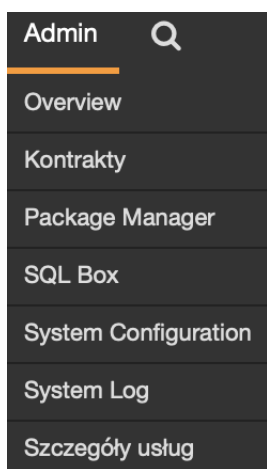


Dynamic Fields Configuration

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:	<input type="text" value="ReservationID"/>	Validity:	<input type="text" value="valid"/>
	Must be unique and only accept alphabetic and numeric characters.		
★ Label:	<input type="text" value="Linked reservation"/>	Field type:	<input type="text" value="Text"/>
	This is the name to be shown on the screens where the field is active.		
★ Field order:	<input type="text" value="10"/>	Object type:	<input type="text" value="Ticket"/>
	This is the order in which this field will be shown on the screens where is active.		

Text Field Settings

Default value:	<input type="text"/>
	This is the default value for this field.
Show link:	<input type="text" value="https://example.com/roomReservations/Dashboard?reservationId=[% Data.Field1 uri %]"/>
	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:	<input type="text"/>
	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:	<input type="button" value="⊕"/>

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.

Ticket::Frontend::AgentTicketZoom##DynamicField

Ticket.xml Frontend::Agent::View::TicketZoom

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

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*.

▼ Actions

Deployment

Settings I'm currently editing

My favourite settings

Import & Export

▼ Navigation

Intalio Conference Rooms

?

► Core

► 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

OPWorkPackageld	→	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".

Revision #3

Created 15 April 2020 09:34:53 by editor

Updated 27 May 2020 14:34:02 by editor