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CustomerSupport

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December 9, 2020

<b>1 Module Documentation</b>	<b>1</b>
1.1 Entities	1
1.1.0.1 ogit/CustomerSupport/Organization	1
1.1.0.2 ogit/CustomerSupport/Group	2
1.1.0.3 ogit/CustomerSupport/Ticket	3
1.1.0.4 ogit/Attachment	4
1.1.0.5 ogit/CustomerSupport/User	4
1.1.0.6 ogit/CustomerSupport/Comment	6
1.1.0.7 ogit/Timeseries	6
1.2 Verbs	8
1.2.0.1 ogit/assignedTo	8
1.2.0.2 ogit/generates	8
1.2.0.3 ogit/CustomerSupport/submits	8
1.2.0.4 ogit/employs	9
1.2.0.5 ogit/CustomerSupport/collaborates	9
1.2.0.6 ogit/follows	9
1.2.0.7 ogit/creates	9
1.2.0.8 ogit/associates	10
1.2.0.9 ogit/requests	10
1.2.0.10 ogit/updates	10
1.2.0.11 ogit/belongs	11
1.2.0.12 ogit/subscribes	11
1.3 Attributes	12
1.3.0.1 ogit/CustomerSupport/customFieldNames	12
1.3.0.2 ogit/CustomerSupport/lastLoginAt	12
1.3.0.3 ogit/email	12
1.3.0.4 ogit/CustomerSupport/locale	13
1.3.0.5 ogit/alternativeName	13
1.3.0.6 ogit/url	13
1.3.0.7 ogit/CustomerSupport/signature	14
1.3.0.8 ogit/unit	14
1.3.0.9 ogit/CustomerSupport/public	14
1.3.0.10 ogit/status	15
1.3.0.11 ogit/createdAt	15
1.3.0.12 ogit/priority	15
1.3.0.13 ogit/CustomerSupport/remoteld	16
1.3.0.14 ogit/accessControl	16
1.3.0.15 ogit/CustomerSupport/hasIncidents	16
1.3.0.16 ogit/CustomerSupport/deleted	17
1.3.0.17 ogit/content	17
1.3.0.18 ogit/name	17
1.3.0.19 ogit/CustomerSupport/shareComments	18

1.3.0.20 ogit/CustomerSupport/allowAttachments . . . . .	18
1.3.0.21 ogit/description . . . . .	18
1.3.0.22 ogit/lastUpdatedBy . . . . .	19
1.3.0.23 ogit/CustomerSupport/roleType . . . . .	19
1.3.0.24 ogit/phone . . . . .	19
1.3.0.25 ogit/deadline . . . . .	20
1.3.0.26 ogit/CustomerSupport/domainNames . . . . .	20
1.3.0.27 ogit/type . . . . .	20
1.3.0.28 ogit/isMutable . . . . .	21
1.3.0.29 ogit/CustomerSupport/defaultGroupId . . . . .	21
1.3.0.30 ogit/sourceTable . . . . .	21
1.3.0.31 ogit/creator . . . . .	22
1.3.0.32 ogit/CustomerSupport/htmlContent . . . . .	22
1.3.0.33 ogit/CustomerSupport/defaultOrganizationId . . . . .	22
1.3.0.34 ogit/CustomerSupport/metadata . . . . .	23
1.3.0.35 ogit/CustomerSupport/suspended . . . . .	23
1.3.0.36 ogit/CustomerSupport/tags . . . . .	23
1.3.0.37 ogit/CustomerSupport/restrictedAgent . . . . .	24
1.3.0.38 ogit/lastUpdatedAt . . . . .	24
1.3.0.39 ogit/id . . . . .	24
1.3.0.40 ogit/CustomerSupport/timeZone . . . . .	25
1.3.0.41 ogit/CustomerSupport/privateCommentsOnly . . . . .	25
1.3.0.42 ogit/CustomerSupport/details . . . . .	25
1.3.0.43 ogit/CustomerSupport/note . . . . .	26
1.3.0.44 ogit/CustomerSupport/remoteType . . . . .	26
1.3.0.45 ogit/summary . . . . .	26
1.3.0.46 ogit/size . . . . .	27
1.3.0.47 ogit/CustomerSupport/shareTickets . . . . .	27
1.3.0.48 ogit/CustomerSupport/recipient . . . . .	27
1.3.0.49 ogit/CustomerSupport/remoteUrl . . . . .	28
1.3.0.50 ogit/CustomerSupport/verified . . . . .	28
1.3.0.51 ogit/CustomerSupport/ticketRestriction . . . . .	28
1.3.0.52 ogit/CustomerSupport/multiFactorAuth . . . . .	29
1.3.0.53 ogit/instance . . . . .	29
1.3.0.54 ogit/CustomerSupport/role . . . . .	29

# Chapter 1

## Module Documentation

### 1.1 Entities

#### 1.1.0.1 ogit/CustomerSupport/Organization

Represents an Organization that employs User Groups.

- id: <http://www.purl.org/ogit/CustomerSupport/Organization>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth
- scope: NTO
- parent: ogit/Node

#### attributes

- optional:
  - [ogit/CustomerSupport/customFieldNames](#)
  - [ogit/CustomerSupport/details](#)
  - [ogit/CustomerSupport/domainNames](#)
  - [ogit/CustomerSupport/note](#)
  - [ogit/CustomerSupport/remoteld](#)
  - [ogit/CustomerSupport/remotetype](#)
  - [ogit/CustomerSupport/remotUrl](#)
  - [ogit/CustomerSupport/shareComments](#)
  - [ogit/CustomerSupport/shareTickets](#)
  - [ogit/CustomerSupport/tags](#)
  - [ogit/createdAt](#)
  - [ogit/id](#)
  - [ogit/lastUpdatedAt](#)
  - [ogit/name](#)

## incoming edges

- [ogit/associates](#) <= [ogit/CustomerSupport/Ticket](#)
- [ogit/belongs](#) <= [ogit/CustomerSupport/User](#)
- [ogit/subscribes](#) <= [ogit/CustomerSupport/User](#)

## outgoing edges

- [ogit/employs](#) => [ogit/CustomerSupport/Group](#)

1.1.0.2 [ogit/CustomerSupport/Group](#)

Represents a collection of entities. E.g. Users.

- id: <http://www.purl.org/ogit/CustomerSupport/Group>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth
- scope: NTO
- parent: [ogit/Node](#)

## attributes

- optional:
  - [ogit/CustomerSupport/deleted](#)
  - [ogit/CustomerSupport/remoteld](#)
  - [ogit/CustomerSupport/remoteType](#)
  - [ogit/CustomerSupport/remoteUrl](#)
  - [ogit/createdAt](#)
  - [ogit/id](#)
  - [ogit/lastUpdatedAt](#)
  - [ogit/name](#)

## incoming edges

- [ogit/assignedTo](#) <= [ogit/CustomerSupport/Ticket](#)
- [ogit/belongs](#) <= [ogit/CustomerSupport/User](#)
- [ogit/employs](#) <= [ogit/CustomerSupport/Organization](#)

## 1.1.0.3 ogit/CustomerSupport/Ticket

Represents a Customer Support Ticket

- id: <http://www.purl.org/ogit/CustomerSupport/Ticket>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth
- scope: NTO
- parent: ogit/Node

## attributes

- optional:
  - [ogit/CustomerSupport/allowAttachments](#)
  - [ogit/CustomerSupport/customFieldNames](#)
  - [ogit/CustomerSupport/hasIncidents](#)
  - [ogit/CustomerSupport/recipient](#)
  - [ogit/CustomerSupport/remoteld](#)
  - [ogit/CustomerSupport/remoteType](#)
  - [ogit/CustomerSupport/remoteUrl](#)
  - [ogit/CustomerSupport/tags](#)
  - [ogit/createdAt](#)
  - [ogit/deadline](#)
  - [ogit/id](#)
  - [ogit/lastUpdatedAt](#)
  - [ogit/priority](#)
  - [ogit/status](#)
  - [ogit/summary](#)
  - [ogit/type](#)

## incoming edges

- [ogit/CustomerSupport/collaborates](#) <= [ogit/CustomerSupport/User](#)
- [ogit/CustomerSupport/submit](#) <= [ogit/CustomerSupport/User](#)
- [ogit/belongs](#) <= [ogit/CustomerSupport/Comment](#)
- [ogit/follows](#) <= [ogit/CustomerSupport/User](#)
- [ogit/requests](#) <= [ogit/CustomerSupport/User](#)

## outgoing edges

- [ogit/assignedTo](#) => [ogit/CustomerSupport/User](#)
- [ogit/assignedTo](#) => [ogit/CustomerSupport/Group](#)
- [ogit/associates](#) => [ogit/CustomerSupport/Organization](#)
- [ogit/generates](#) => [ogit/Timeseries](#)
- [ogit/updates](#) => [ogit/CustomerSupport/User](#)

#### 1.1.0.4 ogit/Attachment

This entity defines a file attachment that an IT service, issue, task or a ticket might have. The attachment itself is not saved in GraphIT, instead it contains an external url link for it.

- id: <http://www.purl.org/ogit/Attachment>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem
- scope: SGO
- parent: ogit/Node

##### attributes

- optional:
  - [ogit/accessControl](#)
  - [ogit/content](#)
  - [ogit/createdAt](#)
  - [ogit/creator](#)
  - [ogit/id](#)
  - [ogit/lastUpdatedAt](#)
  - [ogit/lastUpdatedBy](#)
  - [ogit/name](#)
  - [ogit/size](#)
  - [ogit/sourceTable](#)
  - [ogit/type](#)
  - [ogit/url](#)

##### incoming edges

- [ogit/associates](#) <= [ogit/CustomerSupport/Comment](#)

#### 1.1.0.5 ogit/CustomerSupport/User

Represents a person with associated identities, preferences, roles and meta data.

- id: <http://www.purl.org/ogit/CustomerSupport/User>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth
- scope: NTO
- parent: ogit/Node

**attributes**

- optional:
  - [ogit/CustomerSupport/customFieldNames](#)
  - [ogit/CustomerSupport/defaultGroupId](#)
  - [ogit/CustomerSupport/defaultOrganizationId](#)
  - [ogit/CustomerSupport/details](#)
  - [ogit/CustomerSupport/lastLoginAt](#)
  - [ogit/CustomerSupport/locale](#)
  - [ogit/CustomerSupport/multiFactorAuth](#)
  - [ogit/CustomerSupport/note](#)
  - [ogit/CustomerSupport/privateCommentsOnly](#)
  - [ogit/CustomerSupport/remoteld](#)
  - [ogit/CustomerSupport/remoteType](#)
  - [ogit/CustomerSupport/remoteUrl](#)
  - [ogit/CustomerSupport/restrictedAgent](#)
  - [ogit/CustomerSupport/role](#)
  - [ogit/CustomerSupport/roleType](#)
  - [ogit/CustomerSupport/signature](#)
  - [ogit/CustomerSupport/suspended](#)
  - [ogit/CustomerSupport/tags](#)
  - [ogit/CustomerSupport/ticketRestriction](#)
  - [ogit/CustomerSupport/timeZone](#)
  - [ogit/CustomerSupport/verified](#)
  - [ogit/alternativeName](#)
  - [ogit/createdAt](#)
  - [ogit/email](#)
  - [ogit/id](#)
  - [ogit/lastUpdatedAt](#)
  - [ogit/name](#)
  - [ogit/phone](#)
  - [ogit/status](#)

**incoming edges**

- [ogit/assignedTo](#) <= [ogit/CustomerSupport/Ticket](#)
- [ogit/updates](#) <= [ogit/CustomerSupport/Ticket](#)

**outgoing edges**

- [ogit/CustomerSupport/collaborates](#) => [ogit/CustomerSupport/Ticket](#)
- [ogit/CustomerSupport/submit](#) => [ogit/CustomerSupport/Ticket](#)
- [ogit/belongs](#) => [ogit/CustomerSupport/Group](#)
- [ogit/belongs](#) => [ogit/CustomerSupport/Organization](#)
- [ogit/creates](#) => [ogit/CustomerSupport/Comment](#)
- [ogit/follows](#) => [ogit/CustomerSupport/Ticket](#)
- [ogit/requests](#) => [ogit/CustomerSupport/Ticket](#)
- [ogit/subscribes](#) => [ogit/CustomerSupport/Organization](#)



#### 1.1.0.6 ogit/CustomerSupport/Comment

Represents a comment that relates to another entity. They may have attached files with optional thumbnails. E.g. a Ticket.

- id: <http://www.purl.org/ogit/CustomerSupport/Comment>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth
- scope: NTO
- parent: ogit/Node

##### attributes

- optional:
  - [ogit/CustomerSupport/htmlContent](#)
  - [ogit/CustomerSupport/metadata](#)
  - [ogit/CustomerSupport/public](#)
  - [ogit/CustomerSupport/remoteld](#)
  - [ogit/CustomerSupport/remoteType](#)
  - [ogit/CustomerSupport/remoteUrl](#)
  - [ogit/content](#)
  - [ogit/createdAt](#)
  - [ogit/id](#)
  - [ogit/type](#)

##### incoming edges

- [ogit/creates](#) <= [ogit/CustomerSupport/User](#)

##### outgoing edges

- [ogit/associates](#) => [ogit/Attachment](#)
- [ogit/belongs](#) => [ogit/CustomerSupport/Ticket](#)

#### 1.1.0.7 ogit/Timeseries

A time series is a sequence of data points, measured typically at successive points in time spaced at uniform time intervals.

- id: <http://www.purl.org/ogit/Timeseries>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem
- scope: SGO
- parent: ogit/Node

**attributes**

- optional:
  - [ogit/description](#)
  - [ogit/instance](#)
  - [ogit/isMutable](#)
  - [ogit/name](#)
  - [ogit/unit](#)

**incoming edges**

- [ogit/generates](#) <= [ogit/CustomerSupport/Ticket](#)

## 1.2 Verbs

### 1.2.0.1 ogit/assignedTo

Verb expressing which entity could be assigned to which another entity.

- id: <http://www.purl.org/ogit/assignedTo>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

#### Allowed Connection

- [ogit/CustomerSupport/Ticket](#) => [ogit/CustomerSupport/User](#)
- [ogit/CustomerSupport/Ticket](#) => [ogit/CustomerSupport/Group](#)

### 1.2.0.2 ogit/generates

Verb indicating if an entity generates another entity.

- id: <http://www.purl.org/ogit/generates>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

#### Allowed Connection

- [ogit/CustomerSupport/Ticket](#) => [ogit/Timeseries](#)

### 1.2.0.3 ogit/CustomerSupport/submit

a expects b to receive entity

- id: <http://www.purl.org/ogit/CustomerSupport/submit>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

#### Allowed Connection

- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Ticket](#)

#### 1.2.0.4 ogit/employs

Verb indicating if one entity employs another.

- id: <http://www.purl.org/ogit/employs>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

##### Allowed Connection

- [ogit/CustomerSupport/Organization](#) => [ogit/CustomerSupport/Group](#)

#### 1.2.0.5 ogit/CustomerSupport/collaborates

a collaborates with many a on b

- id: <http://www.purl.org/ogit/CustomerSupport/collaborates>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

##### Allowed Connection

- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Ticket](#)

#### 1.2.0.6 ogit/follows

Indicates if one entity follows another, as in a sequence flow connecting two elements of a process.

- id: <http://www.purl.org/ogit/follows>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

##### Allowed Connection

- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Ticket](#)

#### 1.2.0.7 ogit/creates

Indicates if one entity creates another one.

- id: <http://www.purl.org/ogit/creates>
- valid-from: Tue May 19 00:00:00 UTC 2015
- creator: Peter Larem

**Allowed Connection**

- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Comment](#)

**1.2.0.8 ogit/associates**

Verb indicating if an entity associates with another entity.

- id: <http://www.purl.org/ogit/associates>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

**Allowed Connection**

- [ogit/CustomerSupport/Comment](#) => [ogit/Attachment](#)
- [ogit/CustomerSupport/Ticket](#) => [ogit/CustomerSupport/Organization](#)

**1.2.0.9 ogit/requests**

Indicates if one entity requests another, e.g. Person requests a ChangeRequest. This might be different from the person who created the ticket (ogit/ITSM/openedBy) in case the reporter is calling a service desk and the ticket will be opened by help desk staff. Sometimes also named as "caller". This Person or entity must be kept informed about relevant updates of the ticket.

- id: <http://www.purl.org/ogit/requests>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

**Allowed Connection**

- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Ticket](#)

**1.2.0.10 ogit/updates**

Indicates which entity (e.g. Person) updated each another entity (e.g. Ticket).

- id: <http://www.purl.org/ogit/updates>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

**Allowed Connection**

- [ogit/CustomerSupport/Ticket](#) => [ogit/CustomerSupport/User](#)

## 1.2.0.11 ogit/belongs

Verb showing if one entity belongs to another.

- id: <http://www.purl.org/ogit/belongs>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

## Allowed Connection

- [ogit/CustomerSupport/Comment](#) => [ogit/CustomerSupport/Ticket](#)
- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Group](#)
- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Organization](#)

## 1.2.0.12 ogit/subscribes

A subscription by an entity to another. Implies that one entity is interested in something the other can offer.

- id: <http://www.purl.org/ogit/subscribes>
- valid-from: Mon Apr 27 00:00:00 UTC 2015
- creator: [cwalker@arago.de](mailto:cwalker@arago.de)

## Allowed Connection

- [ogit/CustomerSupport/User](#) => [ogit/CustomerSupport/Organization](#)

## 1.3 Attributes

### 1.3.0.1 ogit/CustomerSupport/customFieldNames

Set of Strings that correspond to free attribute names that are used as custom ticket field names.

- id: <http://www.purl.org/ogit/CustomerSupport/customFieldNames>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

### 1.3.0.2 ogit/CustomerSupport/lastLoginAt

Timestamp indicating last users login instant.

- id: <http://www.purl.org/ogit/CustomerSupport/lastLoginAt>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

### 1.3.0.3 ogit/email

An email address.

- id: <http://www.purl.org/ogit/email>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.4 ogit/CustomerSupport/locale

Locale indicating preferred communication localization.

- id: <http://www.purl.org/ogit/CustomerSupport/locale>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.5 ogit/alternativeName

Alternative name of something. In context of a Person this can be the full name or an alias/nick name.

- id: <http://www.purl.org/ogit/alternativeName>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.6 ogit/url

Contains an URL (unified resource locator)

- id: <http://www.purl.org/ogit/url>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)



#### 1.3.0.7 `ogit/CustomerSupport/signature`

String contains a signature to be automatically appended onto ticket comments during submit.

- id: <http://www.purl.org/ogit/CustomerSupport/signature>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.8 `ogit/unit`

Unit of measurement of some value.

- id: <http://www.purl.org/ogit/unit>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Timeseries](#)

#### 1.3.0.9 `ogit/CustomerSupport/public`

Boolean flag indicating whether this entity(comment) is visible to requester.

- id: <http://www.purl.org/ogit/CustomerSupport/public>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Comment](#)

#### 1.3.0.10 ogit/status

A status for an entity. At this level of specification no list of values is specified. However, applications using this attribute are expected to allow only a fixed list of values that seems usefual in the application's semantic context.

- id: <http://www.purl.org/ogit/status>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.11 ogit/createdAt

Defines a point in time when a ticket/incident/event etc was created or recorded.

- id: <http://www.purl.org/ogit/createdAt>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)
  - [ogit/CustomerSupport/Comment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.12 ogit/priority

Priority of a ticket. The actual semantics might depend on the ticket type (Incident, Service Request, ...)

- id: <http://www.purl.org/ogit/priority>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)

#### 1.3.0.13 `ogit/CustomerSupport/remoteld`

A constant unique identifier for remote instances that persists even if remoteURL changes. RFC 4122 <https://tools.ietf.org/html/rfc4122>

- id: <http://www.purl.org/ogit/CustomerSupport/remoteld>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Comment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.14 `ogit/accessControl`

The access control level of this Node. Value could mean different things to different applications / policies. Initial intent is that policies would treat "public-read" (inspired by Amazon AWS S3 ACLs) to mean anyone would have read-only access to this node.

- id: <http://www.purl.org/ogit/accessControl>
- valid-from: Thu Mar 26 00:00:00 UTC 2015
- creator: Chris Walker

used

- optional:
  - [ogit/Attachment](#)

#### 1.3.0.15 `ogit/CustomerSupport/hasIncidents`

Boolean flag indicating whether this entity(ticket) has any associated incidents.

- id: <http://www.purl.org/ogit/CustomerSupport/hasIncidents>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)

**1.3.0.16** `ogit/CustomerSupport/deleted`

Boolean flag indicating an deleted entity.

- id: <http://www.purl.org/ogit/CustomerSupport/deleted>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Group](#)

**1.3.0.17** `ogit/content`

A string holding any type of content: plain string, XML fragments, RDF documents, ...

- id: <http://www.purl.org/ogit/content>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)
  - [ogit/CustomerSupport/Comment](#)

**1.3.0.18** `ogit/name`

Contains a name.

- id: <http://www.purl.org/ogit/name>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/User](#)
  - [ogit/Timeseries](#)

**1.3.0.19** `ogit/CustomerSupport/shareComments`

Boolean flag indicating whether this entity(organization) shares ticket comments with one or more third party Organization(s) via Service Provider infrastructure.

- id: <http://www.purl.org/ogit/CustomerSupport/shareComments>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)

**1.3.0.20** `ogit/CustomerSupport/allowAttachments`

Boolean flag indicating whether agents may add attachments to this entity.

- id: <http://www.purl.org/ogit/CustomerSupport/allowAttachments>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)

**1.3.0.21** `ogit/description`

Contains a description.

- id: <http://www.purl.org/ogit/description>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Timeseries](#)

#### 1.3.0.22 ogit/lastUpdatedBy

Defines the last person or process who updated an entity.

- id: <http://www.purl.org/ogit/lastUpdatedBy>
- valid-from: Mon Jul 20 00:00:00 UTC 2015
- creator: Aymen Ayoub

used

- optional:
  - [ogit/Attachment](#)

#### 1.3.0.23 ogit/CustomerSupport/roleType

Integer representing a fine grained agent role.

- id: <http://www.purl.org/ogit/CustomerSupport/roleType>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.24 ogit/phone

a phone number

- id: <http://www.purl.org/ogit/phone>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.25 ogit/deadline

Defines a point in time when a deadline is reached.

- id: <http://www.purl.org/ogit/deadline>
- valid-from: Mon Dec 19 00:00:00 UTC 2016
- creator: [stravlos@arago.co](mailto:stravlos@arago.co)

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)

#### 1.3.0.26 ogit/CustomerSupport/domainNames

List of Strings that are owned by this entity.

- id: <http://www.purl.org/ogit/CustomerSupport/domainNames>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)

#### 1.3.0.27 ogit/type

Type of an an entity.

- id: <http://www.purl.org/ogit/type>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)
  - [ogit/CustomerSupport/Comment](#)
  - [ogit/CustomerSupport/Ticket](#)

**1.3.0.28** `ogit/isMutable`

True if the value can be changed. E.g. after a service is provisioned.

- id: <http://www.purl.org/ogit/isMutable>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Timeseries](#)

**1.3.0.29** `ogit/CustomerSupport/defaultGroupId`

Integer indicating the default user group id.

- id: <http://www.purl.org/ogit/CustomerSupport/defaultGroupId>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

**1.3.0.30** `ogit/sourceTable`

Contains the source table, that stores where the data are coming from.

- id: <http://www.purl.org/ogit/sourceTable>
- valid-from: Thu Aug 20 00:00:00 UTC 2015
- creator: Aymen Ayoub

used

- optional:
  - [ogit/Attachment](#)



**1.3.0.31** `ogit/creator`

Creator of an entity.

- id: <http://www.purl.org/ogit/creator>
- valid-from: Thu Aug 20 00:00:00 UTC 2015
- creator: Aymen Ayoub

used

- optional:
  - [ogit/Attachment](#)

**1.3.0.32** `ogit/CustomerSupport/htmlContent`

String containing the content with HTML markup.

- id: <http://www.purl.org/ogit/CustomerSupport/htmlContent>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Comment](#)

**1.3.0.33** `ogit/CustomerSupport/defaultOrganizationId`

Integer indicating the default organization id.

- id: <http://www.purl.org/ogit/CustomerSupport/defaultOrganizationId>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.34 [ogit/CustomerSupport/metadata](#)

Integer representing flags associated with this entity(comment).

- id: <http://www.purl.org/ogit/CustomerSupport/metadata>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Comment](#)

#### 1.3.0.35 [ogit/CustomerSupport/suspended](#)

Boolean flag indicating whether this entity(user) has been banned from any further interaction.

- id: <http://www.purl.org/ogit/CustomerSupport/suspended>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.36 [ogit/CustomerSupport/tags](#)

Set of Strings that have been declared for this entity.

- id: <http://www.purl.org/ogit/CustomerSupport/tags>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

**1.3.0.37** `ogit/CustomerSupport/restrictedAgent`

Boolean flag indicating whether this entity(user) has restricted agent access.

- id: <http://www.purl.org/ogit/CustomerSupport/restrictedAgent>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

**1.3.0.38** `ogit/lastUpdatedAt`

Defines latest date and time when a ticket or it's comment was updated. The format of this value could be according to ISO 8601.

- id: <http://www.purl.org/ogit/lastUpdatedAt>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

**1.3.0.39** `ogit/id`

General id.

- id: <http://www.purl.org/ogit/id>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/Attachment](#)
  - [ogit/CustomerSupport/Comment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

**1.3.0.40** `ogit/CustomerSupport/timeZone`

String declaring this entity(user) time zone according to IANA notation

- id: <http://www.purl.org/ogit/CustomerSupport/timeZone>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

**1.3.0.41** `ogit/CustomerSupport/privateCommentsOnly`

Boolean flag indicating whether this entity(user) may only create internal private comments.

- id: <http://www.purl.org/ogit/CustomerSupport/privateCommentsOnly>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

**1.3.0.42** `ogit/CustomerSupport/details`

String may contains address or additional details regarding this entity.

- id: <http://www.purl.org/ogit/CustomerSupport/details>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.43 `ogit/CustomerSupport/note`

String may contains additional notes besides any details regarding this entity.

- id: <http://www.purl.org/ogit/CustomerSupport/note>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.44 `ogit/CustomerSupport/remoteType`

A type to distinguish remote service provider. E.g. Zendesk.

- id: <http://www.purl.org/ogit/CustomerSupport/remoteType>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Comment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.45 `ogit/summary`

A summary/short description, for example of a ticket.

- id: <http://www.purl.org/ogit/summary>
- valid-from: Thu May 21 00:00:00 UTC 2015
- creator: Peter Larem

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)

**1.3.0.46 ogit/size**

The size, e.g. of a file.

- id: <http://www.purl.org/ogit/size>
- valid-from: Thu Mar 26 00:00:00 UTC 2015
- creator: arago Technologies

used

- optional:
  - [ogit/Attachment](#)

**1.3.0.47 ogit/CustomerSupport/shareTickets**

Boolean flag indicating whether this entity(organization) shares tickets with one or more third party Organization(s) via Service Provider infrastructure.

- id: <http://www.purl.org/ogit/CustomerSupport/shareTickets>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Organization](#)

**1.3.0.48 ogit/CustomerSupport/recipient**

String containing an email address that this ticket was send to and received at.

- id: <http://www.purl.org/ogit/CustomerSupport/recipient>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Ticket](#)

**1.3.0.49** `ogit/CustomerSupport/remoteUrl`

A URL pointing to the source data. RFC 3986 <https://tools.ietf.org/html/rfc3986>

- id: <http://www.purl.org/ogit/CustomerSupport/remoteUrl>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/Comment](#)
  - [ogit/CustomerSupport/Group](#)
  - [ogit/CustomerSupport/Organization](#)
  - [ogit/CustomerSupport/Ticket](#)
  - [ogit/CustomerSupport/User](#)

**1.3.0.50** `ogit/CustomerSupport/verified`

Boolean flag indicating whether this entity(user) has been verified by mail (opt in).

- id: <http://www.purl.org/ogit/CustomerSupport/verified>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

**1.3.0.51** `ogit/CustomerSupport/ticketRestriction`

String indicating means of access control for tickets.

- id: <http://www.purl.org/ogit/CustomerSupport/ticketRestriction>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.52 `ogit/CustomerSupport/multiFactorAuth`

Boolean flag indicating whether this entity(user) uses a factor of more then one authentication method.

- id: <http://www.purl.org/ogit/CustomerSupport/multiFactorAuth>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)

#### 1.3.0.53 `ogit/instance`

Defines the name of an instance.

- id: <http://www.purl.org/ogit/instance>
- valid-from: Wed Aug 03 00:00:00 UTC 2016
- creator: Philipp Pelchmann

used

- optional:
  - [ogit/Timeseries](#)

#### 1.3.0.54 `ogit/CustomerSupport/role`

String declaring whether this entity represents an end user, agent or admin.

- id: <http://www.purl.org/ogit/CustomerSupport/role>
- valid-from: Fri Nov 15 00:00:00 UTC 2019
- creator: Johannes Harth

used

- optional:
  - [ogit/CustomerSupport/User](#)