Documentation

OTRSStatePreselectionResponseTemplates

Extends response template configuration by selectable ticket state which will be pre-selected upon answering a ticket. Version 6.0.4 Edition

Build Date:

2018-07-24

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Preface

This package allows pre-selection of ticket states for response templates.

If you have questions regarding this document or if you need further information, please log in to our customer portal at portal.otrs.com with your OTRS ID and create a ticket.

You do not have an OTRS ID yet? Register here for free.

Chapter 1. Feature List

1. Configuring pre-selected ticket states for response templates

This package adds a new option called "State pre-selection for Templates" within the "Ticket Settings" in the ADMIN panel. You can set a ticket state to response template. The ticket state will be pre-selected when answering a ticket via a response template.

Note

The configured ticket states must be allowed in ticket context as next state. If this should not be the case, no next state will be pre-selected when answering a ticket.

Chapter 2. System Requirements

1. Framework

The following OTRS Framework is required:

- 6.0.2

2. Packages

The following packages are required:

- None

3. Operating System

This package requires one of the following operating systems:

- None

4. Third Party Software

This third party software is required to use this package:

- None.

Chapter 3. Installation

The following instructions explain how to install the package. There are two possibilities.

1. Admin Interface

Please use the following URL to install the package utilizing the Admin Interface (please note that you need to be in the "admin" group).

http://localhost/otrs/index.pl?Action=AdminPackageManager

2. Command Line

Whenever you cannot use the Admin Interface for whatever reason, you may use the following command line tool ("bin/otrs.Console.pl Admin::Package::Install") instead.

```
shell> bin/otrs.Console.pl Admin::Package::Install /path/to/
OTRSStatePreselectionResponseTemplates-6.0.4.opm
```

Chapter 4. Configuration

The package can be configured via the System Configuration in the Admin Interface. The following configuration options are available:

1. Frontend::Module###AdminResponseTicketStatePreSelection

Navigation: Frontend::Admin::ModuleRegistration.

Frontend module registration for the admin interface.

2. Frontend::Navigation###AdminResponseTicketStatePreSelection###002-OTRSStatePreselectionResponseTemplates

Navigation: Frontend::Admin::ModuleRegistration::MainMenu.

Main menu item registration.

3. Frontend::NavigationModule###AdminResponseTicketStatePreSelection

Navigation: Frontend::Admin::ModuleRegistration::AdminOverview.

Admin area navigation for the agent interface.

4. Loader::Module::AdminResponseTicketStatePreSelection###002-OTRSStatePreselectionResponseTemplates

Navigation: Frontend::Admin::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5. PreApplicationModule###OTRSStatePreselectionResponseTemplates

Navigation: Frontend::Agent.

Provides state preselection functionality for responses.

Chapter 5. Usage

1. Set state for response template

Go to the admin interface, and look for the 'State pre-selection for Templates' within the 'Ticket Settings' section and click on this link.

Once on the 'Manage ticket state pre-selections for response templates' screen click on one of the listed answer templates, then on the edit screen set a new value for 'Pre-selected ticket state' field.

Zoom a ticket and open the reply screen, verify the 'Pre-selected ticket state' should be set on the 'Next ticket state' field.
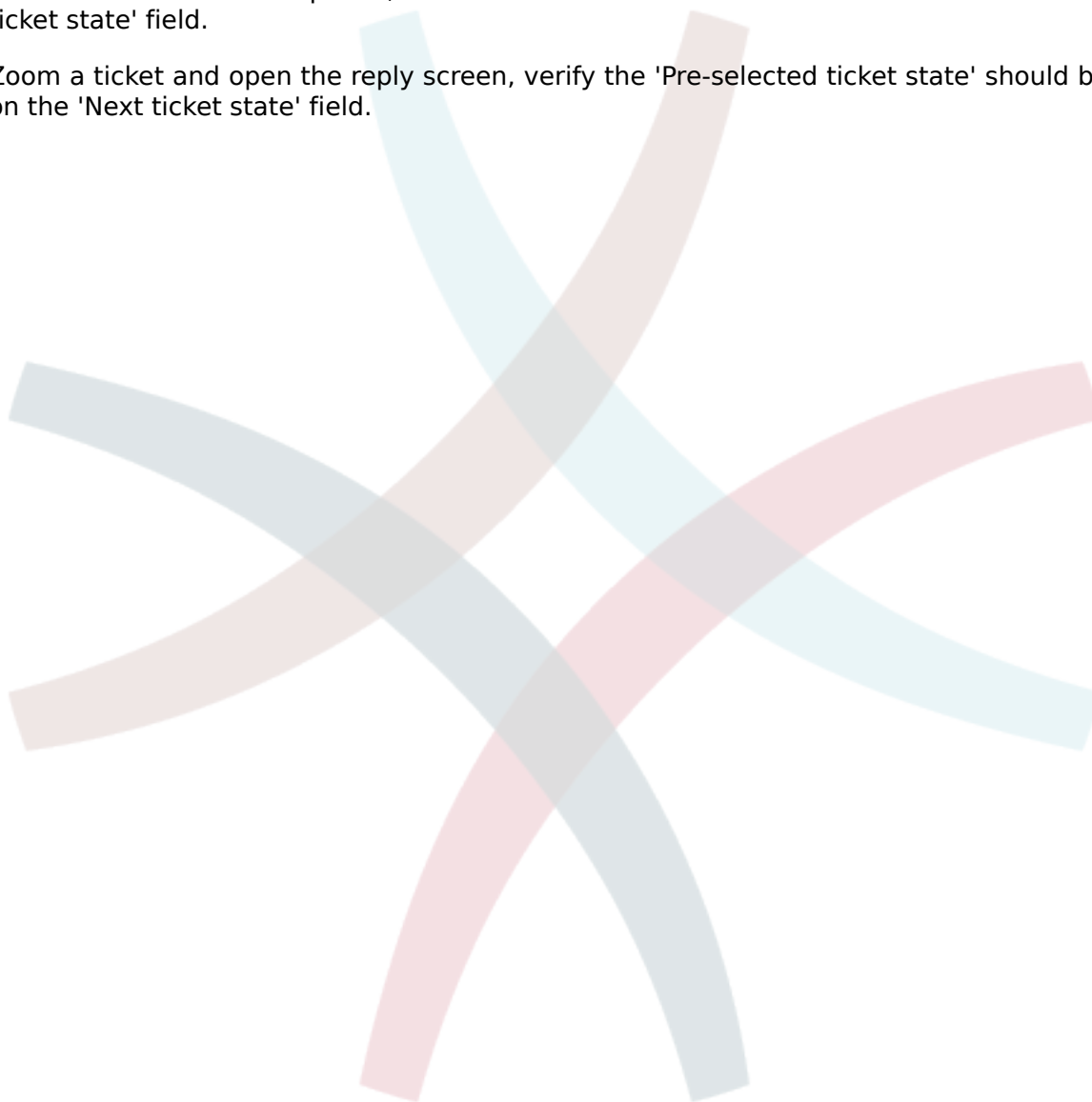
Chapter 6. Technical Implementation Details

This packages add a new column named 'preselected_ticket_state_id' into the database table 'standard_template' to store a reference to the ticket state into the template.

1. Kernel/Config/Files/XML/OTRSStatePreselectionResponseTemplates.xml

New: Configuration file that holds the required settings for the correct functionality of this package.

2. Kernel/Language/de_OTRSStatePreselectionResponseTemplates.pm

New: German translation file for this package.

3. Kernel/Language/hu_OTRSStatePreselectionResponseTemplates.pm

New: Hungarian translation file for this package.

4. Kernel/Modules/AdminResponseTicketStatePreSelection.pm

New: Front-end module to manage the standard templates ↔ ticket state relations.

5. Kernel/Modules/OTRSStatePreselectionResponseTemplates.pm

New: Pre-application module to provide state preselection functionality for responses.

6. Kernel/Output/HTML/Templates/Standard/AdminResponseTicketStatePreSelection.tt

New: HTML template file to manage the standard templates ↔ ticket state relations.

7. Kernel/System/OTRSStatePreselectionResponseTemplates.pm

New: Core module to manage the standard templates ↔ ticket state relations.

8. scripts/test/OTRSStatePreselectionResponseTemplates.t

New: Test file to check the core functionality of the package.

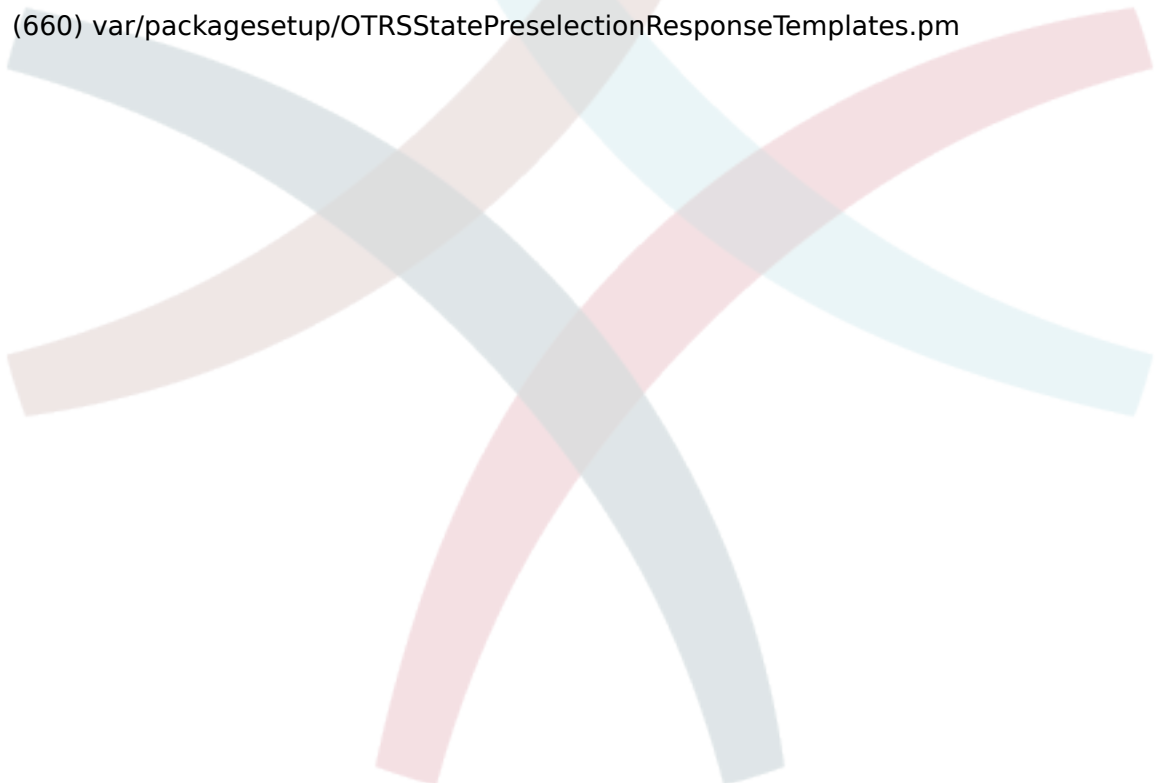## 9. var/httpd/htdocs/js/Core.Agent.Admin.ResponseTicketStatePreSelection.js

New: JavaScript file that initializes the table filter in the standard templates ↔ ticket state relations admin screen.

10. var/packagesetup/OTRSStatePreselectionResponseTemplates.pm

New: Package helper to perform code operations during package setup.

Chapter 7. File List

This list shows all included files and the referring permissions.

- (660) Kernel/Config/Files/XML/OTRSStatePreselectionResponseTemplates.xml

- (660) Kernel/Language/de_OTRSStatePreselectionResponseTemplates.pm

- (660) Kernel/Language/hu_OTRSStatePreselectionResponseTemplates.pm

- (660) Kernel/Modules/AdminResponseTicketStatePreSelection.pm

- (660) Kernel/Modules/OTRSStatePreselectionResponseTemplates.pm

- (660) Kernel/Output/HTML/Templates/Standard/AdminResponseTicketStatePreSelection.tt

- (660) Kernel/System/OTRSStatePreselectionResponseTemplates.pm

- (660) scripts/test/OTRSStatePreselectionResponseTemplates.t

- (660) var/httpd/htdocs/js/Core.Agent.Admin.ResponseTicketStatePreSelection.js

- (660) var/packagesetup/OTRSStatePreselectionResponseTemplates.pm

Chapter 8. Tests

This module has been quality assured according to the current OTRS guidelines.

1. Test Cases

To test this package please follow the examples described in the Usage section.

2. Unit Test

To ensure the quality of the module, several so-called unit tests were created, to test the functionalities of this module. These unit tests can be run via command line.

ATTENTION: Please never run unit tests on a productive system, since the added test data to the system will no longer be removed. Always use a test system.

Run the package specific unit tests

To run only the unit test which will be delivered with this package, use the following command on the command line:

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test
 OTRSStatePreselectionResponseTemplates
```

Run all available unit tests

To run all available unit tests, use the following command on the command line:

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run
```

Chapter 9. Change Log

6.0.4 / 2018-07-24 10:35:03

• - Updated documentation. - Improved wording, added Hungarian translation.

6.0.3 / 2018-06-12 15:22:24

• - Enabled on-demand testing. - Tidied.

6.0.2 / 2018-02-27 09:55:24

• - Removed wrong information regarding required packages (#2018021634001039). - Updated copyright.

6.0.1 / 2017-11-22 11:53:25

• First release for OTRS 6.