

# **c.a.p.e. IT OTRS extension "NotificationEventX"**

## **Installation and configuration**

**c.a.p.e. IT® GmbH**

**Version: 1.2.0 / 8**

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# 1 General Remarks

## 1.1 Document information

### 1.1.1 Objectives

This document contains all the information to install and configure the c.a.p.e. IT OTRS extension "NotificationEventX".

## 1.2 Changes

### 1.2.1 Change history

Version	Date	Changed Sections	Short description	Changed by
1.0.0	2014-07-25	all	document creation	Mario Illinger
1.1.0	2015-08-31	2.1, 4	update for framework 4.0.x	Mario Illinger
1.2.0	2015-11-23	2.1, 3, 4, 5, 6	update for framework 5.0.x added new transportation	Mario Illinger

### 1.2.2 Authors

Lastname, Firstname	Organization	Role
Illinger, Mario	c.a.p.e. IT® GmbH	Developer
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### 1.2.3 Document Owner

Organisation	Surname, first name	Address	Contacts
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## 2 Installation

### 2.1 Requirements

To install and use the OTRS extension "NotificationEventX" your installation environment needs to fulfil the following requirements:

- Release 1.0.x: OTRS 3.3.x
- Release 4.0.x: OTRS 4.0.x
- Release 5.0.x: OTRS 5.0.x

### 2.2 Package Installation

You can install the package „NotificationEventX“ via the Package Management in the OTRS GUI (Admin Area) or by using the command line interface package management tool (otrs.PackageManager.pl).

## 3 Package Description

Extends/replaces transportation module 'Email' for event based notifications. Recipients can be added based on dynamic fields (agents or customers). For dynamic field types 'user' and 'customeruser' (KIX4OTRS), the 'UserEmail'-variable is used as address. For every other type the internal value is used. If the field uses an array of values, each selected value gets its own notification. Notifications can be signed and/or crypted. The ticket number can be removed from the subject.

Adds new transportation module 'AgentOverlay' for event based notifications. Can popup onetime for agents after the event occurred. List of current notifications is available in AgentDashboard. Decay time is set for every event based notification and can consider business time.

## 4 Extended transportation by email

Extends/replaces transportation module 'Email' for event based notifications. Recipients can be added based on dynamic fields (agents or customers). For dynamic field types 'user' and 'customeruser' (KIX4OTRS), the 'UserEmail'-variable is used as address. For every other type the internal value is used. If the field uses an array of values, each selected value gets its own notification. Notifications can be signed and/or crypted. The ticket number can be removed from the subject.

### 4.1 Technical Background

- Transportation module replaces default email transportation and handles extended functionality
- New functions
  - Send notifications to agents by dynamic fields
  - Send notifications to customers by dynamic fields
  - Remove ticketnumber from subject
  - Crypt notification message
  - Sign notification message

#### 4.1.1 Related Structures

- **Filelist**
- Kernel/Config/Files/NotificationEventX.xml
- Kernel/Language/de\_NotificationEventX.pm
- Kernel/Output/HTML/Templates/Standard/AdminNotificationEventTransportEmailXSettings.tt
- Kernel/Output/HTML/Templates/Standard/NotificationEvent/Email/Default-NoProduct.tt
- Kernel/Output/HTML/Templates/Standard/NotificationEvent/Email/UnformattedNoProduct.tt
- Kernel/System/Ticket/Event/NotificationEvent/Transport/EmailX.pm
- **Tablestructures**
- -

### 4.2 SysConfig Configuration Options

Schlüsselname	Bedeutung
Notification::Transport###Email	<ul style="list-style-type: none"><li>• Changed registration for notification transport 'Email'</li></ul>

## 5 Transportation by overlay for agents

Adds new transportation module 'AgentOverlay' for event based notifications. List of current notifications is available in AgentDashboard. Decay time is set for every event based notification and can consider business time. Can popup onetime for agents after the event occurred.

### 5.1 Technical Background

- New transportation module to show notifications as overlay in agent frontend
- Functions
  - Decay time determines how long notifications are available
  - Consider business time for decay time
  - Show popup onetime direct after event
  - Remove ticketnumber from subject

#### 5.1.1 Related Structures

- **Filelist**
- Kernel/Config/Files/NotificationEventX.xml
- Kernel/Language/de\_NotificationEventX.pm
- Kernel/Modules/AgentOverlayPopup.pm
- Kernel/Output/HTML/Dashboard/AgentOverlay.pm
- Kernel/Output/HTML/Templates/Standard/AdminNotificationEventTransport-AgentOverlaySettings.tt
- Kernel/Output/HTML/Templates/Standard/AgentDashboardOverlayOverview.tt
- Kernel/System/Ticket/Event/NotificationEvent/Transport/AgentOverlay.pm
- Kernel/System/AgentOverlay.pm
- **Tablestructures**
- overlay\_agent
- > id INT (Autoincrement)
- > subject VARCHAR(250)
- > message VARCHAR(65535)
- > decay INT
- > user\_id INT
- > popup INT

### 5.2 SysConfig Configuration Options

Schlüsselname	Bedeutung
Notification::Transport###AgentOverlay	<ul style="list-style-type: none"> <li>• Registration for notification transport 'AgentOverlay'</li> </ul>
PreApplicationModule###AgentOverlayPopup	<ul style="list-style-type: none"> <li>• Registration for pre application module</li> </ul>
DashboardBackend###0560-AgentOverlay	<ul style="list-style-type: none"> <li>• Registration for dashboard</li> </ul>

## 6 Changed default SysConfig keys

This section lists SysConfig keys which have been changed within this extensions and which are not mentioned within other sections of this documents.

Keyname	New Default Value
Notification::Transport###NotificationView	Deactivated
Notification::Transport###SMS	Deactivated