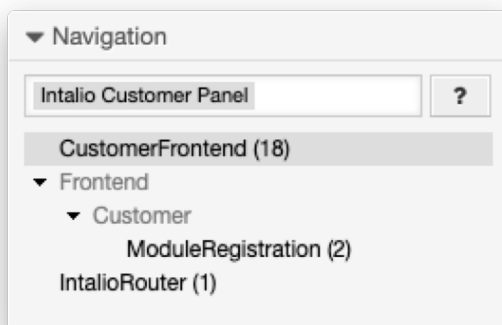


System Configuration

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

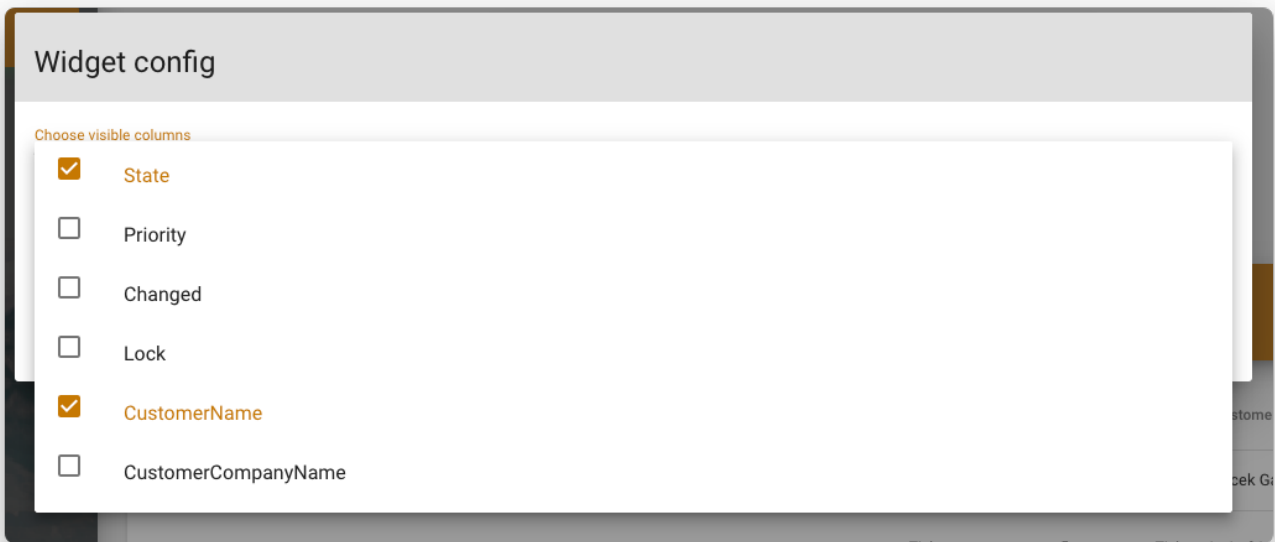
Set modules availability (visibility).

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

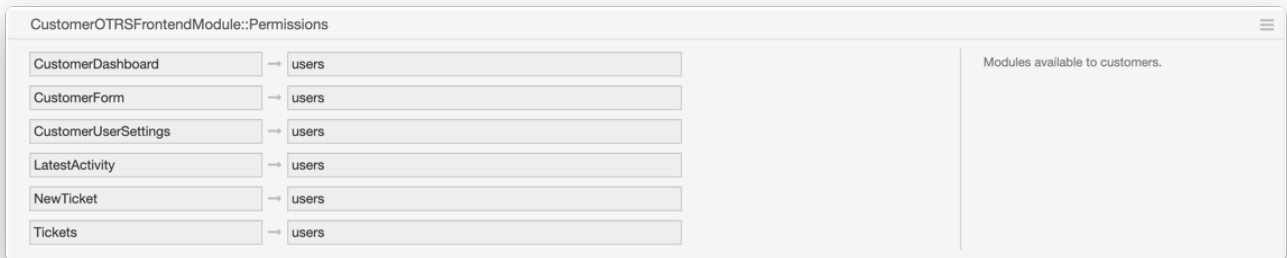
List of parameters that are available to choose as columns on the tickets list in the widget configuration.



Read more about widgets [here](#)

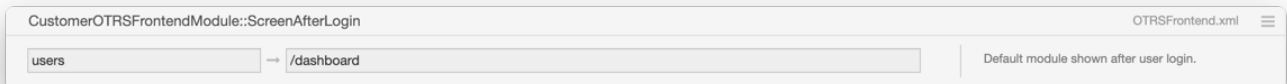
CustomerOTRSFrontendModule::Permissions

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

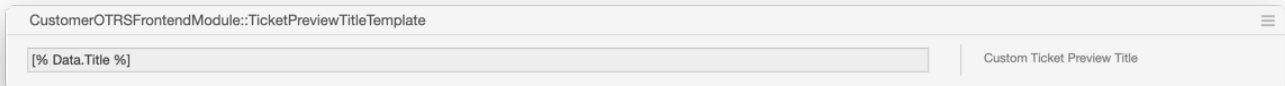
Defines the styles and images that are used to personalise the panel



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

CustomerOTRSFrontendModule::TicketPreviewTitleTemplate

Defines a ticket title template



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.



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
☰

States in which escalation should be suspended.

LoginPanel

This configuration let you customise your login panel.

LoginPanel
☰

IForgotMyPasswordEnabled	→	<input type="text" value="true"/>
LogoEnabled	→	<input type="text" value="true"/>
LogoHref	→	<input type="text" value="https://www.intalio.pl"/>
LogoName	→	<input type="text" value="Intalio"/>
LogoSize	→	<input type="text" value="30"/>
LogoURL	→	<input type="text" value="/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](#)

The screenshot shows a configuration form for 'OTRSFrontendModule::CustomerDashboard'. It contains several input fields with their corresponding values:

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

On the right side of the form, there is a text area containing the description: 'Customer user Dashboard module.'

TicketListMaxRows

Defines the maximum number of rows on the tickets list.

The screenshot shows the OTRS ticket list interface. At the top, there is a navigation bar with 'Tickets', 'ALL', 'OPEN', and 'CLOSED' buttons. A 'Company' dropdown is also visible. Below the navigation bar is a table with the following columns: TicketNumber, Title, State, Created, and CustomerName.

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	

At the bottom of the table, there is a pagination control showing 'Tickets per page 5' and 'Tickets 1 - 5 of 101'.

Updated 5 June 2020 09:32:28 by editor