

## **Znuny-PrimarySecondary**

Version 6.5.3

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## 1 Functionality

This add-on provides simultaneous active communication across multiple issues when editing a single primary issue. Many requests identified to have a central root cause, known as secondary issues, can therefore be closed when the primary issue is resolved. This cascading control of issues is made possible by this feature.

During ticket creation:

- Create a primary ticket
- Assign secondary tickets

When working on primary tickets, all secondary tickets will receive identical:

- Articles
- States
- Owner
- Responsibility

Bulk assignment of tickets to a primary ticket.

Two new dashboards widgets are available, to show the list of primary and secondary tickets.

### 1.1 Typical Workflow

1.) A primary ticket is created. 2.) All additional created tickets are classified as secondary to a primary issue. 3.) The primary ticket controls all communication and ticket data for all related secondary tickets.

### 1.2 Bulk Workflow

1.) Issues are created. 2.) The root cause is found, and a ticket becomes is made to the primary ticket.. 3.) A bulk action is performed to assign all issues as secondary to a specific primary ticket.

## 2 Requirements

### 2.1 Framework

The following OTRS framework versions are supported:

- 6.5.x

### 2.2 Add-ons

These add-ons are required:

- None ## Operating System

These operating systems are required for this add-on:

- None

### 2.3 Third Party Software

These additional software is required for this package:

- None

## 3 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.

### 3.1 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.

### 3.2 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/Znuny-PrimarySecondary-6.5.3.opm
```

### 3.3 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.

## 4 Configuration

Znuny-PrimarySecondary is configured solely in the system configuration section of the administration area. Navigate to the menu Admin, then filter or scroll to select the administration block **System Configuration**.

On the left, you should then choose the configuration group Znuny-PrimarySecondary, to filter from the available configuration options.

### 4.1 Default Settings

The package is ready to use by default. It allows users to create a primary ticket or assign the ticket as a secondary ticket during ticket creation via the frontend.

In this *Basic Mode*, the ticket can be declared a primary ticket during the following actions.

### 4.2 PrimarySecondary Mask

By turning on the *Advanced Mode* `PrimarySecondary::AdvancedEnabled` you can set a ticket as primary using the ticket menu **PrimarySecondary**.

Configuration of the **PrimarySecondary** mask can also be extended to include many other ticket details.

- TicketType
- Service
- Owner
- OwnerMandatory
- Responsible
- ResponsibleMandatory
- State
- StateType
- StateDefault
- Note
- NoteMandatory
- Subject
- Body
- InvolvedAgent
- InformAgent
- IsVisibleForCustomerDefault
- Priority
- PriorityDefault
- Title
- PrimarySecondaryMandatory

Settings which may also affect the function via the **PrimarySecondary** mask include:

Enable this setting to unset the attribute primary/secondary: `PrimarySecondary::UnsetPrimarySecondary`

The above setting must be enabled to allow for bulk assignment of tickets to a primary.

Enable this option to modify the attribute primary/secondary. `PrimarySecondary::UpdatePrimarySecondary`

## 4.3 Optional functions

To have all secondary follow a primary, to a new primary ticket, use: `PrimarySecondary::FollowUpdatedPrimary`

Copy forwards to the secondary tickets using: `PrimarySecondary::ForwardSecondary`

Affect the linking after modifying primary secondary attribute: `PrimarySecondary::KeepParentChildAfterUnset`  
`PrimarySecondary::KeepParentChildAfterUpdate`

Control which events should duplicate to secondary tickets: `Ticket::EventModulePost###PrimarySecondary`

Deny or allow a bulk update on tickets. `Ticket::Frontend::BulkModule###010-PrimarySecondary`

## 4.4 Miscellaneous

All configuration options are found by navigating to Admin => System Configuration and choosing the Znuny-PrimarySecondary group in the navigation section, on the left side, of the system configuration page or searching for *primarysecondary* in the search field.

## 5 Changelog

6.5.3 / 2024-06-26 14:33:03 +0200 Fixed update of config settings DashboardBackend###0900-TicketPrimary and DashboardBackend###0910-TicketSecondary during package setup.

6.5.2 / 2023-07-13 09:55:15 +0200 Initial release after renaming.

6.5.1 / 2023-02-20 14:58:45 +0100 Initial release for Znuny 6.5.

6.4.1 / 2022-07-29 11:18:50 +0200 Initial release for Znuny 6.4.

6.3.2 / 2022-03-20 10:35:41 +0100 Fixed framework version

6.3.1 / 2022-03-18 09:25:32 +0100 Ported to 6.3

6.2.1 / 2021-11-09 10:55:12 +0100 Ported to 6.2



## 6 Manifest

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

- (660) Kernel/Config/Files/XML/ZnunyPrimarySecondary.xml
- (660) Kernel/Language/cs\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/de\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/es\_MX\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/es\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/fr\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/gl\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/hu\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/id\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/it\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/ja\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/ms\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/pl\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/pt\_BR\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/pt\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/ru\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/sr\_Cyrl\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/sr\_Latn\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/sv\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/sw\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/th\_TH\_ZnunyPrimarySecondary.pm
- (660) Kernel/Language/zh\_CN\_ZnunyPrimarySecondary.pm
- (660) Kernel/Modules/AdminDynamicFieldPrimarySecondary.pm
- (660) Kernel/Modules/AgentPrePrimarySecondary.pm
- (660) Kernel/Modules/AgentTicketPrimarySecondary.pm
- (660) Kernel/Output/HTML/Templates/Standard/AdminDynamicFieldPrimarySecondary.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentTicketPrimarySecondary.tt

- (660) Kernel/Output/HTML/TicketBulk/PrimarySecondary.pm
- (660) Kernel/System/DynamicField/Driver/PrimarySecondary.pm
- (660) Kernel/System/Ticket/Event/PrimarySecondary.pm
- (660) scripts/test/DynamicField/PrimarySecondary/EditFieldRender.t
- (660) scripts/test/DynamicField/PrimarySecondary/ValueSet.t
- (660) scripts/test/Selenium/Agent/Admin/GenericAgent/PrimarySecondarySelection.t
- (660) scripts/test/Selenium/Agent/AgentTicketCreatePrimarySecondary.t
- (660) scripts/test/Selenium/Agent/AgentTicketPrimarySecondary.t
- (660) scripts/test/Selenium/Agent/AgentTicketSecondarySalutation.t
- (660) scripts/test/Selenium/Output/TicketBulk/PrimarySecondary.t
- (660) scripts/test/Ticket/Event/PrimarySecondary.t
- (660) scripts/test/Ticket/Event/PrimarySecondary/ReplaceCustomerRealName.t
- (660) var/httpd/htdocs/js/Core.Agent.Admin.DynamicFieldPrimarySecondary.js
- (660) var/httpd/htdocs/js/Core.Agent.TicketPrimarySecondary.js
- (660) var/packagesetup/ZnunyPrimarySecondary.pm

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