c.a.p.e. IT OTRS extension "TemplateX"

Installation and configuration

c.a.p.e. IT® GmbH

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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. lT OTRS extension "TemplateX".

1.2 Changes

1.2.1 Change history

Version	Date	Changed Sections	Short description	Changed by
1.0.0	2015-03-20	all	document creation	Mario Illinger
1.1.0	2015-04-22	changed: Fehler: Referenz nicht gefunden	added framework 4.0	Mario Illinger
1.2.0	2015-09-10	changed: Fehler: Referenz nicht gefunden	added framework 5.0	Thomas Lange

1.2.2 Authors

Lastname, Firstname	Organization	Role
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2 Installation

2.1 Requirements

To install and use the OTRS extension "TemplateX" 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 „TemplateX" 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

Adds additional recipients, selects status and sets pending time on usage of templates of type 'Answer' and 'Forward'.

The recipients are configured as comma separated lists in the configuration of the templates. They are added to existing recipients for answers. Check for duplicates is active, so there may be a message in the given case.

Status is selected if available in loaded mask. If no state for template is selected, default state of mask wont be changed.

Pending time is set similar to behavior of the generic agent. A month is handled as 30 days and a year is handled as 365 days. Working time and holidays are not considered.

4 Templates with To, Cc, Bcc, Status and Pending Time

Adds additional recipients, selects status and sets pending time on usage of templates of type 'Answer' and 'Forward'.

The recipients are configured as comma separated lists in the configuration of the templates. They are added to existing recipients for answers. Check for duplicates is active, so there may be a message in the given case.

Status is selected if available in loaded mask. If no state for template is selected, default state of mask wont be changed.

Pending time is set similar to behavior of the generic agent. A month is handled as 30 days and a year is handled as 365 days. Working time and holidays are not considered.

4.1 Technical Background

- Outputfilter to extend AdminTemplate by fields 'To', 'Cc', 'Bcc', 'State' and 'Pending date' to define recipients, state and pending time to add/set if template is used. Multiple recipients in one field are defined comma separated

- AJAXHandler to store defined addition parameters. Is triggered with submit of normal form. If name of a template is already used on creation, it will overwrite reciepients of existing template

- Outputfilter checks use of TemplateID (ResponseID of AgentTicketCompose and ForwardTemplateID for AgentTicketForward). If given, defined additional parameters are added to mask via javascript

4.1.1 Related Structures

- **Filelist**
- `Kernel/Config/Files/TemplateX.xml`
- `Kernel/Output/HTML/OutputFilterAdminTemplateX.pm`
- `Kernel/Output/HTML/OutputFilterAgentTemplateX.pm`
- **Tablestructures**
- `standard_templatex`
  - `template_id`
  - `t_to`
  - `t_cc`
  - `t_bcc`
  - `t_ticket_state_id`
  - `t_pending_time`
  - `t_pending_type`

4.2 SysConfig Configuration Options

Schlüsselname	Bedeutung
Frontend::Output::FilterElementPost###AdminTemplateX	• Registration for outputfilter in admin section
Frontend::Output::FilterElementPost###AgentTemplateX	• Registration for outputfilter in agent section