

Administration

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Application path

The Customer Panel is closely linked to the Intalio Router Package, which is responsible for routing many of the Intalio's applications that are based on OTRS.

Base path for the application is always `/opt/otrs/var/httpd/htdocs/`.

You can set a path to the application using the `IntalioApplication::CustomerPanel`. This way you specify the location of your application frontend files - `/opt/otrs/var/httpd/htdocs/customer-panel`

Example configuration:

IntalioApplication::CustomerPanel		
Directory	→ customer-panel	Intalio application path definitions. Base path is /opt/otrs/var/httpd/htdocs/
Module	→ CustomerFrontend	

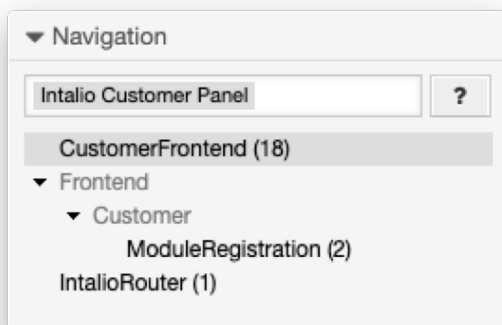
The application will be available at `<DOMAIN>/otrs/route.pl/customer-panel` in this case and this is the **default** configuration.

System Configuration

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

To see all configuration options:

1. Click on the *Admin* tab and pick *System configuration*
2. Find **Intalio Customer Panel** in the *Navigation bar*
3. From the dropdown menu choose *CustomerFrontend*



AvailableLanguages

List of available languages

Currently supported languages:

- English (United States)
- Polish

CustomerOTRSFrontendModule::AvailableModules

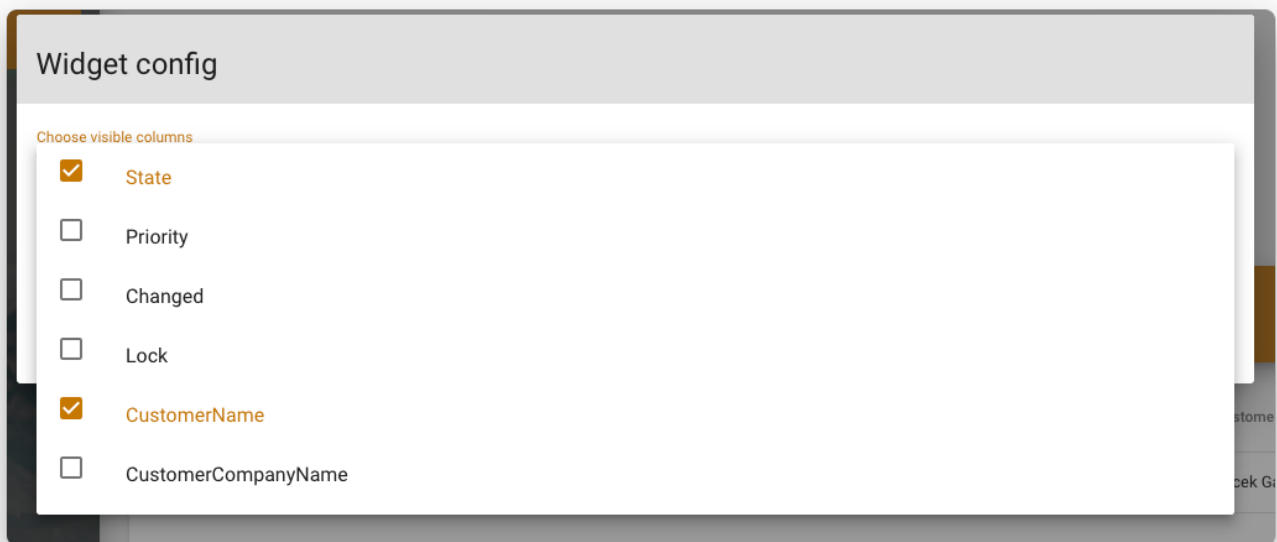
Set modules availability (visibility).

Setting the value **1** for the module will allow you to go to its view and see it on the menu.

[Read more about modules here](#)

CustomerOTRSFrontendModule::DefaultOverviewColumns

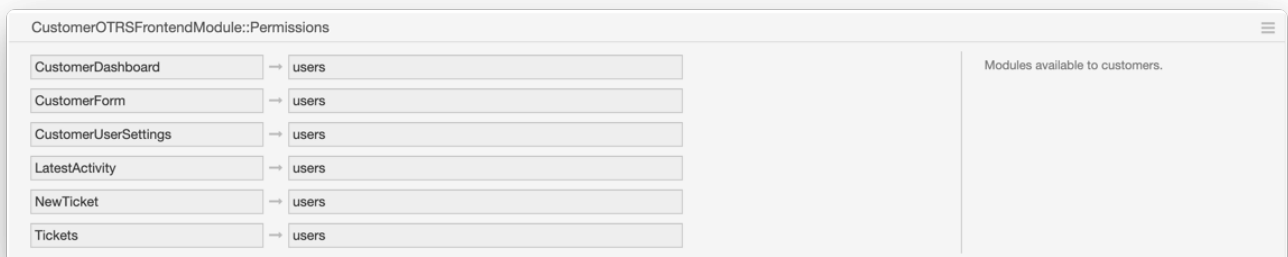
List of parameters that are available to choose as columns on the tickets list in the widget configuration.



Read more about widgets [here](#)

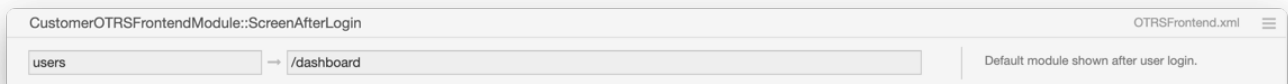
CustomerOTRSFrontendModule::Permissions

Defines user groups that are allowed to see the given module.



CustomerOTRSFrontendModule::ScreenAfterLogin

Defines the address that will be used to redirect after successful login



CustomerOTRSFrontendModule::Styles

Defines the styles and images that are used to personalise the panel

CustomerOTRSFrontendModule::Styles

AccentColor	→	#82B1FF
ErrorColor	→	#FF5252
InfoColor	→	#2196F3
MenuImage	→	/otrs-web/customer-panel/img/menulimages/sidebar-2.jpg
PrimaryColor	→	#c67800
SecondaryColor	→	#2d8d66
SuccessColor	→	#4CAF50
WarningColor	→	#FFC107

Style definitions for Intalio Customer Panel.

Read more about customising the panel [here](#)

CustomerOTRSFrontendModule::TicketPreviewTitleTemplate

Defines a ticket title template

CustomerOTRSFrontendModule::TicketPreviewTitleTemplate

[% Data.Title %]

Custom Ticket Preview Title

This field uses the OTRS templating mechanism. [Read more about it in OTRS documentation.](#)

CustomerOTRSFrontendModule::TicketViewFieldOrder

Defines the priority (order) of properties on the ticket view's information column.

CustomerOTRSFrontendModule::TicketViewFieldOrder

Owner	→	7
Priority	→	5
Queue	→	4
Responsible	→	9
SLA	→	6
SolutionTime	→	11
SolutionTimeWorkingTime	→	10
State	→	3
Title	→	2
Tn	→	8

Ticket field order.

Information

Complaint

Type

Test Temat

Title

open

State

Complaints

Queue

3 normal

Priority

2020060310000016

Tn

EscalationSuspendedStates

If a SLA suspension module is used which uses ticket states for controlling the time counter, we can specify the suspend states here.

EscalationSuspendedStates

pending reminder

States in which escalation should be suspended.

LoginPanel

This configuration let you customise your login panel.

LoginPanel

IforgotMyPasswordEnabled

→

true

LogoEnabled

→

true

LogoHref

→

https://www.intalio.pl

LogoName

→

Intalio

LogoSize

→

30

LogoURL

→

/otrs-web/customer-panel/img/intalio_circle.png

OTRSFrontend basic login configuration.

You can customise the following items

- IforgotMyPasswordEnabled - enable password remainder option
- LogoEnabled - shows logo in the login panel title bar
- LogoHref - Redirect after clicking the logo
- LogoName - text on the tooltip (hover on the logo to see it)
- LogoSize - size of the image
- LogoUrl - image source file path

OTRSFrontendModule

Configurations starting with **OTRSFrontendModule::** is the configuration for specific module such as CustomerDashboard, CustomerForm etc. They all have the similar configuration options to set and some of them have also a widgets section or mode.

More information about Modules documentation can be found [here](#)

OTRSFrontendModule::CustomerDashboard

icon	→	dashboard
id	→	Dashboard
priority	→	100
text	→	Dashboard
to	→	/dashboard
type	→	mainElement

Customer user Dashboard module.

TicketListMaxRows

Defines the maximum number of rows on the tickets list.

Tickets

ALL

OPEN

CLOSED

Company

TicketNumber	Title	State	Created ↓	CustomerName
2020060410000032	Testowe zgłoszenie cykliczne	new	2020-06-04 12:23:11	
2020060410000023	Testowe zgłoszenie cykliczne	new	2020-06-04 12:22:11	
2020060410000014	Complaints about product	open	2020-06-04 09:55:00	user test
2020060310000043	Testowe zgłoszenie cykliczne	new	2020-06-03 12:23:01	
2020060310000034	Testowe zgłoszenie cykliczne	new	2020-06-03 12:22:01	

Tickets per page

5

Tickets 1 - 5 of 101

<

>

Modules

Modules are the main abstract elements of the customer panel.

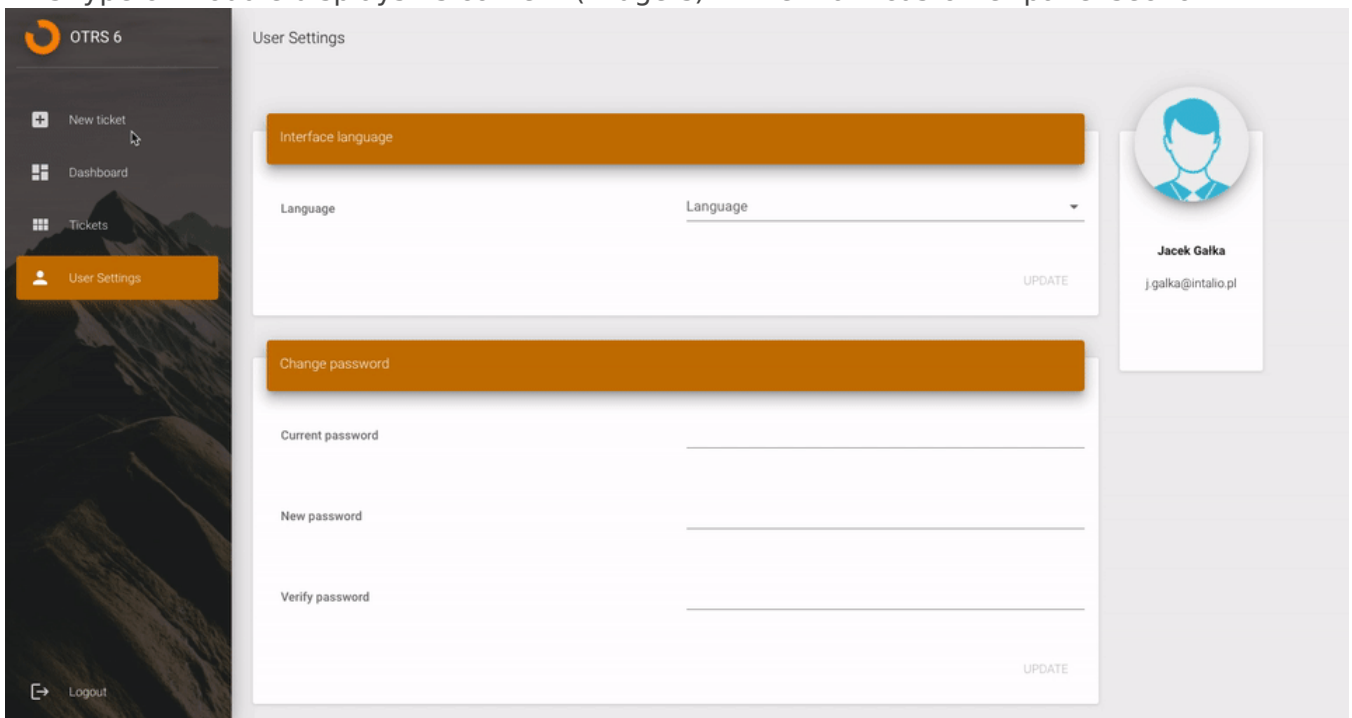
If you're looking for the information about adding new custom modules to the Intalio Customer Panel check out this [link](#)

Module types

There are two types of modules:

- Module

This type of module displays its content (widgets) in the main customer panel section



This are all examples of modules with type `module`

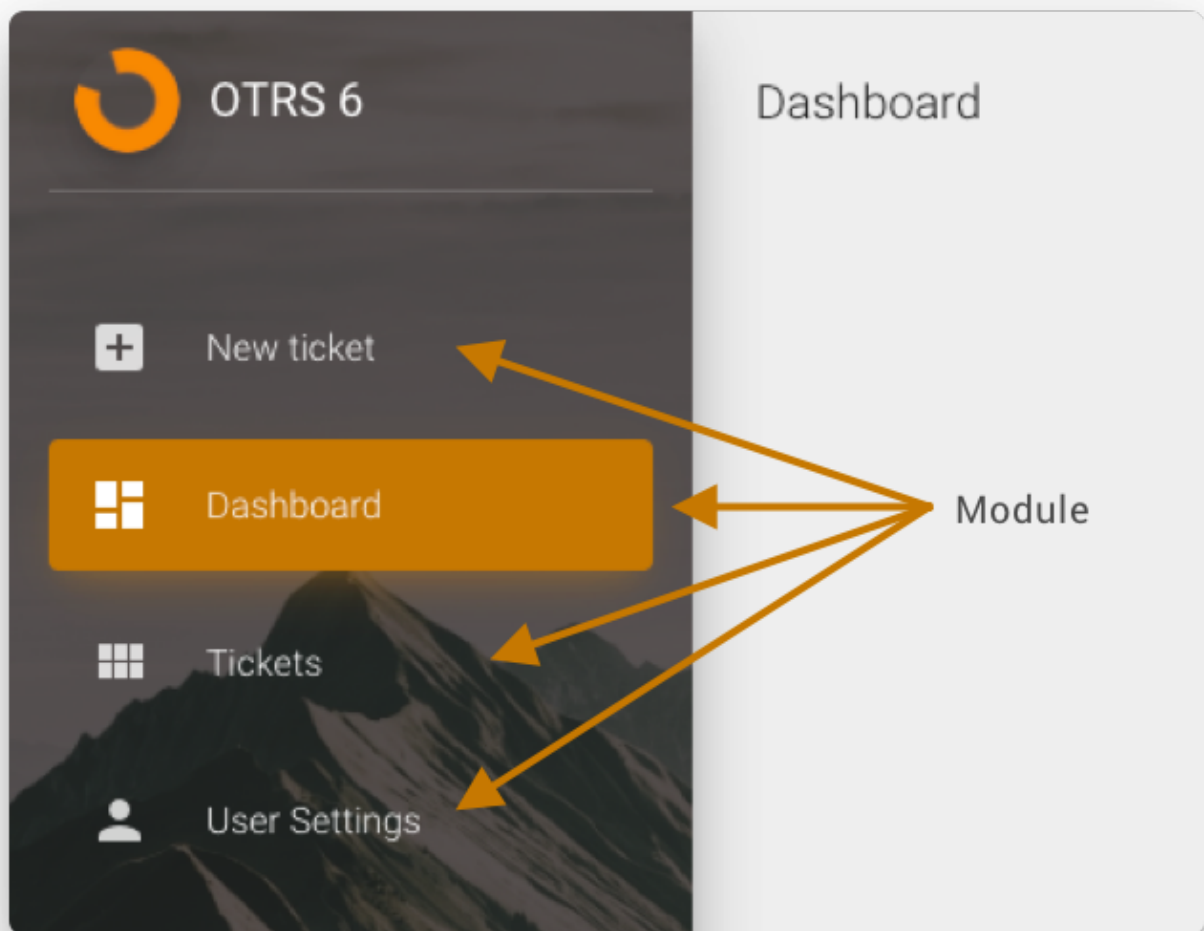
- Redirect

Redirects are simply links in the Customer Panel's menu

- Hidden

Module is available but is not visible in the menu. It's only available by typing its address in the browser

Each module, regardless of type can be located in the menu.



Modules configuration

Each module consists of three OTRS configuration options

1. Modules specific configuration

OTRSFrontendModule::CustomerDashboard	
icon	→ dashboard
id	→ Dashboard
priority	→ 100
text	→ Dashboard
to	→ /dashboard
type	→ mainElement

2. Module availability (set to to make it available)

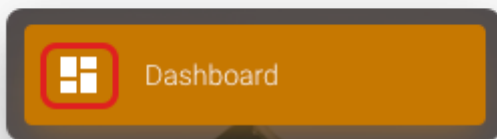
CustomerOTRSFrontendModule::AvailableModules	
CustomerDashboard	→ 1
CustomerForm	→ 0
CustomerUserSettings	→ 1
LatestActivity	→ 0
NewTicket	→ 1
Tickets	→ 1

3. Correct module permission - users that are in specified OTRS's group will see given module in the menu and will be able to open the module view

CustomerOTRSFrontendModule::Permissions	
CustomerDashboard	→ users
CustomerForm	→ users
CustomerUserSettings	→ users
LatestActivity	→ users
NewTicket	→ users
Tickets	→ users

Module customisation

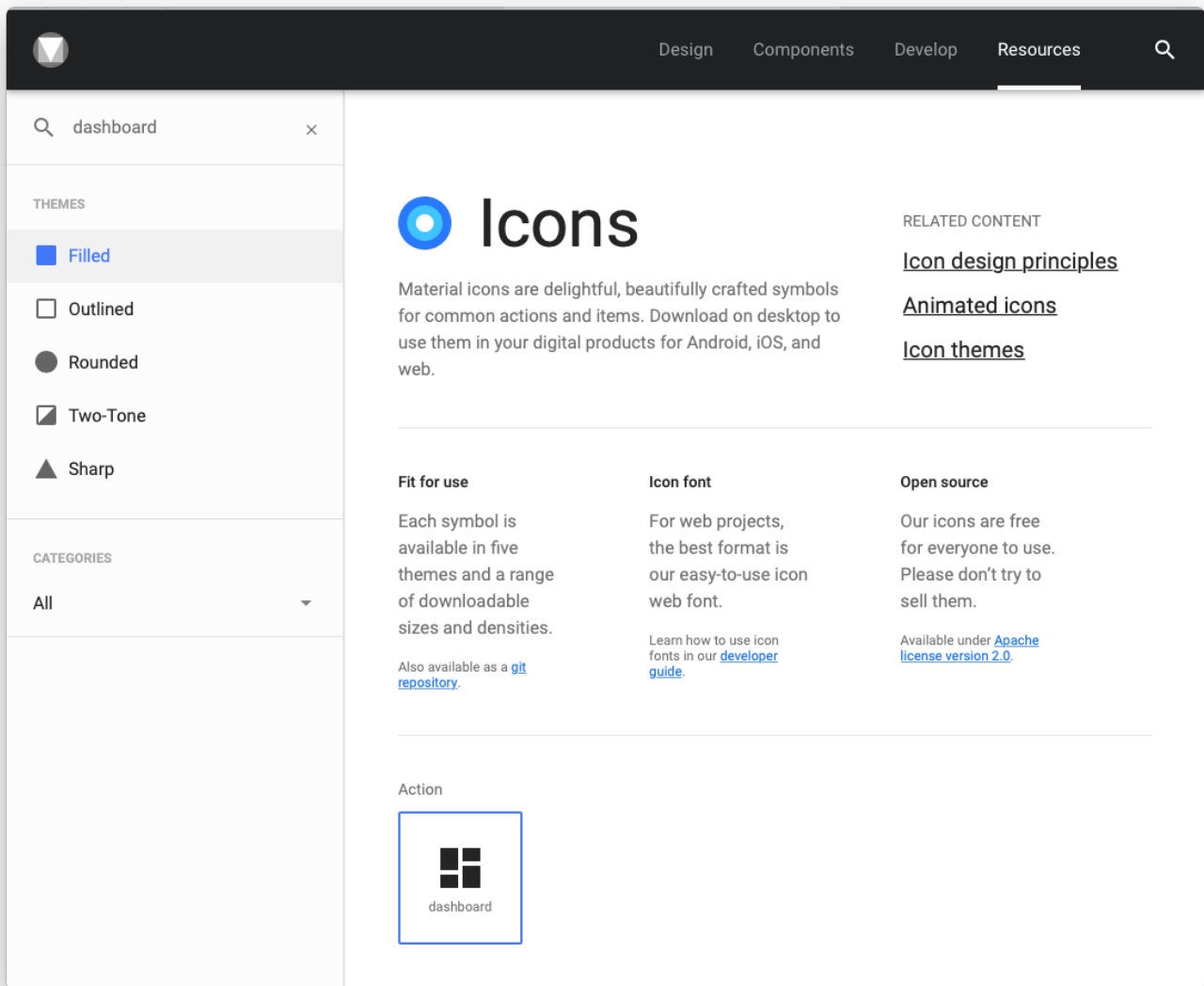
Menu icon



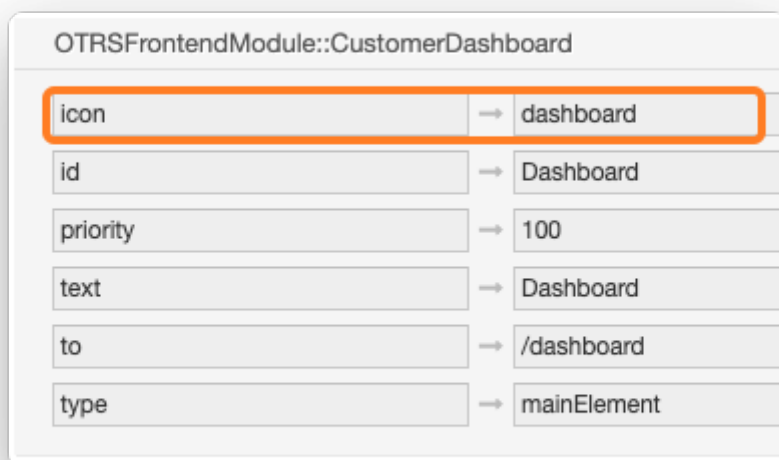
To customise menu icon of the given module find the module configuration in System Config.

Read more about Customer Panel configuration [here](#)

To change default icon go to the [icons library](#) and pick the icon that you want to set.



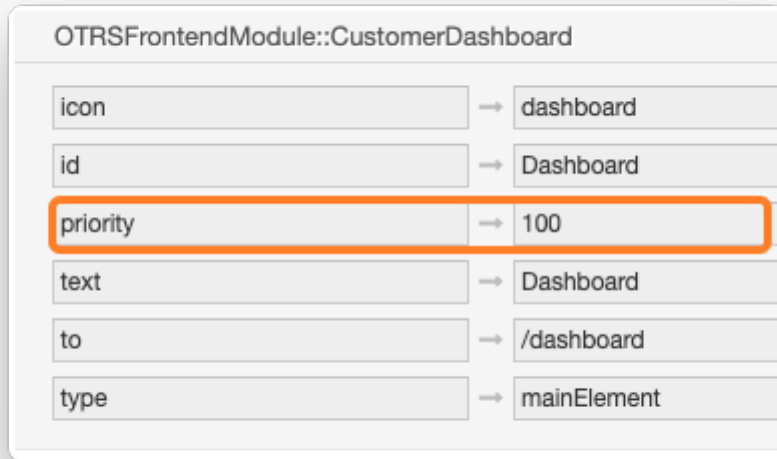
Find the module configuration in System Configuration.



Paste the new icon name in the `icon` option.

Modules menu order

The higher the priority the higher the module is on the menu.

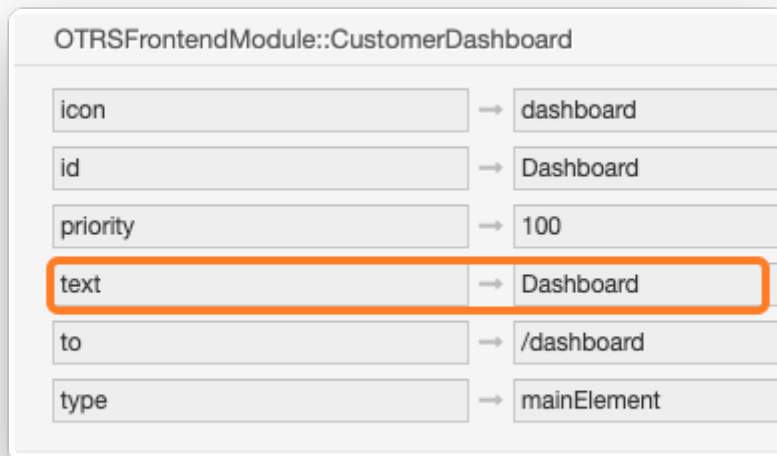


OTRSFrontendModule::CustomerDashboard

icon	→	dashboard
id	→	Dashboard
priority	→	100
text	→	Dashboard
to	→	/dashboard
type	→	mainElement

Module name

You can change the module name in the menu by changing the `text` setting in the module configuration.



OTRSFrontendModule::CustomerDashboard

icon	→	dashboard
id	→	Dashboard
priority	→	100
text	→	Dashboard
to	→	/dashboard
type	→	mainElement

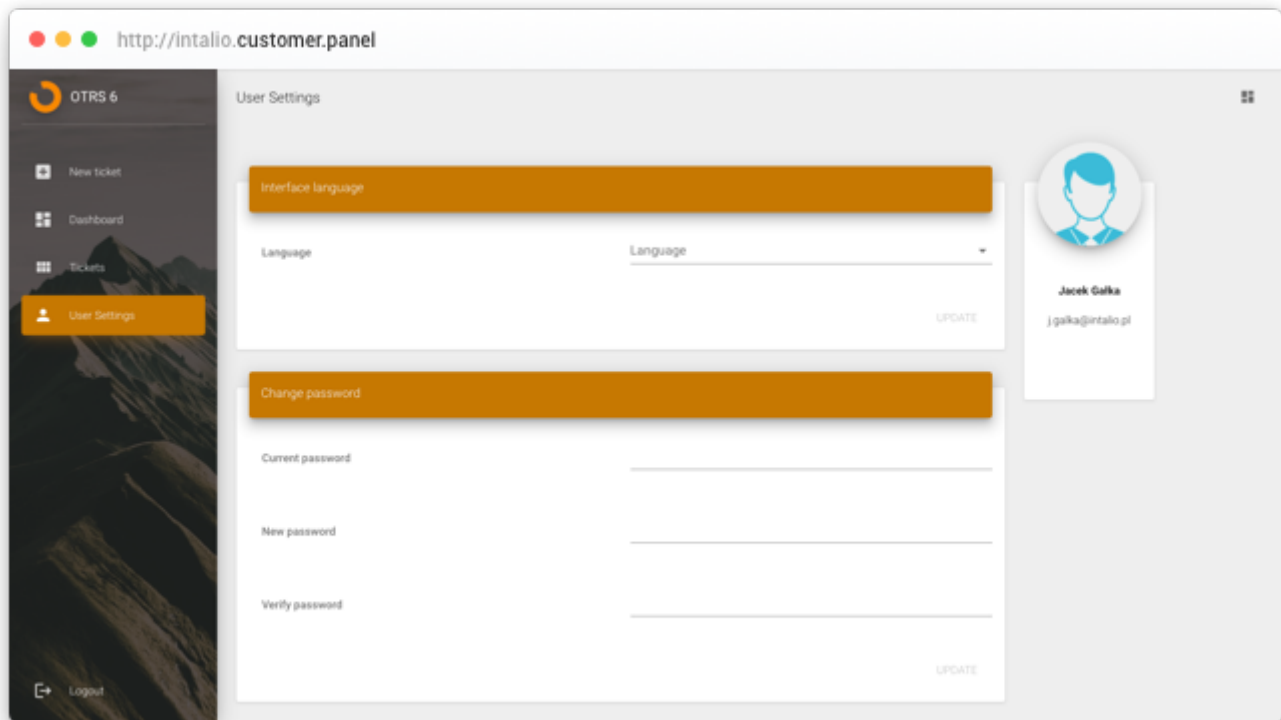
Setting the module type (module/redirect)

You can change the behaviour of the menu option by setting it's type.
You can choose between views and redirects.

Module

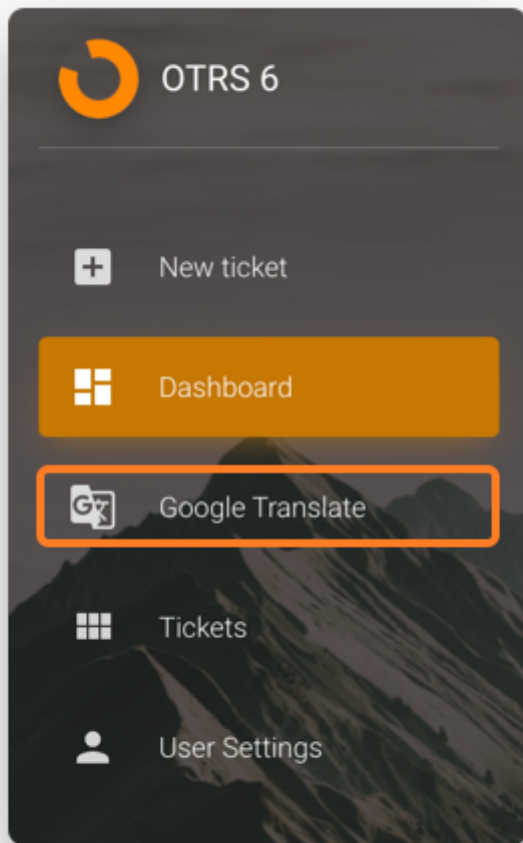
If you set the module type to `module`, selecting the module in the menu will result in displaying its content directly in the customer panel.

`User Settings` is the example of this behaviour.



Redirect

Redirect is simply a link in the menu of the customer panel. It can be used to redirect users to another systems.



Redirects can be opened in new tab or new window.

Use `mode` setting to set proper browser behaviour.

Available options:

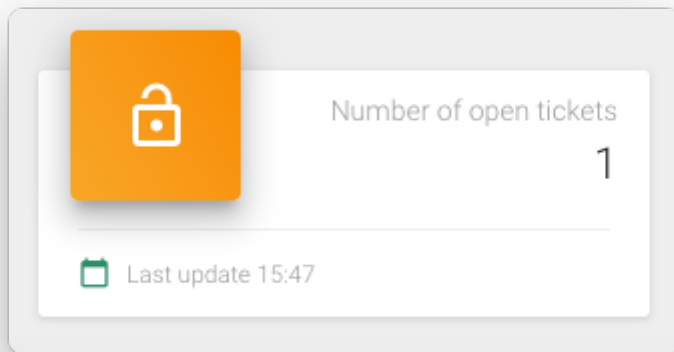
- `newWindow`
- `tab`

Widgets

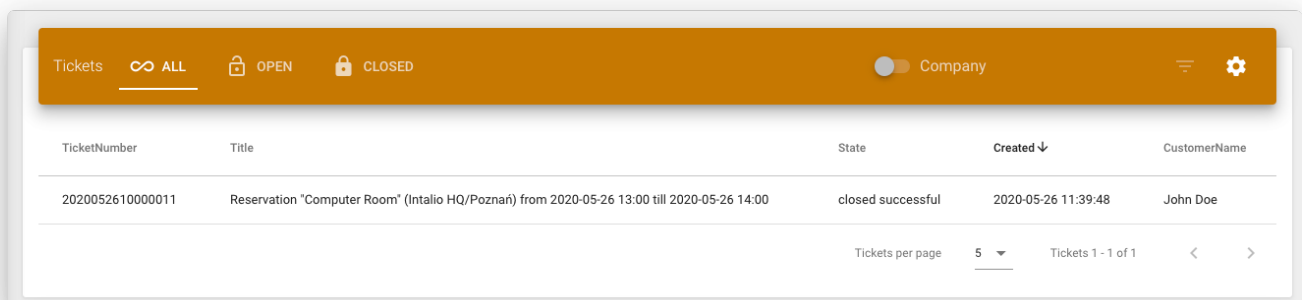
Introduction

Widgets are the basic elements of the customer panel that users interacts with.

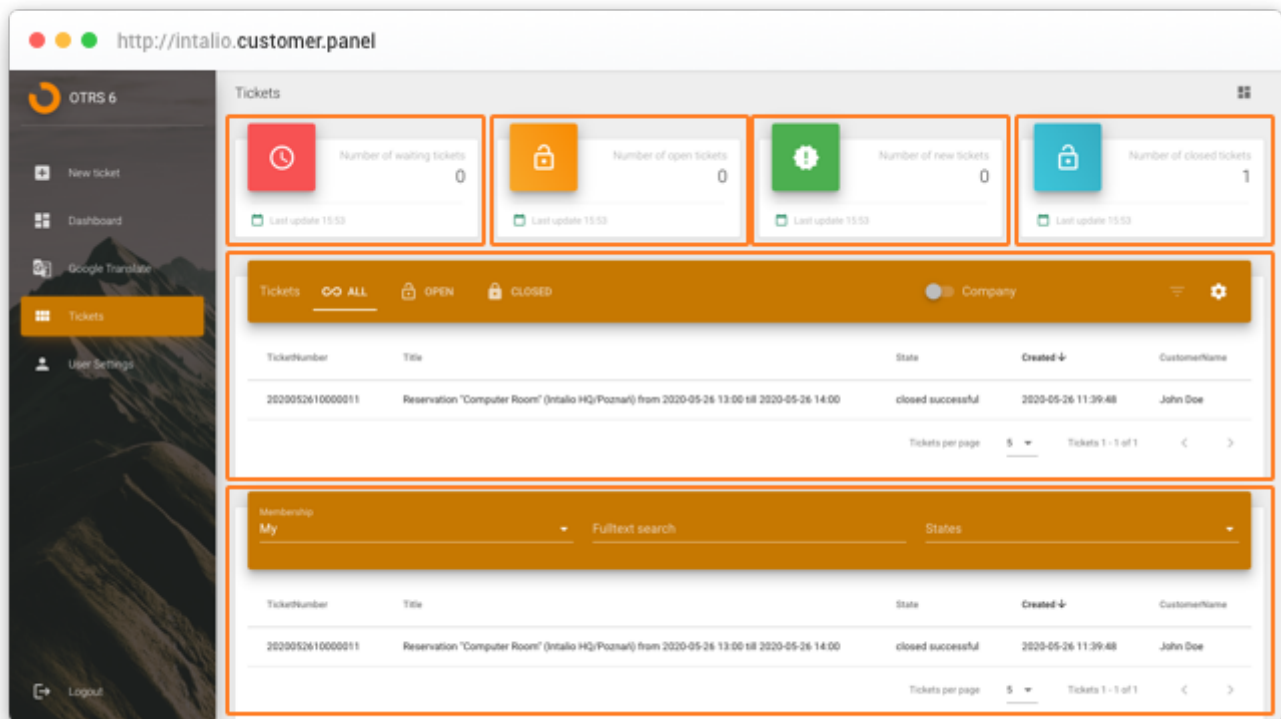
Widgets can be simple...



... or complex.



Widgets are part of the modules.



Saving the widgets configuration

Widgets can be added to the customer's Dashboard.

Dashboard is customisable by the user. Customers can add and remove widgets or arrange their order.



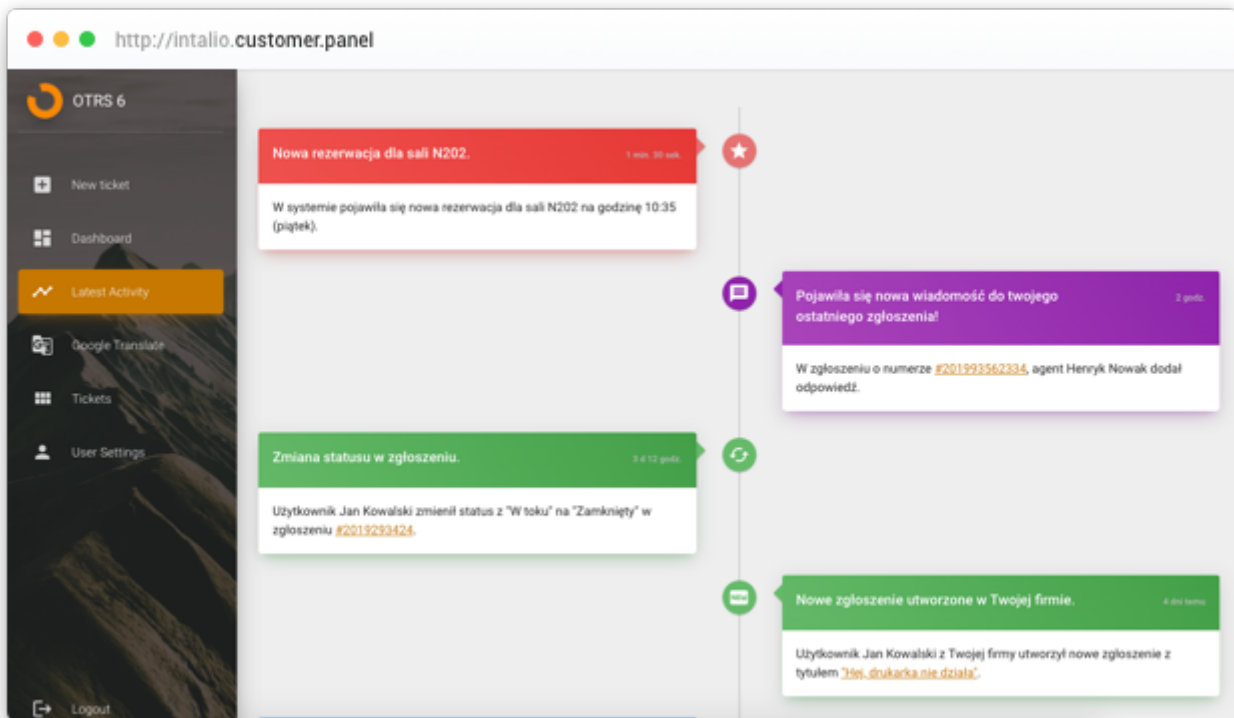
This configuration is saved in the customer specific configuration. When the user logs in to the Customer Panel again he will see the same widgets configuration not only in the Dashboard module

but also in the widgets in other modules (for example, filters set in the Tickets widget).

Different display style

Widgets can be displayed differently in the module and in the customer's dashboard.

Module



Dashboard

Activity stream



1 min. 30 sek.

Nowa rezerwacja dla sali N202.

W systemie pojawiła się nowa rezerwacja dla sali N202 na godzinę 10:35 (piątek).



2 godz.

Pojawiła się nowa wiadomość do twojego ostatniego zgłoszenia!

W zgłoszeniu o numerze [#201993562334](#), agent Henryk Nowak dodał odpowiedź.



3 d 12 godz.

Zmiana statusu w zgłoszeniu.

Użytkownik Jan Kowalski zmienił status z "W toku" na "Zamknięty" w zgłoszeniu [#2019293424](#).



4 dni temu

Nowe zgłoszenie utworzone w Twojej firmie.

Użytkownik Jan Kowalski z Twojej firmy utworzył nowe zgłoszenie z tytułem ["Hej, drukarka nie działa"](#).



7 dni temu

Uruchomienie modułu aktywności.

Pierwsze uruchomienie strumienia powiadomień. Od teraz, wszystkie informacje będą pojawiały się tutaj automatycznie.

Developing new widgets

Developers have the ability to create new widgets without Intalio's assistance.

Widgets consists of a single JavaScript file. If you know the basics of the Vue Framework you're good to go.

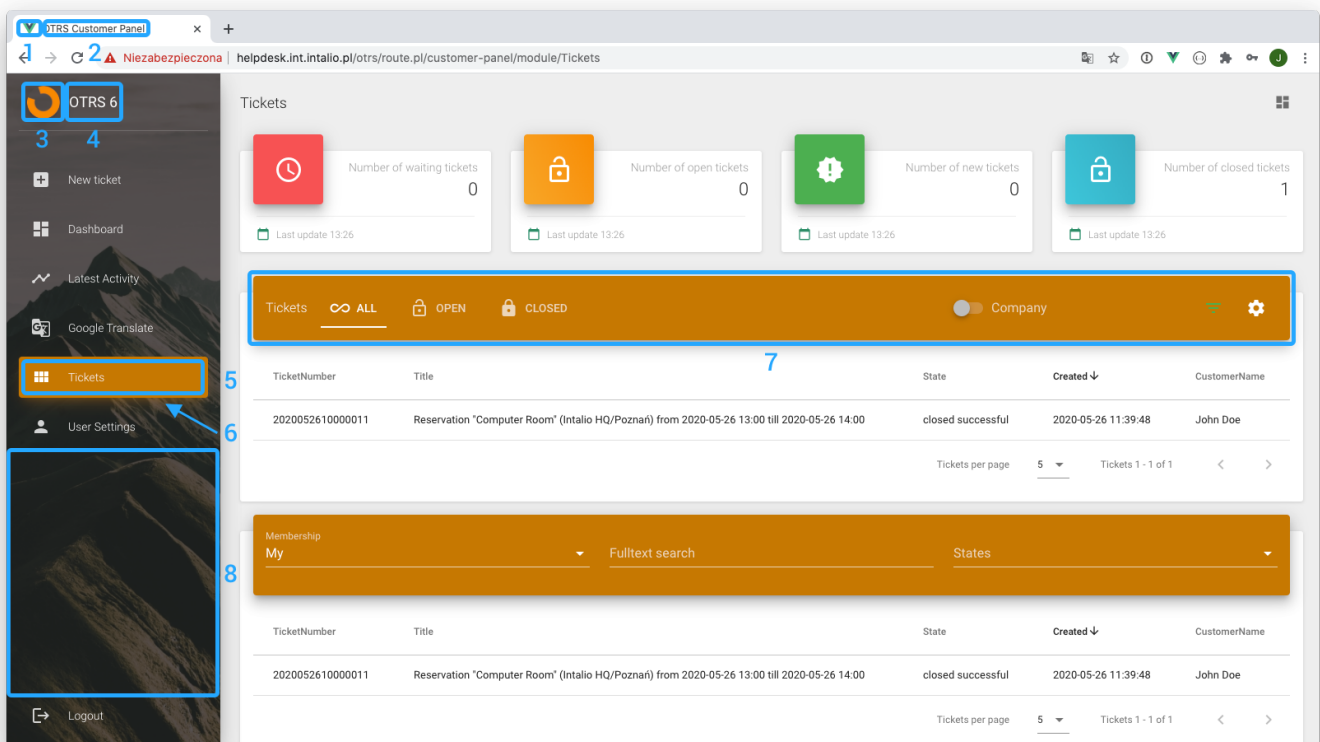
Read more about developing new functionalities in the Intalio Customer Panel [here](#)

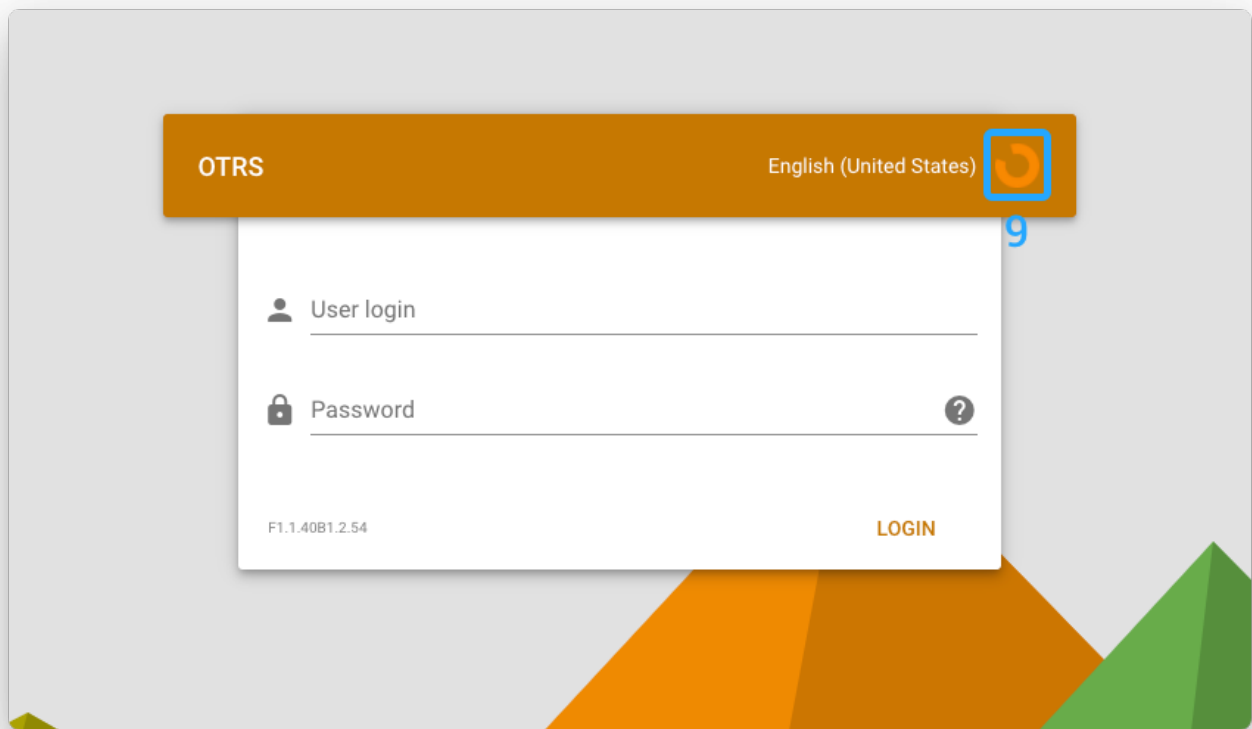
Customising styles

The appearance of **Intalio Customer Panel** can be fully customised.

List of customisable elements

1. Favicon (browser card icon)
2. Page Title
3. Menu Logo
4. Menu title
5. Active elements color (accent color)
6. Shades color
7. Widgets color
8. Menu background
9. Login page logo

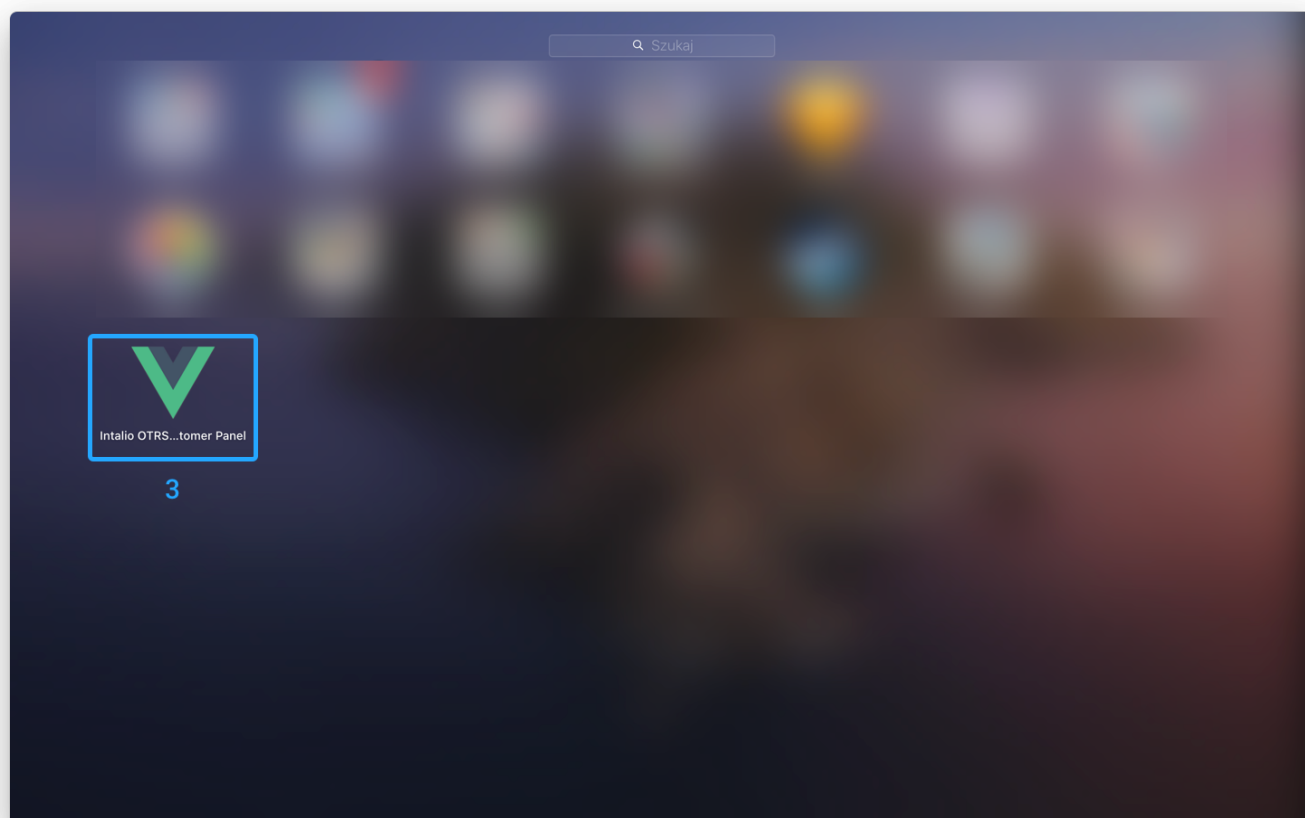
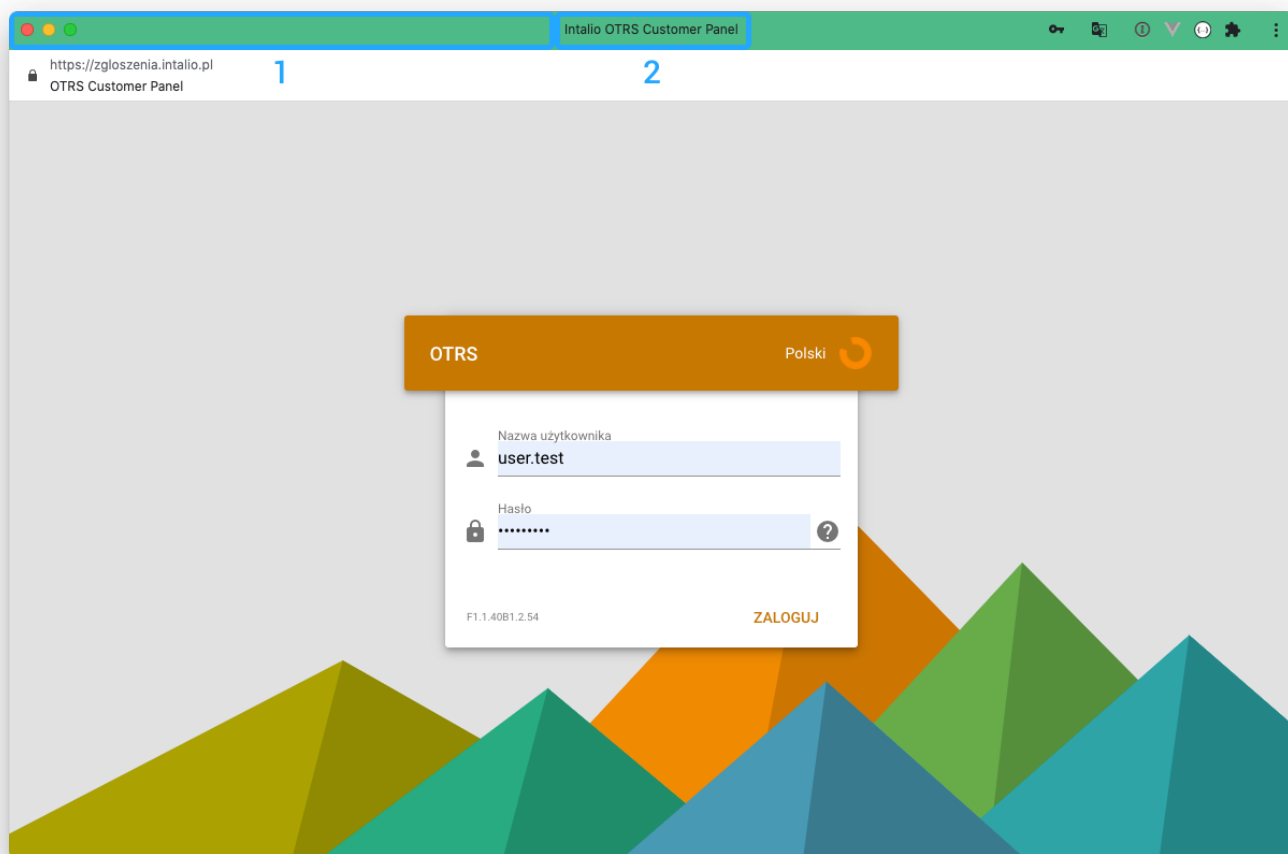




Progressive Web Apps

Customer panel is made to work as Progressive Web App. PWA is a technology that seamlessly transforms a web application into mobile application. Users can install Intalio Customer Panel on their mobile devices and computers.

1. PWA app color accents
2. PWA app title
3. PWA icon and title on the apps list (desktop)
4. PWA icon and title on the main screen (mobile)



Intalio



4