chat widget to work.

For example, if the website is running OTOBO on SSL, the system configuration option must be set to `https`.

Use this screen to manage reports. A fresh OTOBO installation contains no reports by default. The reports management screen is available in the Reports menu item of the Reports menu.



-

- 131

Add Report

★ Name:

★ Description:

★ Valid:

valid

Save
or Cancel

9.2: 9.2

2. 9.2

3. 9.2

9.2

1. 9.2

2. 9.2

9.2

1. 9.2

2. 9.2

9.1.2 9.1.2

9.1.2

9.1.2

9.1.2

9.1.2 * Set the validity of this resource. Each resource can be used in OTOBO only, if this field is set to valid. Setting this field to invalid or invalid-temporarily will disable the use of the resource.

9.1.3 9.1.3

9.1.3

9.1.3

9.1.3

9.1.3

9.1.3

9.1.3

Settings

General settings

★ Name:

★ Description:

★ Valid:

Automatic generation settings

Automatic generation times (cron):

Specify when the report should be automatically generated in cron format, e. g. "10 1 * * *" for every day at 1:10 am.

Times are in the system timezone.

Automatic generation language:

The language to be used when the report is automatically generated.

Email subject:

Specify the subject for the automatically generated email.

Email body:

Specify the text for the automatically generated email.

Email recipients:

Specify recipient email addresses (comma separated).

Output settings

Headline:

Title:

Caption for preamble:

Preamble:

Caption for epilogue:

Epilogue:

Add statistic to report:

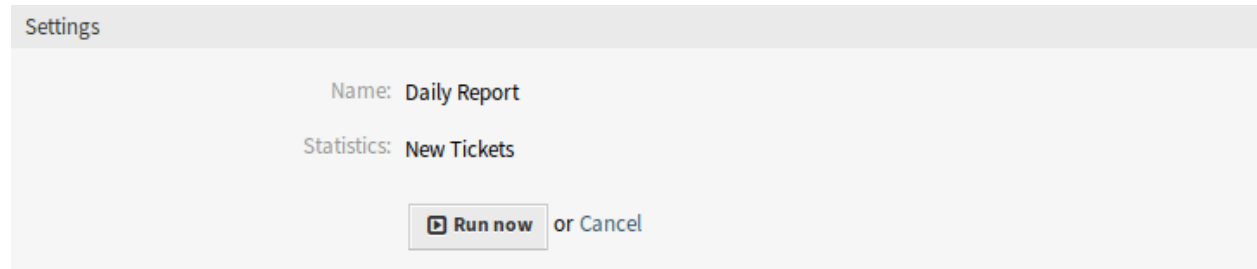


Figure 9.4: Settings

OTOBOTickets
OTOBOTickets

9.1.4 Tickets

OTOBOTickets
OTOBOTickets
OTOBOTickets
OTOBOTickets
OTOBOTickets
OTOBOTickets
OTOBOTickets

9.1.5 Tickets

OTOBOTickets Tickets Tickets
OTOBOTickets Tickets Tickets

9.2 Tickets

Use this screen to manage statistics. A fresh OTOBO installation already contains some statistics by default. The statistics management screen is available in the Statistics menu item of the Reports menu.

9.2.1 Tickets

Three type of statistics are available in OTOBO.

OTOBOTickets
OTOBOTickets
OTOBOTickets

To create new statistics:

1. OTOBOTickets Tickets Tickets
2. OTOBOTickets

Statistics Management

Actions

Add Statistics

Import Statistics

Statistics

1-11 of 11

▲ STAT#	TITLE	OBJECT	EXPORT	DELETE	RUN
10001	Changes of status in a monthly overview	StateAction			
10002	List of tickets closed last month	Ticketlist			
10003	List of open tickets, sorted by time left until response deadline expires	Ticketlist			
10004	New Tickets	TicketAccumulation			
10005	List of open tickets, sorted by time left until solution deadline expires	Ticketlist			
10006	List of tickets closed, sorted by response time.	Ticketlist			
10007	List of open tickets, sorted by time left until escalation deadline expires	Ticketlist			
10008	Overview about all tickets in the system	TicketAccumulation			
10009	List of tickets created last month	Ticketlist			
10010	List of tickets closed, sorted by solution time	Ticketlist			
10011	List of the most time-consuming tickets	Ticketlist			

9.5: 9.5.1

Add Statistics

Dynamic Matrix

Each cell contains a singular dat...

Dynamic List

Each row contains data of one e...

Static

Non-configurable complex statis...

9.6: 9.6.1

3. 統計項目
4. 統計項目名

General Specification

★ Title:

★ Description:

★ Object type:

★ Permissions: You can select one or more groups to define access for different agents.

★ Result formats:

★ Time Zone: The selected time periods in the statistic are time zone neutral.

Create summation row: Generate an additional row containing sums for all data rows.

Create summation column: Generate an additional column containing sums for all data columns.

Validity: If set to invalid end users can not generate the stat.

9.7: 統計項目

To edit statistics:

1. 統計項目を選択
2. 統計項目名を変更
3. 統計項目名を再入力

To import statistics:

1. 統計項目を選択
2. 統計項目名 ... 統計項目名.xml を入力
3. 統計項目名
4. 統計項目名
5. 統計項目名を再入力

To export statistics:

1. Click on the download icon in the list of statistics.
2. 統計項目名.xml を入力

To delete statistics:

1. 統計項目を選択

▼ General Specification

★ Title:

New Tickets

★ Description:

Total number of new tickets per day and queue which have been created during the last month.

★ Permissions:

stats x

You can select one or more groups to define access for different agents.

★ Result formats:

CSV x Excel x Graph: Bar Chart x and 3 more...

★ Time Zone:

Europe/Berlin

The selected time periods in the statistic are time zone neutral.

Create summation row:

Yes

Generate an additional row containing sums for all data rows.

Create summation column:

Yes

Generate an additional column containing sums for all data columns.

Cache results:

Yes

Stores statistics result data in a cache to be used in subsequent views with the same configuration (requires at least one selected time field).

Show as dashboard widget:

No

Provide the statistic as a widget that agents can activate in their dashboard. Please note that enabling the dashboard widget will activate caching for this statistic in the dashboard.

Validity:

valid

If set to invalid end users can not generate the stat.

9.8:

Import Statistics Configuration

File:

Durchsuchen...

Keine Datei ausgewählt.

Import

 or

Cancel

9.9:

2. 統計結果を CSV に出力

To run statistics:

1. Click on the play icon in the list of statistics.
2. 統計結果を CSV に出力
3. 統計結果を CSV に出力

Settings

Object: TicketAccumulation

Description: Total number of new tickets per day and queue which have been created during the last month.

Format:

Time Zone:

The selected time periods in the statistic are time zone neutral.

X-axis

Create Time: The past complete 1 and the current+upcoming complete 0 month(s)

Scale: 1 day(s)

Y-axis

Queue: Junk, Misc, Postmaster, Raw

Filter

No element selected.

or [Cancel](#)

図 9.10: 統計結果

To preview statistics:

1. 統計結果を CSV に出力
2. 統計結果を CSV に出力
3. 統計結果を CSV に出力
4. 統計結果を CSV に出力

図 9.10: 統計結果

9.2.2 統計結果

統計結果を CSV に出力

図 * 統計結果を CSV に出力

図 統計結果を CSV に出力




 *

Diagram illustrating multiplication: 4 squares multiplied by 16 squares equals 64 squares.

$\begin{array}{|c|} \hline \diagdown \\ \hline \end{array}$

[illegible]

 * Set the validity of this resource. Each resource can be used in OTOTO only, if this field is set to valid. Setting this field to invalid will disable the use of the resource.

9.2.3

[illegible]Ticket# 


The image shows four tens rods and eleven ones units. The tens rods are arranged in a row, and the ones units are arranged in a row below them.

□□ID □□□□□□□□□□□□□□

[illegible]

□□□□/□□□ □□□□□□□□□□□□□□□□

[illegible]

EscalationDestinationDate ██████████

EscalationTimeWorkingTime

[illegible]



This menu item opens the administrator interface, which is described very detailed in the [Administration Manual](#).

:                      



Search function can be used to search everything inside OTOBO. This function looks for the search term in tickets, articles and FAQ articles, as well as in attached documents.

11.1

□□□□□□□□□□ □□□□□□□□□□□□□□□□ □□□□□□□□□□□□□□□□ □□ □□

Search

×

Templates

Search template:

Create New

Filters in use

Fulltext:

Additional filters

Add another attribute:


Output:

Normal





🔍 Run search

11.1: 11111

Search Results:

Change search options (last-search) 

Bulk 1-2 of 2 **S** M L

<input type="checkbox"/>			TICKET#	▼ AGE	SENDER	TITLE	STATE	LOCK	QUEUE	OWNER	CUSTOMER ID
<input type="checkbox"/>			2020120449000029	7 d 3 h	Wyle Coyote	Computer makes noise	open	unlock	Raw	Super Admin	acme.co
<input type="checkbox"/>			2020120449000011	7 d 7 h	Wyle Coyote	Computer doesn't start	open	lock	Raw	Super Admin	acme.co

11.2: 11.2.1

11.2.1

1. 11.2.1
2. 11.2.1

11.2.1

11.1.1

11.1.1

If the query string is a single word (for example `quick` or `brown`), then OTOBO searches for all items containing the given word.

If two or more words are given in the query string (for example `quick brown`), then OTOBO searches for all items containing the word `quick` **or** `brown`.

If the query string contains a phrase surrounded by double quotes (for example `"quick brown"`), then OTOBO searches for all items containing the words in the phrase in the same order.

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11.1.1

A query string like `"quick fox"` searches the words in exactly the same order, but the proximity search allows that some other words can be included between the given words (for example `"fox quick"~5`).

11.1.1

11.1.1

11.1.1

11.1.1

quick brown fox

+ -

quick brown +fox -news

- fox
- news
- quick brown

AND OR NOT` `&& || ! ((quick AND fox) OR (brown AND fox) OR fox) AND NOT news

(quick OR brown) AND fox

+ - = && || > < ! () { } [] ^ " ~ * ? : \ /

(1+1)=2

\(1\+1\) \=2

:

Elasticsearch

Documentation History

1. 2019 - OTRS User Manual - OTRS AG (<https://otrs.com>)
2. 2020 - OTOBO User Tutorial - Rother OSS GmbH (<https://otobo.de>)

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