

## DK4OTRS-QuickDelete

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OTRS 6

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# Functionality

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## Move in the junk queue

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With this package, tickets can be moved to the junk queue in the ticket view with one click of the mouse. If you have defined a different junk queue, it can also be set in [SysConfig](#).

## GenericAgent Job

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During installation a GenericAgent job `DK40TRSQuickDelete` is created which deletes all tickets in the SysConfig `Ticket::Frontend::AgentTicketDK40TRSQuickDelete####Queue` defined queue every day at 01:00.

# Configuration

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The following SysConfig values can be adjusted:

- `Ticket::Frontend::AgentTicketDK40TRSQuickDelete####Queue`
- `Ticket::Frontend::AgentTicketDK40TRSQuickDelete####Permission`

## Queue

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**default value:** 'junk'

This value defines the queue in which tickets should be moved to be deleted.

## Permission

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**default value:** 'move\_into'

This value describes the permissions required to move a ticket into the junk queue.