# 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.
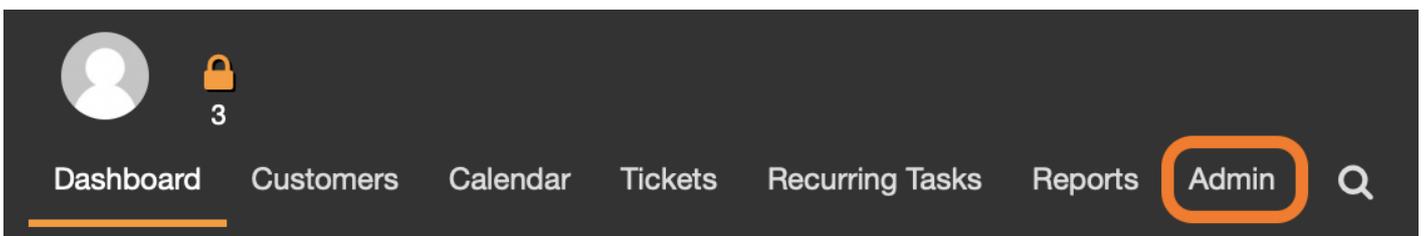
Find the Package Manager.

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

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

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.

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Dashboard   Customers   Calendar   Conference Rooms   Tickets   Recurring Tasks   Reports   Admin

Room Management

The installation of packages which are no   activated. These packages could threaten your whole s

Building Management

New Tickets

City Management

My locked tickets (1) | Tickets in My Queu   All tickets (6)

Room Reservation Management

New Room Reservation

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

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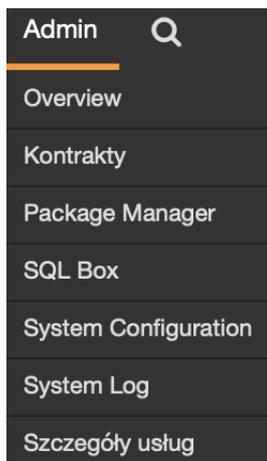
Go to *Dynamic Fields* in *Processes & Automation* section

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.*

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.

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 deyployment page.

If you don't see a yellow bar go to the *Admin / System configuration / Deployment*.
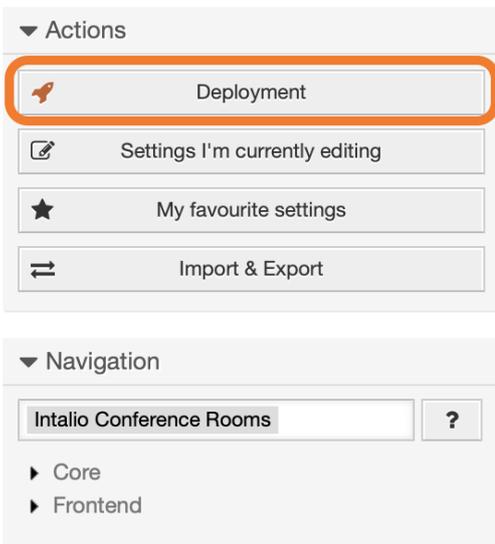
Check out the settings that you want to deploy (checked by default) and click **Deploy selected changes**

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".