

Installation

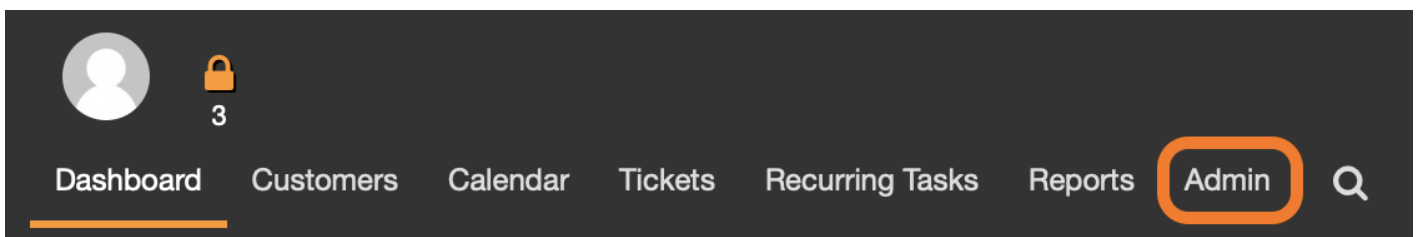
- OTRS package installation
- Dynamic Fields Configuration

OTRS package installation

The Conference Rooms package for OTRS (`.opm` file) is responsible for installing all necessary system components including:

- Database tables
- Dynamic Fields
- Backend files
- Frontend files

To install the package, login to your OTRS system and open the *Admin / Overview* page.



Find the Package Manager.

You can use the **Filter for Items** field to narrow down visible options.

Filter for Items

package

Favorites

Kontrakty

Package Manager

SQL Box

System Configuration

System Log

Szczegóły usług

You can add favorites by moving your cursor over items on the right side and clicking the star icon.

Links

View the admin manual on Github

Administration

Package Manager

Update and extend your system with ...

In the **Actions** block on the left, click *Choose file*, upload the **opm** file and click *Install Package*.

Package Manager

Actions

Wybierz plik

Brak zaznaczonych plików

Install Package

OTRS Freebie Features

Update repository information

Update all installed packages

If you see a notification about an unverified package, click Continue to proceed with the installation.

Package not verified by the OTRS Group! It is recommended not to use this package.

Intalio Conference Rooms 3.0.23

If you continue to install this package, the following issues may occur:

- Security problems
- Stability problems
- Performance problems

Please note that issues that are caused by working with this package are not covered by OTRS service contracts.

Continue

 or

Cancel

If the installation was successful, you should see a welcome message on the screen.

Thank you!

Intalio Conference Rooms 3.0.23

Thank you for choosing the Conference Rooms module.

Continue

The new tab is also visible in the main navigation bar.

3

Dashboard

Customers

Calendar

Conference Rooms

Tickets

Recurring Tasks

Reports

Admin

The installation of packages which are not activated. These packages could threaten your whole system.

Room Management

Building Management

City Management

Room Reservation Management

New Room Reservation

New Tickets

My locked tickets (1) | Tickets in My Queue

	TICKET#	DATE	TITLE
	2020040810000011	6 d 3 h	Testowe zgłoszenie cykliczne

All tickets (6)

Please note that the installation process might take a while. As long as the installation process is not completed the yellow bar will be displayed on top of the page.

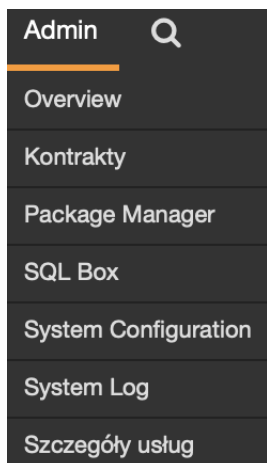
The configuration is being updated, please be patient...

Dynamic Fields Configuration

The correct configuration of dynamic fields will allow users to see more information about reservations on the ticket view.

Creating a hyperlink for ReservationID dynamic field

Open the *Admin* dropdown menu and pick *Overview*.



Go to *Dynamic Fields* in *Processes & Automation* section

Click on the ReservationID row in the list

Add the URL for reservation in Show link field

Example:

```
https://example.com/roomReservations/Dashboard?reservationId=[ % Data.ReservationID | uri  
%] &sessionId=[ % Env( "SessionID" ) %]
```

Click *Save and finish*.

General

★ Name: ReservationID

Validity: valid

Must be unique and only accept alphabetic and numeric characters.

Field type: Text

★ Label: Linked reservation

Object type: Ticket

This is the name to be shown on the screens where the field is active.

★ Field order: 10

This is the order in which this field will be shown on the screens where is active.

Text Field Settings

Default value:

This is the default value for this field.

Show link:

https://example.com/roomReservations/Dashboard?reservationId=[% D:

Here you can specify an optional HTTP link for the field value in Overviews and Zoom screens. If special characters (&, @, :, /, etc.) should not be encoded, use 'uri' instead of 'uri' filter. Example: http://some.example.com/handle?query=[% Data.Field1 | uri %]

Link for preview:

If filled in, this URL will be used for a preview which is shown when this link is hovered in ticket zoom. Please note that for this to work, the regular URL field above needs to be filled in, too.

Check RegEx:

Here you can specify a regular expression to check the value. The regex will be executed with the modifiers xms. Example: ^[0-9]\$

Add RegEx:

Save

 or

Save and finish

 or

Cancel

Adding dynamic fields visibility to Ticket view

Open the *Admin* dropdown menu and pick *System Configuration*.

In the search bar type `AgentTicketZoom###DynamicField` and click **Enter**.

We recommend setting visibility for the following dynamic fields:

- ReservationID
- ReservationAdditionalDescription
- ReservationNumberOfPeople
- ReservationIsManagerPresent

1. Add new entry by clicking the **Plus** sign.
2. Enter **Dynamic Field Name** (e.g. ReservationID) and enable it.

3. Repeat this process for other fields

Save the settings by clicking checkmark.

The screenshot shows a configuration window titled "Ticket::Frontend::AgentTicketZoom###DynamicField". It contains a table with five rows, each representing a dynamic field. Each row has a text input field on the left and a dropdown menu on the right. All dropdown menus are set to "1 - Enabled".

Field Name	Value
OPWorkPackageld	1 - Enabled
ReservationAdditionalDescription	1 - Enabled
ReservationID	1 - Enabled
ReservationIsManagerPresent	1 - Enabled
ReservationNumberOfPeople	1 - Enabled

On the right side of the window, there is a text box that says: "Dynamic fields shown in the sidebar of the ticket zoom screen of the agent interface."

Settings deployment

Every changes in OTRS configuration needs to be deployed.

If you have undeployed settings you should see a yellow bar under the main menu. Click it and you will be forwarded to the deployment page.

You have undeployed settings, would you like to deploy them? →

If you don't see a yellow bar go to the *Admin / System configuration / Deployment*.

The screenshot shows two parts of the OTRS interface. The top part is the "Actions" menu, which is expanded. It contains four items: "Deployment" (with a rocket icon), "Settings I'm currently editing" (with a pencil icon), "My favourite settings" (with a star icon), and "Import & Export" (with a double arrow icon). The "Deployment" item is highlighted with an orange border. The bottom part is the "Navigation" menu, which is also expanded. It contains a search bar with the text "Intalio Conference Rooms" and a question mark icon. Below the search bar, there are two items: "Core" and "Frontend", both preceded by a right-pointing triangle icon.

Check out the settings that you want to deploy (checked by default) and click **Deploy selected changes**

Changes Overview

You have 1 changed settings which will be deployed in this run. [Switch to advanced mode to deploy settings changed by other users, too.](#)

☒ Ticket::Frontend::AgentTicketZoom###DynamicField

Frontend::Agent::View::TicketZoom

OPWorkPackageId	→	1 - Enabled
ReservationAdditionalDescription	→	1 - Enabled
ReservationID	→	1 - Enabled
ReservationIsManagerPresent	→	1 - Enabled
ReservationNumberOfPeople	→	1 - Enabled

Deploy selected changes

 or [Cancel](#)

Write a comment about the changes that you made and click **Deploy now**.

From now on, information saved in the added dynamic fields will be visible in the ticket, in the "Ticket details".