

FAQ

Version 6.3.2

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1 Functionality

The FAQ package is an extension providing an FAQ or rather a knowledge database.

It facilitates speeding up the knowledge transfer between agents or (using a public web interface) between organizations and their customers, therefore effectively saving time.

2 Features

2.1 FAQ explorer

Intuitive navigation and flexible mapping of theme hierarchies within the FAQ explorer enable easy navigation through the database.

2.2 WYSIWYG editor

Using the WYSIWYG Editor you can change the formatting of articles and include screenshots or images.

2.3 FAQ articles

FAQ articles have various attributes like "Symptom", "Problem", "Solution", "Title", "Language", "Category", "Keywords", "State", "Created" and "Changed".

2.4 FAQ attachments

You can add attachments to FAQ articles which are available in the customer interface, too (e.g. user guides as PDF).

2.5 Agent and customer interfaces

Using the FAQ state you can determine the interface(s) in which an FAQ article should be displayed. Articles with their state set to "internal" are only visible for agents via the agent interface. Articles whose state is set to "external" are also displayed in the protected customer section, and articles tagged as "public" are available in the non-protected public area as well.

2.6 Comfortable navigation and clickable keywords

The keywords feature enables comfortable navigation to alternative articles using clickable keywords.

2.7 Linked objects

FAQ articles can be linked to other objects such as tickets, FAQ articles or (CMDB) configuration items.

2.8 Full-text and quick search

You can execute a full-text and quick search in the entire knowledge database. You can also use OTRS operators for "AND" or "OR" relations.

2.9 Top 10 articles

An overview showing the top 10 most often accessed, most recently generated and most recently changed articles.

2.10 Ranking and voting of FAQ articles

A personal ranking/voting of FAQ articles provides other users with information about the quality of FAQ articles.

2.11 This might be helpful (agent and customer ticket creation)

An additional widget for the customer ticket creation provides helpful FAQ article related for the inserted subject and text.

2.12 Inserting FAQ articles on OTRS replies

You can insert FAQ articles (including images and attachments) in new tickets or replies you generate in OTRS.

2.13 Release workflow

Workflow to release FAQ articles that have been newly generated or changed.

2.14 RSS feeds for public FAQ articles

In the public area, an option is provided to subscribe to RSS feeds providing information about changes in FAQ articles.

2.15 Open Search format

The FAQ package supports the Open Search format (enabling quick searches directly from the browser).

2.16 Create links using the category name

It is possible to refer to FAQ items by creating a link for web browsers using the category name instead of just the category ID.

To be able to use this feature just replace the CategoryID parameter with Category parameter in your current links. Category parameter is the full category path, each sub-category is separated by "::" (which is also called the "category long name"). Imagine the following category tree:

```
|--GrandParent
|  |--Parent
|    |--|Son
```

To create a link to the "Son" category we need to specify the following path: Category=GrandParent::Parent::Son.

See the link examples below:

from: <http://localhost/otrs/index.pl?Action=AdminFAQExplorer;CategoryID=1>

to: <http://localhost/otrs/index.pl?Action=AdminFAQExplorer;Category=Misc>

Other Examples:

<http://localhost/otrs/index.pl?Action=AdminFAQExplorer;Category=My%20Category>

<http://localhost/otrs/index.pl?Action=CustomerFAQExplorer;Category=GrandParent::Parent::Son>

<http://localhost/otrs/index.pl?Action=PublicFAQExplorer;Category=My%20Category::Subcategory>

2.17 Generic interface FAQ connector for the public interface

Allows you to use the functions for FAQ public interface via OTRS generic interface by adding the following operations.

- LanguageList

This operation returns the list of all FAQ languages available in the system. The response of this operation is a list of languages including the ID and name for each language.

- PublicCategoryList

This operation is used to get the system FAQ categories that have at least one public FAQ item. As a consequence also the category ancestors are listed even if they don't have any public FAQ item. The output of this operation is a list of categories including ID and name for each category.

- PublicFAQSearch

By using this operation it is possible to perform an FAQ search for the public FAQ items using the same search parameters as in the public web interface. It will return a list of IDs for matched FAQ items.

- PublicFAQGet

This operation can be used to easily obtain one or more FAQ items. The response will contain one or more main containers called 'FAQItem' that have all the FAQ item information, including attachments. Each attachment is represented by an 'Attachment' sub-container.

Please take a look into the appendix: Generic Interface FAQ Connector Configuration below to learn more about how to activate this feature, as well as the appendix: Generic Interface FAQ Connector API for details on using the above functions.



2.18 Dynamic fields for FAQ

Basic dynamic field support (Text, TextArea, Checkbox, Dropdown, Multiselect, Date and DateTime) has been implemented for FAQ items. Its creation, behavior and configuration is similar to the dynamic fields for tickets.

Already created dynamic fields cannot be used for FAQ. New dynamic fields for FAQ (exclusively) have to be created (same as ticket and article dynamic fields).

Dynamic fields extend FAQ by adding multiple options to store and present information on FAQ Items, beyond the normal fields (e.g. Symptom, Problem, Solution, etc.).

3 Requirements

3.1 Framework

The following OTRS framework versions are supported:

- 6.3.x

3.2 Add-ons

These add-ons are required:

- None ## Operating System

These operating systems are required for this add-on:

- None

3.3 Third Party Software

These additional software is required for this package:

- None

4 Installation

The following instructions show how to install the package. There are two possibilities. Either via the admin interface or by using a shell command.

4.1 Admin interface

With the URL `http://localhost/otrs/index.pl?Action=AdminPackageManager` you access the package manager where the package can be installed and updated. The user who like to perform this needs to be member of the OTRS admin group.

4.2 Shell

As an alternative you can use the OTRS command line package manager to install the package. Please execute this as the OTRS user.

```
shell> bin/otrs.PackageManager.pl -a install -p /path/to/FAQ-6.3.2.opm
```

4.3 Remarks

If unexpected problems occur after the installation it is recommended to restart the web server. Using `mod_perl` sometimes leads to generic loading problems and does not belongs to OTRS in general.

5 Configuration

5.1 General

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

5.1.1 **CustomerFrontend::HeaderMetaModule###3-FAQSearch.**

Navigation: Frontend::Customer.

Module to generate HTML OpenSearch profile for short FAQ search in the customer interface.

5.1.2 **CustomerFrontend::Module###CustomerFAQExplorer.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

5.1.3 **CustomerFrontend::Module###CustomerFAQPrint.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

5.1.4 **CustomerFrontend::Module###CustomerFAQRelatedArticles.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

5.1.5 **CustomerFrontend::Module###CustomerFAQSearch.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

5.1.6 **CustomerFrontend::Module###CustomerFAQZoom.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

5.1.7 CustomerFrontend::Navigation###CustomerFAQExplorer###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.8 CustomerFrontend::Navigation###CustomerFAQSearch###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.9 DashboardBackend###0398-FAQ-LastChange.

Navigation: Frontend::Agent::View::Dashboard.

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

5.1.10 DashboardBackend###0399-FAQ-LastCreate.

Navigation: Frontend::Agent::View::Dashboard.

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

5.1.11 DynamicFields::ObjectType###FAQ.

Navigation: Core::DynamicFields::ObjectTypeRegistration.

DynamicField object registration.

5.1.12 FAQ::Agent::StateTypes.

Navigation: Frontend::Agent.

List of state types which can be used in the agent interface.

5.1.13 FAQ::ApprovalGroup.

Navigation: Core::FAQ::Approval.

Group for the approval of FAQ articles.

5.1.14 FAQ::ApprovalQueue.

Navigation: Core::FAQ::Approval.

Queue for the approval of FAQ articles.

5.1.15 FAQ::ApprovalRequired.

Navigation: Core::FAQ::Approval.

New FAQ articles need approval before they get published.

5.1.16 FAQ::ApprovalTicketBody.

Navigation: Core::FAQ::Approval.

Ticket body for approval of FAQ article.

5.1.17 FAQ::ApprovalTicketDefaultState.

Navigation: Core::FAQ::Approval.

Default state of tickets for the approval of FAQ articles.

5.1.18 FAQ::ApprovalTicketPriority.

Navigation: Core::FAQ::Approval.

Default priority of tickets for the approval of FAQ articles.

5.1.19 FAQ::ApprovalTicketSubject.

Navigation: Core::FAQ::Approval.

Ticket subject for approval of FAQ article.

5.1.20 FAQ::ApprovalTicketType.

Navigation: Core::FAQ::Approval.

Default type of tickets for the approval of FAQ articles.

5.1.21 FAQ::CacheTTL.

Navigation: Core::FAQ.

Cache Time To Leave for FAQ items.

5.1.22 FAQ::Customer::RelatedArticles::Enabled.

Navigation: Core::FAQ::RelatedArticles.

Enable the related article feature for the customer frontend.

5.1.23 FAQ::Customer::StateTypes.

Navigation: Frontend::Customer.

List of state types which can be used in the customer interface.

5.1.24 FAQ::Default::Language.

Navigation: Core::FAQ.

Default language for FAQ articles on single language mode.

5.1.25 FAQ::Default::RootCategoryComment.

Navigation: Core::FAQ.

Default category name.

5.1.26 FAQ::Default::RootCategoryName.

Navigation: Core::FAQ.

Default category name.

5.1.27 FAQ::Default::State.

Navigation: Core::FAQ.

Default state for FAQ entry.

5.1.28 FAQ::Explorer::ItemList::VotingResultColors.

Navigation: Core::FAQ::Explorer.

CSS color for the voting result.

5.1.29 FAQ::Explorer::ItemList::VotingResultDecimalPlaces.

Navigation: Core::FAQ::Explorer.

Decimal places of the voting result.

5.1.30 FAQ::Explorer::LastChange::Limit.

Navigation: Core::FAQ::Explorer.

Number of shown items in last changes.

5.1.31 FAQ::Explorer::LastChange::Show.

Navigation: Core::FAQ::Explorer.

Show last change items in defined interfaces.

5.1.32 FAQ::Explorer::LastChange::ShowSubCategoryItems.

Navigation: Core::FAQ::Explorer.

Show items of subcategories.

5.1.33 FAQ::Explorer::LastCreate::Limit.

Navigation: Core::FAQ::Explorer.

Number of shown items in last created.

5.1.34 FAQ::Explorer::LastCreate::Show.

Navigation: Core::FAQ::Explorer.

Show last created items in defined interfaces.

5.1.35 FAQ::Explorer::LastCreate::ShowSubCategoryItems.

Navigation: Core::FAQ::Explorer.

Show items of subcategories.

5.1.36 FAQ::Explorer::Path::Show.

Navigation: Core::FAQ::Explorer.

Show FAQ path yes/no.

5.1.37 FAQ::Explorer::QuickSearch::Show.

Navigation: Core::FAQ::Explorer.

Interfaces where the quick search should be shown.

5.1.38 FAQ::Explorer::Top10::Limit.

Navigation: Core::FAQ::Explorer.

Number of shown items in the top 10 feature.

5.1.39 FAQ::Explorer::Top10::Show.

Navigation: Core::FAQ::Explorer.

Show top 10 items in defined interfaces.

5.1.40 FAQ::Explorer::Top10::ShowSubCategoryItems.

Navigation: Core::FAQ::Explorer.

Show items of subcategories.

5.1.41 FAQ::FAQHook.

Navigation: Core::FAQ.

The identifier for a FAQ, e.g. FAQ#, KB#, MyFAQ#. The default is FAQ#.

5.1.42 FAQ::Frontend::AgentFAQAdd###DynamicField.

Navigation: Frontend::Agent::View::FAQAdd.

Dynamic fields shown in the FAQ add screen of the agent interface.

5.1.43 FAQ::Frontend::AgentFAQAdd###RichTextHeight.

Navigation: Frontend::Agent::View::FAQAdd.

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

5.1.44 FAQ::Frontend::AgentFAQAdd###RichTextWidth.

Navigation: Frontend::Agent::View::FAQAdd.

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

5.1.45 FAQ::Frontend::AgentFAQEdit###DynamicField.

Navigation: Frontend::Agent::View::FAQEdit.

Dynamic fields shown in the FAQ edit screen of the agent interface.

5.1.46 FAQ::Frontend::AgentFAQEdit###RichTextHeight.

Navigation: Frontend::Agent::View::FAQEdit.

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

5.1.47 FAQ::Frontend::AgentFAQEdit###RichTextWidth.

Navigation: Frontend::Agent::View::FAQEdit.

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

5.1.48 FAQ::Frontend::AgentFAQExplorer###Order::Default.

Navigation: Frontend::Agent::View::FAQExplorer.

Defines the default FAQ order in the FAQ Explorer result of the agent interface. Up: oldest on top. Down: latest on top.

5.1.49 FAQ::Frontend::AgentFAQExplorer###SearchLimit.

Navigation: Frontend::Agent::View::FAQExplorer.

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the agent interface.

5.1.50 FAQ::Frontend::AgentFAQExplorer###ShowColumns.

Navigation: Frontend::Agent::View::FAQExplorer.

Defines the shown columns in the FAQ Explorer. This option has no effect on the position of the column.

5.1.51 FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems.

Navigation: Frontend::Agent::View::FAQExplorer.

Show invalid items in the FAQ Explorer result of the agent interface.

5.1.52 FAQ::Frontend::AgentFAQExplorer###SortBy::Default.

Navigation: Frontend::Agent::View::FAQExplorer.

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the agent interface.

5.1.53 FAQ::Frontend::AgentFAQExplorer###TitleSize.

Navigation: Frontend::Agent::View::FAQExplorer.

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the agent interface.

5.1.54 FAQ::Frontend::AgentFAQJournal###JournalLimit.

Navigation: Frontend::Agent::View::FAQJournal.

Maximum number of FAQ articles to be displayed in the FAQ journal in the agent interface.

5.1.55 FAQ::Frontend::AgentFAQJournal###ShowColumns.

Navigation: Frontend::Agent::View::FAQJournal.

Defines the shown columns in the FAQ journal. This option has no effect on the position of the column.

5.1.56 FAQ::Frontend::AgentFAQJournal###TitleSize.

Navigation: Frontend::Agent::View::FAQJournal.

Maximum size of the titles in a FAQ article to be shown in the FAQ journal in the agent interface.

5.1.57 FAQ::Frontend::AgentFAQPrint###DynamicField.

Navigation: Frontend::Agent::View::FAQPrint.

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

5.1.58 FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.59 FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.60 FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.61 FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.62 FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.63 FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.64 FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.65 FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.66 FAQ::Frontend::AgentFAQSearch###Defaults###Keyword.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.67 FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.68 FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.69 FAQ::Frontend::AgentFAQSearch###Defaults###Number.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.70 FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.71 FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.72 FAQ::Frontend::AgentFAQSearch###Defaults###Title.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.73 FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.74 FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

5.1.75 FAQ::Frontend::AgentFAQSearch###DynamicField.

Navigation: Frontend::Agent::View::FAQSearch.

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

5.1.76 FAQ::Frontend::AgentFAQSearch###Order::Default.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default FAQ order of a search result in the agent interface. Up: oldest on top. Down: latest on top.

5.1.77 FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField.

Navigation: Frontend::Agent::View::FAQSearch.

Dynamic Fields used to export the search result in CSV format.

5.1.78 FAQ::Frontend::AgentFAQSearch###SearchLimit.

Navigation: Frontend::Agent::View::FAQSearch.

Maximum number of FAQ articles to be displayed in the result of a search in the agent interface.

5.1.79 FAQ::Frontend::AgentFAQSearch###ShowColumns.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the shown columns in the FAQ search. This option has no effect on the position of the column.

5.1.80 FAQ::Frontend::AgentFAQSearch###SortBy::Default.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the agent interface.

5.1.81 FAQ::Frontend::AgentFAQSearch###TitleSize.

Navigation: Frontend::Agent::View::FAQSearch.

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the agent interface.

5.1.82 FAQ::Frontend::AgentFAQZoom###DynamicField.

Navigation: Frontend::Agent::View::FAQZoom.

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

5.1.83 FAQ::Frontend::AgentHTMLFieldHeightDefault.

Navigation: Frontend::Agent::View::FAQZoom.

Set the default height (in pixels) of inline HTML fields in AgentFAQZoom.

5.1.84 FAQ::Frontend::AgentHTMLFieldHeightMax.

Navigation: Frontend::Agent::View::FAQZoom.

Set the maximum height (in pixels) of inline HTML fields in AgentFAQZoom.

5.1.85 FAQ::Frontend::CustomerFAQExplorer###Order::Default.

Navigation: Frontend::Customer::View::FAQExplorer.

Defines the default FAQ order in the FAQ Explorer result of the customer interface. Up: oldest on top. Down: latest on top.

5.1.86 FAQ::Frontend::CustomerFAQExplorer###SearchLimit.

Navigation: Frontend::Customer::View::FAQExplorer.

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the customer interface.

5.1.87 FAQ::Frontend::CustomerFAQExplorer###SearchPageShown.

Navigation: Frontend::Customer::View::FAQExplorer.

Number of FAQ articles to be displayed in the FAQ Explorer of the customer interface.

5.1.88 FAQ::Frontend::CustomerFAQExplorer###SortBy::Default.

Navigation: Frontend::Customer::View::FAQExplorer.

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the customer interface.

5.1.89 FAQ::Frontend::CustomerFAQExplorer###TitleSize.

Navigation: Frontend::Customer::View::FAQExplorer.

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the customer interface.

5.1.90 FAQ::Frontend::CustomerFAQOverview###DynamicField.

Navigation: Frontend::Customer::FAQOverview.

Dynamic fields shown in the FAQ overview screen of the customer interface.

5.1.91 FAQ::Frontend::CustomerFAQPrint###DynamicField.

Navigation: Frontend::Customer::View::FAQPrint.

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

5.1.92 FAQ::Frontend::CustomerFAQRelatedArticles###DefaultLanguages.

Navigation: Frontend::Customer::FAQRelatedArticles.

The default languages for the related FAQ articles.

5.1.93 FAQ::Frontend::CustomerFAQRelatedArticles###QueuesEnabled.

Navigation: Frontend::Customer::FAQRelatedArticles.

List of queue names for which the related article feature is enabled.

5.1.94 FAQ::Frontend::CustomerFAQRelatedArticles###ShowLimit.

Navigation: Frontend::Customer::FAQRelatedArticles.

Output limit for the related FAQ articles.

5.1.95 FAQ::Frontend::CustomerFAQRelatedArticles###VoteStarsVisible.

Navigation: Frontend::Customer::FAQRelatedArticles.

Show the stars for the articles with a rating equal or greater like the defined value (set value '0' to deactivate the output).

5.1.96 FAQ::Frontend::CustomerFAQSearch###DynamicField.

Navigation: Frontend::Customer::View::FAQSearch.

Dynamic fields shown in the FAQ search screen of the customer interface.

5.1.97 FAQ::Frontend::CustomerFAQSearch###Order::Default.

Navigation: Frontend::Customer::View::FAQSearch.

Defines the default FAQ order of a search result in the customer interface. Up: oldest on top. Down: latest on top.

5.1.98 FAQ::Frontend::CustomerFAQSearch###SearchCSVDynamicField.

Navigation: Frontend::Customer::View::FAQSearch.

Dynamic Fields used to export the search result in CSV format.

5.1.99 FAQ::Frontend::CustomerFAQSearch###SearchLimit.

Navigation: Frontend::Customer::View::FAQSearch.

Maximum number of FAQ articles to be displayed in the result of a search in the customer interface.

5.1.100 FAQ::Frontend::CustomerFAQSearch###SearchPageShown.

Navigation: Frontend::Customer::View::FAQSearch.

Number of FAQ articles to be displayed on each page of a search result in the customer interface.

5.1.101 FAQ::Frontend::CustomerFAQSearch###SortBy::Default.

Navigation: Frontend::Customer::View::FAQSearch.

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the customer interface.

5.1.102 FAQ::Frontend::CustomerFAQSearch###TitleSize.

Navigation: Frontend::Customer::View::FAQSearch.

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the customer interface.

5.1.103 FAQ::Frontend::CustomerFAQZoom###DynamicField.

Navigation: Frontend::Customer::View::FAQZoom.

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

5.1.104 FAQ::Frontend::CustomerHTMLFieldHeightDefault.

Navigation: Frontend::Customer::View::FAQZoom.

Set the default height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

5.1.105 FAQ::Frontend::CustomerHTMLFieldHeightMax.

Navigation: Frontend::Customer::View::FAQZoom.

Set the maximum height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

5.1.106 FAQ::Frontend::JournalOverview###Small.

Navigation: Frontend::Agent::FAQJournalOverview.

Defines an overview module to show the small view of a FAQ journal.

5.1.107 FAQ::Frontend::MenuModule###000-Back.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to go back in the FAQ zoom view of the agent interface.

5.1.108 FAQ::Frontend::MenuModule###010-Edit.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to edit a FAQ in its zoom view of the agent interface.

5.1.109 FAQ::Frontend::MenuModule###020-History.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to access the history of a FAQ in its zoom view of the agent interface.

5.1.110 FAQ::Frontend::MenuModule###030-Print.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to print a FAQ in its zoom view of the agent interface.

5.1.111 FAQ::Frontend::MenuModule###040-Link.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu that allows linking a FAQ with another object in the zoom view of such FAQ of the agent interface.

5.1.112 FAQ::Frontend::MenuModule###050-Delete.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu that allows to delete a FAQ in its zoom view in the agent interface.

5.1.113 FAQ::Frontend::Overview###Small.

Navigation: Frontend::Agent::FAQOverview.

Defines an overview module to show the small view of a FAQ list.

5.1.114 FAQ::Frontend::OverviewSmall###DynamicField.

Navigation: Frontend::Agent::FAQOverview.

Dynamic fields shown in the FAQ small format overview screen of the agent interface.

5.1.115 FAQ::Frontend::PublicFAQExplorer###Order::Default.

Navigation: Frontend::Public::View::FAQExplorer.

Defines the default FAQ order in the FAQ Explorer result of the public interface. Up: oldest on top. Down: latest on top.

5.1.116 FAQ::Frontend::PublicFAQExplorer###SearchLimit.

Navigation: Frontend::Public::View::FAQExplorer.

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the public interface.

5.1.117 FAQ::Frontend::PublicFAQExplorer###SearchPageShown.

Navigation: Frontend::Public::View::FAQExplorer.

Number of FAQ articles to be displayed in the FAQ Explorer of the public interface.

5.1.118 FAQ::Frontend::PublicFAQExplorer###SortBy::Default.

Navigation: Frontend::Public::View::FAQExplorer.

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the public interface.

5.1.119 FAQ::Frontend::PublicFAQExplorer###TitleSize.

Navigation: Frontend::Public::View::FAQExplorer.

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the public interface.

5.1.120 FAQ::Frontend::PublicFAQOverview###DynamicField.

Navigation: Frontend::Public::FAQOverview.

Dynamic fields shown in the FAQ overview screen of the public interface.

5.1.121 FAQ::Frontend::PublicFAQPrint###DynamicField.

Navigation: Frontend::Public::View::FAQPrint.

Dynamic fields shown in the FAQ print screen of the public interface.

5.1.122 FAQ::Frontend::PublicFAQSearch###DynamicField.

Navigation: Frontend::Public::View::FAQSearch.

Dynamic fields shown in the FAQ search screen of the public interface.

5.1.123 FAQ::Frontend::PublicFAQSearch###Order::Default.

Navigation: Frontend::Public::View::FAQSearch.

Defines the default FAQ order of a search result in the public interface. Up: oldest on top. Down: latest on top.

5.1.124 FAQ::Frontend::PublicFAQSearch###SearchCSVDynamicField.

Navigation: Frontend::Public::View::FAQSearch.

Dynamic Fields used to export the search result in CSV format.

5.1.125 FAQ::Frontend::PublicFAQSearch###SearchLimit.

Navigation: Frontend::Public::View::FAQSearch.

Maximum number of FAQ articles to be displayed in the result of a search in the public interface.

5.1.126 FAQ::Frontend::PublicFAQSearch###SearchPageShown.

Navigation: Frontend::Public::View::FAQSearch.

Number of FAQ articles to be displayed on each page of a search result in the public interface.

5.1.127 FAQ::Frontend::PublicFAQSearch###SortBy::Default.

Navigation: Frontend::Public::View::FAQSearch.

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the public interface.

5.1.128 FAQ::Frontend::PublicFAQSearch###TitleSize.

Navigation: Frontend::Public::View::FAQSearch.

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the public interface.

5.1.129 FAQ::Frontend::PublicFAQZoom###DynamicField.

Navigation: Frontend::Public::View::FAQZoom.

Dynamic fields shown in the FAQ zoom screen of the public interface.

5.1.130 FAQ::Item::Field1.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

5.1.131 FAQ::Item::Field2.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

5.1.132 FAQ::Item::Field3.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

5.1.133 FAQ::Item::Field4.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

5.1.134 FAQ::Item::Field5.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

5.1.135 FAQ::Item::Field6.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

5.1.136 FAQ::Item::HTML.

Navigation: Core::FAQ::Item.

Show FAQ Article with HTML.

5.1.137 FAQ::Item::Voting::Rates.

Navigation: Core::FAQ::Item::Voting.

Rates for voting. Key must be in percent.

5.1.138 FAQ::Item::Voting::Show.

Navigation: Core::FAQ::Item::Voting.

Show voting in defined interfaces.

5.1.139 FAQ::KeywordArticleList::SearchLimit.

Navigation: Core::FAQ::RelatedArticles.

Limit for the search to build the keyword FAQ article list.

5.1.140 FAQ::MultiLanguage.

Navigation: Core::FAQ.

Enable multiple languages on FAQ module.

5.1.141 FAQ::Public::StateTypes.

Navigation: Frontend::Public.

List of state types which can be used in the public interface.

5.1.142 FAQ::TicketCompose###IncludeInternal.

Navigation: Core::FAQ::TicketCompose.

Include internal fields on a FAQ based Ticket.

5.1.143 FAQ::TicketCompose###InsertMethod.

Navigation: Core::FAQ::TicketCompose.

Defines the information to be inserted in a FAQ based Ticket. "Full FAQ" includes text, attachments and inline images.

5.1.144 FAQ::TicketCompose###ShowFieldNames.

Navigation: Core::FAQ::TicketCompose.

Include the name of each field in a FAQ based Ticket.

5.1.145 FAQ::TicketCompose###ShowInsertLinkButton.

Navigation: Core::FAQ::TicketCompose.

Show "Insert FAQ Link" Button in AgentFAQZoomSmall for public FAQ Articles.

5.1.146 FAQ::TicketCompose###ShowInsertTextAndLinkButton.

Navigation: Core::FAQ::TicketCompose.

Show "Insert FAQ Text & Link" / "Insert Full FAQ & Link" Button in AgentFAQZoomSmall for public FAQ Articles.

5.1.147 FAQ::TicketCompose###ShowInsertTextButton.

Navigation: Core::FAQ::TicketCompose.

Show "Insert FAQ Text" / "Insert Full FAQ" Button in AgentFAQZoomSmall.

5.1.148 FAQ::TicketCompose###UpdateArticleSubject.

Navigation: Core::FAQ::TicketCompose.

Define if the FAQ title should be concatenated to article subject.

5.1.149 FAQ::TitleSize.

Navigation: Core::FAQ.

Default maximum size of the titles in a FAQ article to be shown.

5.1.150 FAQ::Voting.

Navigation: Core::FAQ.

Enable voting mechanism on FAQ module.

5.1.151 Frontend::HeaderMetaModule###3-FAQSearch.

Navigation: Frontend::Agent.

Module to generate html OpenSearch profile for short FAQ search.

5.1.152 Frontend::Module###AgentFAQAdd.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.153 Frontend::Module###AgentFAQCategory.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.154 Frontend::Module###AgentFAQDelete.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.155 Frontend::Module###AgentFAQEdit.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.156 Frontend::Module###AgentFAQExplorer.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.157 Frontend::Module###AgentFAQHistory.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.158 Frontend::Module###AgentFAQJournal.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.159 Frontend::Module###AgentFAQLanguage.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.160 Frontend::Module###AgentFAQPrint.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.161 Frontend::Module###AgentFAQRelatedArticles.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.162 Frontend::Module###AgentFAQRichText.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.163 Frontend::Module###AgentFAQSearch.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.164 Frontend::Module###AgentFAQSearchSmall.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.165 Frontend::Module###AgentFAQZoom.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

5.1.166 Frontend::Navigation###AgentFAQAdd###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.167 Frontend::Navigation###AgentFAQCategory###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.168 Frontend::Navigation###AgentFAQExplorer###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.169 Frontend::Navigation###AgentFAQJournal###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.170 Frontend::Navigation###AgentFAQLanguage###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.171 Frontend::Navigation###AgentFAQSearch###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.172 Frontend::Navigation###AgentFAQSearchSmall###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

5.1.173 Frontend::Output::FilterElementPost###FAQ.

Navigation: Frontend::Base::OutputFilter.

Defines where the 'Insert FAQ' link will be displayed.

5.1.174 Frontend::Output::FilterElementPost###OutputFilterPostFAQAgentRelatedArticles.

Navigation: Frontend::Base::OutputFilter.

Output filter to add Java-script to CustomerTicketMessage screen.

5.1.175 Frontend::Output::FilterElementPost###OutputFilterPostFAQCustomerRelatedArticles.

Navigation: Frontend::Base::OutputFilter.

Output filter to add Java-script to CustomerTicketMessage screen.

5.1.176 Frontend::Output::OutputFilterTextAutoLink###FAQ.

Navigation: Frontend::Base::OutputFilter.

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

5.1.177 Frontend::Search###FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu::Search.

FAQ search backend router of the agent interface.

5.1.178 Frontend::Template::GenerateBlockHooks###100-FAQ-FAQAgentRelatedArticles.

Navigation: Frontend::Base::OutputFilter.

Generate HTML comment hooks for the specified blocks so that filters can use them.

5.1.179 Frontend::ToolBarModule###90-FAQ::AgentFAQAdd.

Navigation: Frontend::Agent::ToolBar.

Toolbar Item for a shortcut.

5.1.180 GenericInterface::Operation::Module###FAQ::LanguageList.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

5.1.181 GenericInterface::Operation::Module###FAQ::PublicCategoryList.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

5.1.182 GenericInterface::Operation::Module###FAQ::PublicFAQGet.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

5.1.183 GenericInterface::Operation::Module###FAQ::PublicFAQSearch.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

5.1.184 LinkObject::ComplexTable###FAQ.

Navigation: Frontend::Agent::LinkObject.

Define which columns are shown in the linked FAQs widget (LinkObject::ViewMode = "complex"). Note: Only FAQ attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

5.1.185 LinkObject::ComplexTable::SettingsVisibility###FAQ.

Navigation: Frontend::Agent::LinkObject.

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

5.1.186 LinkObject::PossibleLink###8301.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'FAQ' objects using the 'Normal' link type.

5.1.187 LinkObject::PossibleLink###8302.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'FAQ' objects using the 'ParentChild' link type.

5.1.188 LinkObject::PossibleLink###8303.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'Normal' link type.

5.1.189 LinkObject::PossibleLink###8304.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'ParentChild' link type.

5.1.190 Loader::Agent::CommonCSS###200-FAQ.

Navigation: Frontend::Base::Loader.

List of CSS files to always be loaded for the agent interface.

5.1.191 Loader::Agent::CommonJS###200-FAQ.

Navigation: Frontend::Base::Loader.

List of JS files to always be loaded for the agent interface.

5.1.192 Loader::Customer::CommonCSS###200-FAQ.

Navigation: Frontend::Base::Loader.

List of CSS files to always be loaded for the customer interface.

5.1.193 Loader::Module::AgentFAQAdd###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.194 Loader::Module::AgentFAQCategory###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.195 Loader::Module::AgentFAQEdit###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.196 Loader::Module::AgentFAQExplorer###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.197 Loader::Module::AgentFAQJournal###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.198 Loader::Module::AgentFAQLanguage###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.199 Loader::Module::AgentFAQSearch###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.200 Loader::Module::AgentFAQZoom###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.201 Loader::Module::CustomerFAQExplorer###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.202 Loader::Module::CustomerFAQSearch###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.203 Loader::Module::CustomerFAQZoom###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::Loader.

Loader module registration for the agent interface.

5.1.204 Loader::Module::PublicFAQExplorer###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

5.1.205 Loader::Module::PublicFAQRSS###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

5.1.206 Loader::Module::PublicFAQSearch###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

5.1.207 Loader::Module::PublicFAQZoom###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

5.1.208 PreferencesGroups###FAQJournalOverviewSmallPageShown.

Navigation: Frontend::Agent::View::Preferences.

Parameters for the pages (in which the FAQ items are shown) of the small FAQ journal overview.

5.1.209 PreferencesGroups###FAQOverviewSmallPageShown.

Navigation: Frontend::Agent::View::Preferences.

Parameters for the pages (in which the FAQ items are shown) of the small FAQ overview.

5.1.210 PublicFrontend::CommonParam###Action.

Navigation: Frontend::Public.

Default value for the Action parameter for the public frontend. The Action parameter is used in the scripts of the system.

5.1.211 PublicFrontend::HeaderMetaModule###3-FAQSearch.

Navigation: Frontend::Public.

Module to generate HTML OpenSearch profile for short FAQ search in the public interface.

5.1.212 PublicFrontend::Module###PublicFAQ.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

5.1.213 PublicFrontend::Module###PublicFAQExplorer.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

5.1.214 PublicFrontend::Module###PublicFAQPrint.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

5.1.215 PublicFrontend::Module###PublicFAQRSS.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

5.1.216 PublicFrontend::Module###PublicFAQSearch.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

5.1.217 PublicFrontend::Module###PublicFAQZoom.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

5.1.218 PublicFrontend::Navigation###PublicFAQExplorer###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Main menu item registration.

5.1.219 PublicFrontend::Navigation###PublicFAQSearch###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Main menu item registration.

5.2 Approval function

The OTRS FAQ has an approval feature. If you activate the approval feature all newly created FAQs also create a new ticket in a predefined queue. The persons who need to approve the FAQ entries can then act on these tickets and approve the FAQ articles if they see fit. As long as the article has not been approved the article will not be visible in the public interface.

You can activate the Approval function by setting the option FAQ::ApprovalRequired to Yes.

The approval message can be defined under FAQ::ApprovalTicketBody. You can modify the text if you need, and you can also use variables that will be substituted with their actual values when the approval note is generated. The list of the available variables is listed below.

Table 1 – Variables for FAQ Approval message

Name	Description
<OTRS_FAQ_CATEGORY>	Category name of the FAQ article
<OTRS_FAQ_CATEGORYID>	Category ID of the FAQ article
<OTRS_FAQ_LANGUAGE>	Language of the FAQ article
<OTRS_FAQ_ITEMID>	Item ID of the FAQ article
<OTRS_FAQ_NUMBER>	FAQ Number of the FAQ article
<OTRS_FAQ_TITLE>	Title
<OTRS_FAQ_AUTHOR>	Author name
<OTRS_FAQ_STATE>	State (visibility) of the FAQ article

5.3 Related article function

The OTRS FAQ package has an related article feature for the customer ticket creation. The feature is activated by default, but the functionality can be deactivated by with the following setting: 'FAQ::Customer::RelatedArticles::Enabled'.

The related article feature can be enabled for the defined queues under 'FAQ::Frontend::CustomerFAQRelatedArticles###QueuesE'. If the settings are empty the feature is enabled for all queues.

The output for the rating in the related article list can be configured with the setting 'FAQ::Frontend::CustomerFAQRelatedArticles###'. Only the rating greater then the configured value will be visible in the list.

6 Usage

This package ships with configuration based on default system groups:

- All users are able to:
 - Use FAQ Explorer.
 - Add, Edit, Delete, Zoom, Print and Link FAQ Articles.
 - Use FAQ Journal.
 - Use FAQ Search.

- admin.

Users in this group are able to:

- Add, Edit and Delete FAQ Categories.
- Add, Edit and Delete FAQ Languages.

- users.

Users in this group are able to:

- Approve FAQ Articles.

The group to approve FAQ Articles can be changed using SysConfig.



All users regardless of their group membership will have a new menu called “FAQ” in the navigation bar that is in the top of the screen (after re-login), similar to the “Ticket” menu.

6.1 Create A New FAQ Article

This example shows how to create a new FAQ article.

1. From the Navigation Bar, click on “FAQ” and then on “New” (from the opened FAQ menu option).
2. Fill the required information.

There are three possible FAQ states: “internal”: only agents can see the FAQ article, “external”: agents and registered customer can see the FAQ article and “public”: this FAQ articles are accessible from the OTRS public interface.

By default the system has the Category “Misc” and the Languages “en” for English and “de” for German. (more Categories and Languages can be added to the system).

On a clean system there are four multiple line fields (with other two more than can be added if needed), their names and visibility can be changed in the SysConfig.

3. Click on the "Create" button.

This will create a new FAQ article that can be accessed from the FAQ Explorer

By default the FAQ article does not need an approval procedure, if this functionality is enabled and the user is also a member of the FAQ Approval group, a selection to set the approval state is also shown in this screen.



6.2 Create a New Category

This example shows how to create a new FAQ category.

Be sure that the logged user is a member of "admin" group.



1. From FAQ menu click on "Category Management".

A list of available categories is shown (from there is also possible to edit or delete them)

2. Click on "Add Category" from the Actions side bar.
3. Fill the required information.

Notice that a category can be a sub item from a wider category, this is helpful to organize FAQ articles in a hierarchical way (this hierarchies can be drilled down from the FAQ Explorer).

4. Click on "Submit" button, and the new category will be ready to use.

6.3 Related Articles (This might be helpful during the customer ticket creation)

With the FAQ package a new widget in the customer ticket creation will be visible. The widget should help the customer to get directly a helpful solution without a ticket creation. The user must type a subject or text to get a list of helpful resources.

For the output of the helpful article list all external and public FAQ article will be considered (but only FAQ article with the default language or the user language).

6.4 Related Articles (This might be helpful during the agent ticket creation)

With the FAQ package a new widget in the agent ticket phone and email creation will be visible. The widget should help the agent to get directly a helpful solution for the current situation. The agent must type a subject or text to get a list of helpful resources.

For the output of the helpful article list all internal, external and public FAQ article will be considered (but only FAQ article with the default language or the user language).

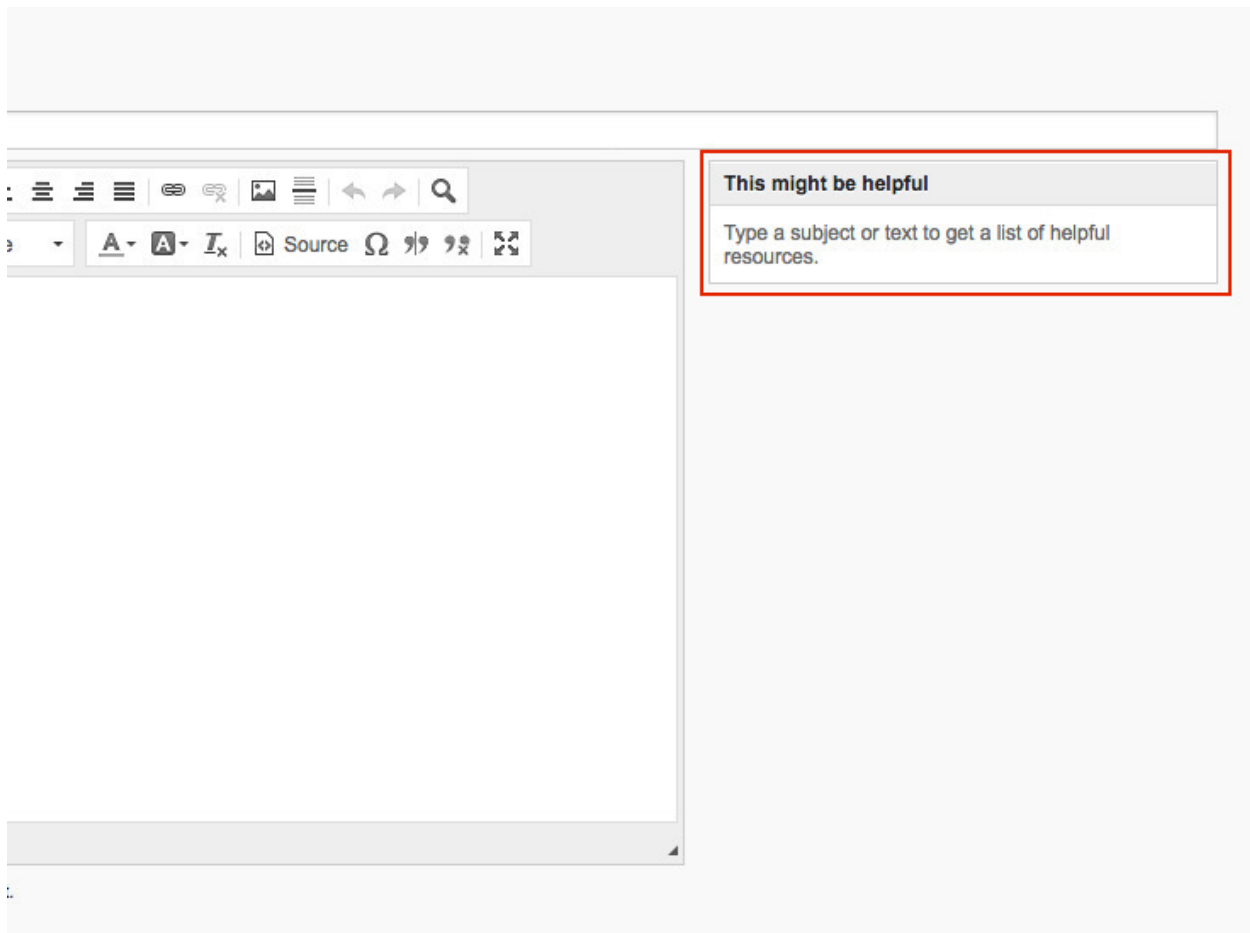


Fig. 1 – Helpful articles for customer

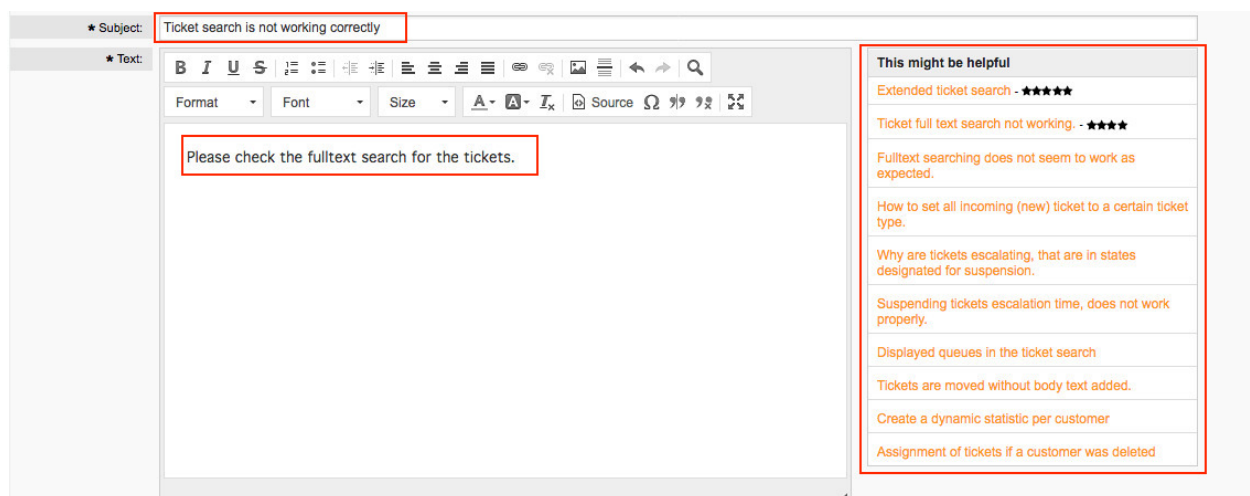


Fig. 2 – Search result for customer

Fig. 3 – Search result for agents

6.5 Collection/Sorting for the related (helpful) articles

For the related FAQ article collection the insert content in the subject and text will be used. After every whitespace (for the subject only after 10 characters or if already some text in the text field exists) a check in the background collect possible new helpful FAQ article for the list. The keywords (every single word) from the insert subject and text will be compared with all keywords from the FAQ articles and all matched articles will be added to the result list. The matched articles will be ordered with a keyword quantifier, the last change time and the create time.

The occurrence of the words in the text and title will be counted and the quantifier will be calculated with the defined keywords in the FAQ articles. If the word is a keyword in a FAQ article the quantifier for this FAQ article will be increased (word counter + current FAQ article quantifier). Here is a example for the related FAQ article ordering:

We have some FAQ Article with the following keywords:

- FAQArticle 1 with keywords: 'itsm', 'changemanagement', 'ticket'
- FAQArticle 2 with keywords: 'itsm', 'changemanagement'
- FAQArticle 3 with keywords: 'ticket'

Some example words from the subject and text (with a counter for the occur in the subject and text):

- changemanagement (5)
- ticket (4)
- itsm (1)

Result for the collection (FAQArticleID => Calculated Quantifier):

- FAQArticle 1 => 11 - (changemanagement (5) + ticket (4) + itsm (1) = Quantifier (11)
- FAQArticle 2 => 6 - (changemanagement (5) + itsm (1) = Quantifier (6))
- FAQArticle 3 => 4 - (ticket (4) = Quantifier (4))

If two articles have the same keyword quantifier the last change time and create time will also be used for the sorting.

To provide good helpful FAQ article for the ticket creation, you need good maintained keywords in the FAQ articles.

7 File List

This list shows all included files and the referring permissions.

\$Filelist

8 Tests

This module has been tested on the current state of the art in quality.

8.1 Test Cases

To test this package please follow the examples described in the Usage section, all the tests cases should return the expected results defined at the beginning of each example.

8.2 Unit Tests

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 FAQ --test FAQSearch --test FAQSe
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --directory FAQ
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test GenericInterface/FAQConnector
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Console/Command/Admin/FAQ/Import
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test UpgradeLowerThan5092
```

Selenium unit tests

To run the Selenium unit tests, make sure you have a complete Selenium environment setup in your Kernel/Config.pm file and a running a WebDriver.

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test AgentFAQExplorer --test AgentFAQL
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test CustomerFAQExplorer --test Custome
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test PublicFAQExplorer --test PublicFA
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Dashboard/FAQ --test FAQJournalOv
```

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
```

9 ChangeLog

\$ChangeLog

10 Generic Interface FAQ Connector Configuration

10.1 Web Service configuration

In order to use the web service and the operations included on this package, you should first of all install the web service on your system, using the Command line or taking advantage of the Graphical User Interface (Admin Interface). Please note that the old configuration for `rpc.pl` is not relevant for the Generic Interface and therefore not needed.

The following is an example of how to use Command line to install the web service in the system using the provided YAML file (`.yaml`) included on this package.

```
shell> bin/otrs.Console.pl Admin::WebService::Add --name GenericInterfaceFAQConnector --sour
```

Also you can install the web service importing the mentioned YAML file via web interface in the next URL using the 'Import web service' button on the left side bar.

<http://localhost/otrs/index.pl?Action=AdminGenericInterfaceWebservice;Subaction=Add>

The content of the YAML file is shown below.

Debugger:

 DebugThreshold: debug

 TestMode: 0

Description: ''

Provider:

 Operation:

 LanguageList:

 Description: List all availables languages

 Type: FAQ::LanguageList

 PublicCategoryList:

 Description: List all public FAQ categories (with tree information)

 Type: FAQ::PublicCategoryList

 PublicFAQSearch:

 Description: Search for public FAQs

 Type: FAQ::PublicFAQSearch

 PublicFAQGet:

 Description: Retrieve public FAQ entries

 Type: FAQ::PublicFAQGet

Transport:

 Config:

 Encoding: UTF-8

 Endpoint: ''

 MaxLength: 10000000

 Namespace: http://www.otrs.org/FAQConnector/

```
SOAPAction: ''  
Type: HTTP::SOAP  
RemoteSystem: ''
```

In order to use the web service you need to use an new interface in OTRS. As for agents you use `index.pl` and for customers you use `customer.pl`, for web services you use `"nph-genericinterface.pl"`.

The default and suggested name for this web service is `GenericFAQConnector`. Since the name of the web service can be changed is very important that you write down the current name of your web service and update it in all locations that access to it.

When a web service is installed on the system it always has an associated ID number. You can call the web service by name or by ID number. To get the list of "valid" web services and they corresponding ID number you can use the following command:

```
shell> bin/otrs.Console.pl Admin::WebService::List
```

For this specific web service, using the default configuration you can call it as follows:

`http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericFAQConnector` (by name, recommended) or `http://localhost/otrs/nph-genericinterface.pl/WebserviceID/1` (by ID).

Both web service name and ID from the example above could be different in your current environment.



11 Generic Interface FAQ Connector API

For the following examples uses SOAP XML data structures since HTTP::SOAP is the default transport for Generic Interface Operations and can be used with `otrs.SOAPRequest.pl`.

`otrs.SOAPRequest.pl` is a simple Perl script to test the OTRS Generic Interface, the code can be found in the OTRS administration manual.

11.1 LanguageList

For this operation is not necessary to send any special parameter to the server, you just need to request the web service directly indicating the "LanguageList" operation. The operation will return a list of languages including ID and the Name for each language on the system.

Request format:

```
<LanguageList/>
```

Response format:

```
<LanguageListResponse>
  <!--1 or more repetitions:-->
  <Language>
    <ID>?</ID>
    <Name>?</Name>
  </Language>
</LanguageListResponse>
```

Response example:

```
<LanguageListResponse>
  <Language>
    <ID>1</ID>
    <Name>en</Name>
  </Language>
  <Language>
    <ID>2</ID>
    <Name>de</Name>
  </Language>
  <Language>
    <ID>3</ID>
    <Name>es</Name>
  </Language>
</LanguageListResponse>
```

11.2 PublicCategoryList

For this operation is also not necessary any special parameter, just the simple call for requesting the web service with the operation name 'PublicCategoryList' as a response you will receive a list of categories including the ID and the Name (long format) for each category.

Request format:

```
<PublicCategoryList/>
```

Response format:

```
<PublicCategoryListResponse>
  <!--1 or more repetitions:-->
  <Category>
    <ID>?</ID>
    <Name>?</Name>
  </Category>
</PublicCategoryListResponse>
```

Response example:

```
<PublicCategoryListResponse>
  <Category>
    <ID>2</ID>
    <Name>Pulbic</Name>
  </Category>
  <Category>
    <ID>5</ID>
    <Name>Public::SubCategory A</Name>
  </Category>
  <Category>
    <ID>8</ID>
    <Name>Public::SubCategory B</Name>
  </Category>
</PublicCategoryListResponse>
```

11.3 PublicFAQGet

To be able to get one or more FAQ entries, you should send the ItemID(s) as a parameter for the FAQ entry you want to get. You will receive the entire FAQ record with all attachments included. Note that attachment contents will be transferred as base64-encoded strings.

Setting GetAttachmentContents to 0 will prevent to fetch the content of the attachment this will increase the performance of the operation when the attachment contents are not really needed.

Request format:

```
<PublicFAQGet>
  <ItemID>?</ItemID>
  <!-- optional, defaults to 1 -->
  <GetAttachmentContents>?</GetAttachmentContents>
</PublicFAQGet>
```

Request example:

```
<PublicFAQGet>
  <ItemID>6,7</ItemID>
</PublicFAQGet>
```

Response format:

```
<PublicFAQGetResponse>
  <!--Zero or more repetitions:-->
  <FAQItem>
    <Approved>?</Approved>
    <CategoryID>?</CategoryID>
    <CategoryName>?</CategoryName>
    <CategoryShortName>?</CategoryShortName>
    <Changed>?</Changed>
    <ChangedBy>?</ChangedBy>
    <Created>?</Created>
    <CreatedBy>?</CreatedBy>
    <FAQID>?</FAQID>
    <Field1>?</Field1>
    <Field2>?</Field2>
    <Field3>?</Field3>
    <Field4>?</Field4>
    <Field5>?</Field5>
    <Field6>?</Field6>
    <ID>?</ID>
    <ItemID>?</ItemID>
    <Keywords>?</Keywords>
    <Language>?</Language>
    <LanguageID>?</LanguageID>
    <Name>?</Name>
    <Number>?</Number>
    <State>?</State>
    <StateID>?</StateID>
    <StateTypeID>?</StateTypeID>
    <Title>?</Title>
    <VoteResult>?</VoteResult>
    <Votes>?</Votes>
    <StateTypeName>?</StateTypeName>
```

```

    <ContentType>?</ContentType>
    <!--Zero or more repetitions:-->
    <Attachment>
        <Filename>?</Filename>
        <Filesize>?</Filesize>
        <ContentType>?</ContentType>
        <Content>cid:1269416154096</Content>
        <Inline>?</Inline>
        <FileID>?</FileID>
    </Attachment>
</FAQItem>
</PublicFAQGetResponse>

```

Response example:

```

<PublicFAQGetResponse>
  <FAQItem>
    <ID>6</ID>
    <ItemID>6</ItemID>
    <FAQID>6</FAQID>
    <Number>10006</Number>
    <CategoryID>2</CategoryID>
    <CategoryName>Public</CategoryName>
    <CategoryShortName>Public</CategoryShortName>
    <LanguageID>1</LanguageID>
    <Language>en</Language>
    <Title>Public2</Title>
    <Field1>The Symptoms</Field1>
    <Field2>The Problem</Field2>
    <Field3>The Solution</Field3>
    <Field4/>
    <Field5/>
    <Field6>The Comments</Field6>
    <Approved>1</Approved>
    <Keywords>Keyword1 Keyword2 Keyword3</Keywords>
    <Votes>1</Votes>
    <VoteResult>75.00</VoteResult>
    <StateID>3</StateID>
    <State>public (all)</State>
    <StateTypeID>3</StateTypeID>
    <StateTypeName>public</StateTypeName>
    <Created>2010-11-02 08:06:43</Created>
    <CreatedBy>1</CreatedBy>
    <Changed>2010-11-02 08:06:43</Changed>
    <ChangedBy>1</ChangedBy>
  </FAQItem>
</PublicFAQGetResponse>

```

```
<Name>1288706803-91.878184450707</Name>
<ContentType>text/html</ContentType>
  <Attachment>
    <Content>...==</Content>
    <ContentType>text/plain</ContentType>
    <Filename>Details.txt</Filename>
    <Filesize>296</Filesize>
    <Inline>0</Inline>
    <FileID>34</FileID>
  </Attachment>
  <Attachment>
    <Content>...==</Content>
    <ContentType>text/plain</ContentType>
    <Filename>Text.bin</Filename>
    <Filesize>980</Filesize>
    <Inline>0</Inline>
    <FileID>35</FileID>
  </Attachment>
</FAQItem>
<FAQItem>
  <ID>7</ID>
  <ItemID>7</ItemID>
  <FAQID>7</FAQID>
  <Number>10006</Number>
  <CategoryID>2</CategoryID>
  <CategoryName>Public</CategoryName>
  <CategoryShortName>Public</CategoryShortName>
  <LanguageID>1</LanguageID>
  <Language>en</Language>
  <Title>Public777</Title>
  <Field1>The Symptoms</Field1>
  <Field2>The Problem</Field2>
  <Field3>The Solution</Field3>
  <Field4/>
  <Field5/>
  <Field6>The Comments</Field6>
  <Approved>1</Approved>
  <Keywords>Keyword1 Keyword2 Keyword3</Keywords>
  <Votes>1</Votes>
  <VoteResult>75.00</VoteResult>
  <StateID>3</StateID>
  <State>public (all)</State>
  <StateTypeID>3</StateTypeID>
  <StateTypeName>public</StateTypeName>
```

```
<Created>2010-16-03 02:06:43</Created>
<CreatedBy>1</CreatedBy>
<Changed>2010-11-02 02:06:43</Changed>
<ChangedBy>1</ChangedBy>
<Name>1288706803-91.878184450707</Name>
<ContentType>text/html</ContentType>
</FAQItem>
</PublicFAQGetResponse>
```

11.4 PublicFAQSearch

For this operation you can specify the following optional parameters: Name, Title, What (full text search), Keyword, LanguageIDs and CategoryIDs to narrow the search results. You may also specify the order of the results by the following parameters: OrderBy and OrderByDirection.

Send a request to the web service with the operation name 'PublicFAQSearch' as a response you will receive a list of FAQ item IDs.

The full FAQ item data can be retrieved for each ID by using 'PublicFAQGet' operation separately.



Request format:

```
<PublicFAQSearch>
  <!--Optional:-->
  <Number>?</Number>
  <!--Optional:-->
  <Title>?</Title>
  <!--Optional:-->
  <What>?</What>
  <!--Optional:-->
  <Keyword>?</Keyword>
  <!--Zero or more repetitions:-->
  <LanguageIDs>?</LanguageIDs>
  <!--Zero or more repetitions:-->
  <CategoryIDs>?</CategoryIDs>
  <!--Zero or more repetitions:-->
  <SortBy>?</SortBy>
  <!--Optional:-->
  <OrderBy>?</OrderBy>
  <!--Optional:-->
  <OrderByDirection>?</OrderByDirection>
</PublicFAQSearch>
```

Request example:

```
<PublicFAQSearch>
```



```
<Number>*134*</Number>
<Title>*some title*</Title>
<What>*some text*</What>
<Keyword>*webserver*</Keyword/>
<LanguageIDs>1</LanguageIDs>
<CategoryIDs>2</CategoryIDs>
<OrderBy>FAQID</OrderBy>
<OrderByDirection>Up</OrderByDirection>
</PublicFAQSearch>
```

Response format:

```
<PublicFAQSearchResponse>
  <!--Zero or more repetitions:-->
  <ID>?</ID>
</PublicFAQSearchResponse>
```

Response example:

```
<PublicFAQSearchResponse>
  <ID>20</ID>
  <ID>19</ID>
  <ID>18</ID>
  <ID>17</ID>
  <ID>16</ID>
  <ID>15</ID>
  <ID>14</ID>
  <ID>13</ID>
  <ID>11</ID>
  <ID>6</ID>
  <ID>5</ID>
</PublicFAQSearchResponse>
```

12 Changelog

6.3.2 / 2022-07-05 09:43:09 +0200 Added group permissions for customer users.

6.3.1 / 2022-03-16 22:39:26 +0100 Ported to 6.3

6.2.2 / 2022-02-16 14:59:57 +0100 Fixed links in customer frontend - changed from iframe to blank.

6.2.1 / 2021-11-09 10:21:21 +0100 Ported to 6.2.

6.1.1 / 2021-08-12 21:56:43 +0200 Initial 6.1 release

6.0.29 / 2021-04-21 16:10:32 +0200 Moved complex link table configuration for FAQ items to Perl config file (Znuny security advisory 2021-05, see <https://www.znuny.org/de/advisories/zsa-2021-05>).

13 Manifest

This is the list of all files from the package with the file system permissions.

- (770) bin/cgi-bin/faq.pl
- (770) bin/fcgi-bin/faq.fpl
- (660) doc/faq-database.png
- (660) Kernel/Config/Files/XML/FAQ.xml
- (660) Kernel/Config/Files/ZZZZFAQItemLinkObjectPermissions.pm
- (660) Kernel/cpan-lib/XML/RSS/SimpleGen.pm
- (660) Kernel/GenericInterface/Operation/FAQ/PublicCategoryList.pm
- (660) Kernel/GenericInterface/Operation/FAQ/LanguageList.pm
- (660) Kernel/GenericInterface/Operation/FAQ/PublicFAQSearch.pm
- (660) Kernel/GenericInterface/Operation/FAQ/PublicFAQGet.pm
- (660) Kernel/Language/da_FAQ.pm
- (660) Kernel/Language/de_FAQ.pm
- (660) Kernel/Language/en_GB_FAQ.pm
- (660) Kernel/Language/es_FAQ.pm
- (660) Kernel/Language/es_MX_FAQ.pm
- (660) Kernel/Language/fa_FAQ.pm
- (660) Kernel/Language/fi_FAQ.pm
- (660) Kernel/Language/fr_FAQ.pm
- (660) Kernel/Language/hu_FAQ.pm
- (660) Kernel/Language/id_FAQ.pm
- (660) Kernel/Language/it_FAQ.pm
- (660) Kernel/Language/ja_FAQ.pm
- (660) Kernel/Language/ms_FAQ.pm
- (660) Kernel/Language/nb_NO_FAQ.pm
- (660) Kernel/Language/nl_FAQ.pm
- (660) Kernel/Language/pl_FAQ.pm
- (660) Kernel/Language/pt_FAQ.pm

- (660) Kernel/Language/pt_BR_FAQ.pm
- (660) Kernel/Language/ru_FAQ.pm
- (660) Kernel/Language/sr_Cyrl_FAQ.pm
- (660) Kernel/Language/sr_Latn_FAQ.pm
- (660) Kernel/Language/sv_FAQ.pm
- (660) Kernel/Language/sw_FAQ.pm
- (660) Kernel/Language/th_TH_FAQ.pm
- (660) Kernel/Language/uk_FAQ.pm
- (660) Kernel/Language/zh_CN_FAQ.pm
- (660) Kernel/Language/zh_TW_FAQ.pm
- (660) Kernel/Modules/AgentFAQAdd.pm
- (660) Kernel/Modules/AgentFAQCategory.pm
- (660) Kernel/Modules/AgentFAQDelete.pm
- (660) Kernel/Modules/AgentFAQEdit.pm
- (660) Kernel/Modules/AgentFAQExplorer.pm
- (660) Kernel/Modules/AgentFAQHistory.pm
- (660) Kernel/Modules/AgentFAQJournal.pm
- (660) Kernel/Modules/AgentFAQLanguage.pm
- (660) Kernel/Modules/AgentFAQPrint.pm
- (660) Kernel/Modules/AgentFAQRelatedArticles.pm
- (660) Kernel/Modules/AgentFAQRichText.pm
- (660) Kernel/Modules/AgentFAQSearch.pm
- (660) Kernel/Modules/AgentFAQSearchSmall.pm
- (660) Kernel/Modules/AgentFAQZoom.pm
- (660) Kernel/Modules/CustomerFAQExplorer.pm
- (660) Kernel/Modules/CustomerFAQPrint.pm
- (660) Kernel/Modules/CustomerFAQRelatedArticles.pm
- (660) Kernel/Modules/CustomerFAQSearch.pm
- (660) Kernel/Modules/CustomerFAQZoom.pm

- (660) Kernel/Modules/PublicFAQ.pm
- (660) Kernel/Modules/PublicFAQExplorer.pm
- (660) Kernel/Modules/PublicFAQPrint.pm
- (660) Kernel/Modules/PublicFAQRSS.pm
- (660) Kernel/Modules/PublicFAQSearch.pm
- (660) Kernel/Modules/PublicFAQZoom.pm
- (660) Kernel/Output/HTML/Dashboard/FAQ.pm
- (660) Kernel/Output/HTML/FAQJournalOverview/Small.pm
- (660) Kernel/Output/HTML/FAQMenu/Generic.pm
- (660) Kernel/Output/HTML/FAQMenu/Delete.pm
- (660) Kernel/Output/HTML/FAQOverview/Small.pm
- (660) Kernel/Output/HTML/HeaderMeta/AgentFAQSearch.pm
- (660) Kernel/Output/HTML/HeaderMeta/CustomerFAQSearch.pm
- (660) Kernel/Output/HTML/HeaderMeta/PublicFAQSearch.pm
- (660) Kernel/Output/HTML/Layout/FAQ.pm
- (660) Kernel/Output/HTML/LinkObject/FAQ.pm
- (660) Kernel/Output/HTML/FilterElementPost/FAQ.pm
- (660) Kernel/Output/HTML/FilterElementPost/FAQAgentRelatedArticles.pm
- (660) Kernel/Output/HTML/FilterElementPost/FAQCustomerRelatedArticles.pm
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQAdd.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentDashboardFAQOverview.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQCategory.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQDelete.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQEdit.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQExplorer.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQHistory.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQJournalOverviewSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQLanguage.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQLanguage.tt

- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQOverviewNavBar.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQOverviewSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearchOpenSearchDescriptionFAQNumber.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearchOpenSearchDescriptionFulltext.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearchSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQZoom.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQZoomSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQRelatedArticles.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQExplorer.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQRelatedArticles.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearchOpenSearchDescriptionFAQNumber.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearchOpenSearchDescriptionFullText.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearchResultShort.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQZoom.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQExplorer.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearchOpenSearchDescriptionFAQNumber.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearchOpenSearchDescriptionFullText.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearchResultShort.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQZoom.tt
- (660) Kernel/System/Console/Command/Admin/FAQ/Import.pm
- (660) Kernel/System/Console/Command/Maint/FAQ/ContentTypeSet.pm
- (660) Kernel/System/DynamicField/ObjectType/FAQ.pm
- (660) Kernel/System/FAQ/Category.pm
- (660) Kernel/System/FAQ/Language.pm
- (660) Kernel/System/FAQ/RelatedArticle.pm
- (660) Kernel/System/FAQ/State.pm

- (660) Kernel/System/FAQ/Vote.pm
- (660) Kernel/System/FAQ.pm
- (660) Kernel/System/FAQSearch.pm
- (660) Kernel/System/LinkObject/FAQ.pm
- (660) Kernel/System/Stats/Static/FAQAccess.pm
- (660) scripts/test/Console/Command/Admin/FAQ/Import.t
- (660) scripts/webservices/GenericFAQConnectorREST.yml
- (660) scripts/webservices/GenericFAQConnectorSOAP.yml
- (660) scripts/test/Console/Command/Maint/FAQ/ContentTypeSet.t
- (660) scripts/test/DynamicField/Object/Type/FAQ/ObjectDataGet.t
- (660) scripts/test/FAQSearch/InConditionGet.t
- (660) scripts/test/FAQ.t
- (660) scripts/test/FAQSearch.t
- (660) scripts/test/FAQ/RelatedArticle.t
- (660) scripts/test/FAQ/Category/AgentCategorySearch.t
- (660) scripts/test/FAQ/Category/CategoryAdd.t
- (660) scripts/test/FAQ/Category/CheckCustomerUserCategory.t
- (660) scripts/test/FAQ/UpgradeLowerThan5092.t
- (660) scripts/test/FAQ/Category/CheckCategoryUserPermission.t
- (660) scripts/test/GenericInterface/FAQConnector.t
- (660) scripts/test/sample/FAQ-Test1.doc
- (660) scripts/test/sample/FAQ-Test1.pdf
- (660) scripts/test/sample/FAQ.csv
- (660) scripts/test/sample/GenericInterface/FAQ/GI-FAQ-Test-utf8-1.bin
- (660) scripts/test/sample/GenericInterface/FAQ/GI-FAQ-Test-utf8-1.txt
- (660) scripts/test/Selenium/Agent/AgentFAQAdd.t
- (660) scripts/test/Selenium/Agent/AgentFAQCategory.t
- (660) scripts/test/Selenium/Agent/AgentFAQDelete.t
- (660) scripts/test/Selenium/Agent/AgentFAQEdit.t

- (660) scripts/test/Selenium/Agent/AgentFAQExplorer.t
- (660) scripts/test/Selenium/Agent/AgentFAQHistory.t
- (660) scripts/test/Selenium/Agent/AgentFAQJournal.t
- (660) scripts/test/Selenium/Agent/AgentFAQLanguage.t
- (660) scripts/test/Selenium/Agent/AgentFAQLinkObject.t
- (660) scripts/test/Selenium/Agent/AgentFAQPrint.t
- (660) scripts/test/Selenium/Agent/AgentFAQSearch.t
- (660) scripts/test/Selenium/Agent/AgentFAQZoom.t
- (660) scripts/test/Selenium/Agent/FAQ/RelatedArticles.t
- (660) scripts/test/Selenium/Customer/CustomerFAQExplorer.t
- (660) scripts/test/Selenium/Customer/CustomerFAQPrint.t
- (660) scripts/test/Selenium/Customer/CustomerFAQSearch.t
- (660) scripts/test/Selenium/Customer/CustomerFAQZoom.t
- (660) scripts/test/Selenium/Customer/FAQ/RelatedArticles.t
- (660) scripts/test/Selenium/Public/PublicFAQExplorer.t
- (660) scripts/test/Selenium/Public/PublicFAQPrint.t
- (660) scripts/test/Selenium/Public/PublicFAQRSS.t
- (660) scripts/test/Selenium/Public/PublicFAQSearch.t
- (660) scripts/test/Selenium/Public/PublicFAQZoom.t
- (660) scripts/test/Selenium/Output/Dashboard/FAQ.t
- (660) scripts/test/Selenium/Output/FAQJournalOverview/Small.t
- (660) scripts/test/Selenium/Output/FAQMenu/Generic.t
- (660) scripts/test/Selenium/Output/FAQOverview/Small.t
- (660) scripts/test/Selenium/Output/HeaderMeta/AgentFAQSearch.t
- (660) scripts/test/Selenium/Output/HeaderMeta/CustomerFAQSearch.t
- (660) scripts/test/Selenium/Output/HeaderMeta/PublicFAQSearch.t
- (660) scripts/test/Selenium/Output/LinkObject/FAQ.t
- (660) var/httpd/htdocs/js/FAQ.Agent.ConfirmationDialog.js
- (660) var/httpd/htdocs/js/FAQ.Agent.FAQ.js

- (660) var/httpd/htdocs/js/FAQ.Agent.FAQZoom.js
- (660) var/httpd/htdocs/js/FAQ.Agent.RelatedArticles.js
- (660) var/httpd/htdocs/js/FAQ.Agent.TicketCompose.js
- (660) var/httpd/htdocs/js/FAQ.Customer.FAQZoom.js
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.Default.css
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.Detail.css
- (660) var/httpd/htdocs/skins/Agent/default/img/help-small.png
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.Default.css
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.Detail.css
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.RelatedArticles.css
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.Widget.css
- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.FAQZoom.css
- (660) var/packagesetup/FAQ.pm
- (660) var/stats/FAQ-FAQAccess.xml

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