

Conference Rooms - Installation and Administration Guide

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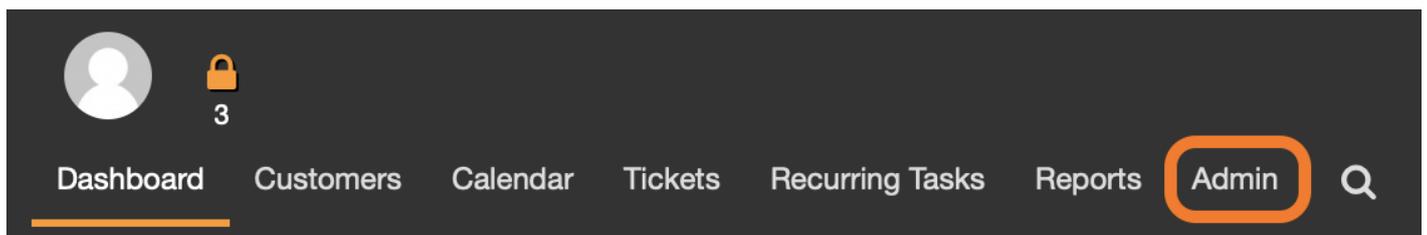
Installation

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

- 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.

The screenshot shows the OTRS main navigation bar with the following items: Dashboard, Customers, Calendar, Conference Rooms, Tickets, Recurring Tasks, Reports, Admin, and a search icon. The 'Conference Rooms' menu is open, showing the following options: Room Management, Building Management, City Management, Room Reservation Management, and New Room Reservation. A red notification banner is visible at the top, stating: "The installation of packages which are not activated. These packages could threaten your whole system." Below the navigation bar, there are sections for "New Tickets", "My locked tickets (1) | Tickets in My Queue", and "All tickets (6)". A table of tickets is visible, with the following data:

TICKET#	DATE	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.

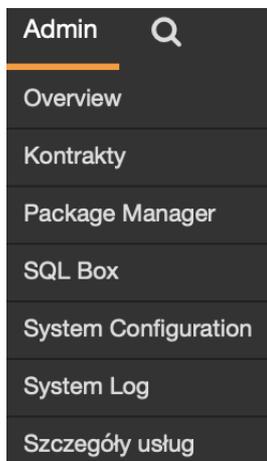
The configuration is being updated, please be patient...

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*.

General

★ Name: Validity:
Must be unique and only accept alphabetic and numeric characters.

★ Label: Field type:
This is the name to be shown on the screens where the field is active.

★ Field order: Object type:
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:
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]\$\br/>Add RegEx:

or or

Adding dynamic fields visibility to Ticket view

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

In the search bar type 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 the configuration page for 'Ticket::Frontend::AgentTicketZoom###DynamicField'. It features 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, both containing the text '1 - Enabled'. The fields are: OPWorkPackageld, ReservationAdditionalDescription, ReservationID, ReservationIsManagerPresent, and ReservationNumberOfPeople. On the right side of the page, there is a text box that reads: 'Dynamic fields shown in the sidebar of the ticket zoom screen of the agent interface.'

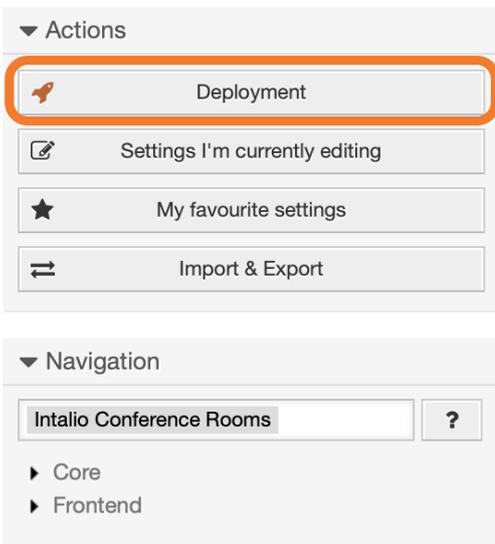
Settings deployment

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 the 'Actions' and 'Navigation' sections of the OTRS interface. In the 'Actions' section, the 'Deployment' option is highlighted with an orange border. Below it are 'Settings I'm currently editing', 'My favourite settings', and 'Import & Export'. In the 'Navigation' section, there is a search bar containing 'Intalio Conference Rooms' and a question mark icon. Below the search bar are two expandable menu items: 'Core' and 'Frontend'.

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

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".

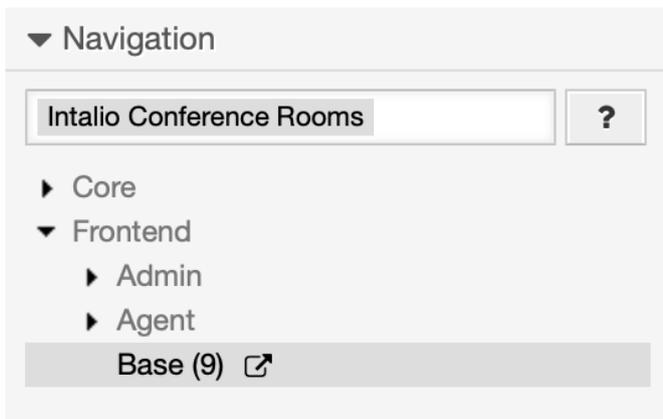
Administration

System configuration

In the system configuration you will find plenty of fields that will allow you to customise your conference rooms system.

To see all configuration options:

1. Click on the *Admin* tab and pick *System configuration*
2. Find **Intalio Conference Rooms** in the *Navigation bar*
3. From the dropdown menu choose *Frontend* -> *Base*



ResourcesManagement::AdditionalResources

List of additional resources that are available to pick by the users when they schedule a reservation i.e.

- catering
- Internet connection
- videoconference
- projector
- board

ResourcesManagement::RoomReservationAdminGroup

Defines group name for the Conference Rooms admin users.

Add an agent to this group to gain the Admin permissions.

Example value: `closed successful`

ResourcesManagement::RoomReservationActiveState

Defines the default state of accepted reservation

Example value: `closed successful`

ResourcesManagement::RoomReservationNotActiveYetState

Defines the default state of pending reservation

Example value: `new`

ResourcesManagement::RoomReservationRejectedState

Defines the default state of rejected reservation

Example value: `rejected`

ResourcesManagement::RoomReservationMinTimeBetweenReservation

Defines the minimum time (in minutes) between reservations.

The user will not be able to create another reservation in less than e.g. 15 minutes before and after the given reservation. This limitation allows you to prepare the room for the next meeting.

Example value: `15`

ResourcesManagement::RoomReservationDefaultQueue

Defines the default queue for new room reservation ticket.

Example value: `Reservations`

ResourcesManagement::RoomReservationRoomTypes

List of possible room types.

Users will be able to filter rooms based on this parameter.

- Conference
- Computer
- Other

Checking configuration

We created a simple page that allow administrators check out the current Conference Rooms system configuration.

Go to Conference Rooms' check config page -

`/checkConfig?sessionId=tpXQ89oXql0BfuPKvfss09wZwC232yHA` (remember to update the sessionId parameter).

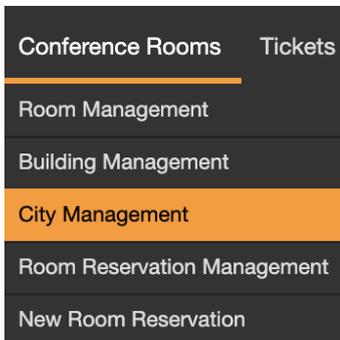
Only administrators are allowed to see the page content. [Read more](#) about system configuration including setting the administrator group.



Adding cities

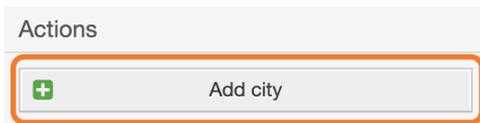
You can manage cities in a few simple steps.

Go to the cities list by opening the *Conference Rooms* tab in the main menu and clicking *City Management*.



Click **Add city** button in the actions block to add a new city.

City Management



Fill out the city name and make sure that the **Validity** is set to Yes .

Submit the form.

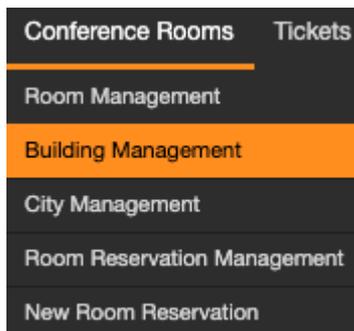
You should see a new city on your cities list. You can add more cities if necessary.

Adding buildings

You can manage buildings in a few simple steps.

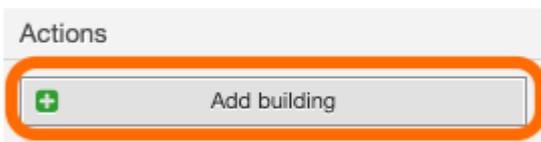
Buildings must be placed in the cities so make sure you have added at least one city before proceeding further.

Go to the buildings list by opening the *Conference Rooms* tab in the main menu and clicking *Building Management*.



Click **Add building** button in the actions block to add a new building.

Building Management



Fill out the information about your building and make sure that the **Validity** is set to Yes .
Submit the form.

Add building

* Name:

* Street:

* Building number:

* City:

* Zip:

* Administration information:

* Validity:

or [Cancel](#)

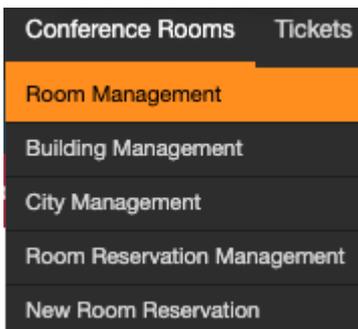
You should see a new building on your buildings list. You can add more buildings if necessary.

Adding rooms

You can manage rooms in a few simple steps.

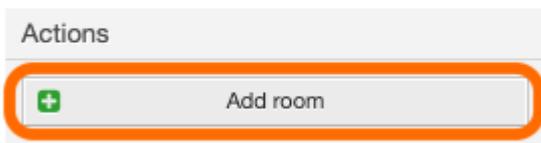
Rooms must be placed in the buildings so make sure you have added at least one building before proceeding further.

Go to the rooms list by opening the *Conference Rooms* tab in the main menu and clicking *Rooms Management*.



Click **Add room** button in the actions block to add a new room.

Room Management



Fill out the information about your room.

Type

Users will be able to filter rooms based on this parameter.

If you wish to add more room types look for the System Configuration in the manual.

Room managers e-mail addresses

Users whose e-mail addresses will correspond to the addresses indicated in this field will receive the rights to administer the rooms. They will be able to **accept**, **reject** and **edit** other users' reservations.

Example value: `room.manager1@intalio.pl,room.manager2@intalio.pl`

Additional resources

Select resources that are available in this room. You can add more than one by holding `Ctrl` key (or `⌘` key on a Mac).

If you wish to add more resources look for the System Configuration in the manual.

Private

Reservations for private rooms can only be made by local administrators. Regular users will still see private room on the rooms list, but they will not be able to book it by themselves. Contact with room manager will be required.

Add room

* Name:

* Type:

* Building:

* Available seats:

* Room managers e-mail addresses (comma separated):

* Additional resources:

* Description:

* Validity:

* Private:

Make sure that you set the **Validity** to `Yes` and submit the form.

You should see a new room on your rooms list. You can add more rooms if necessary.