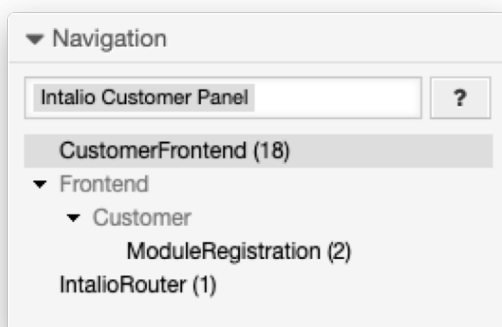


System Configuration

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

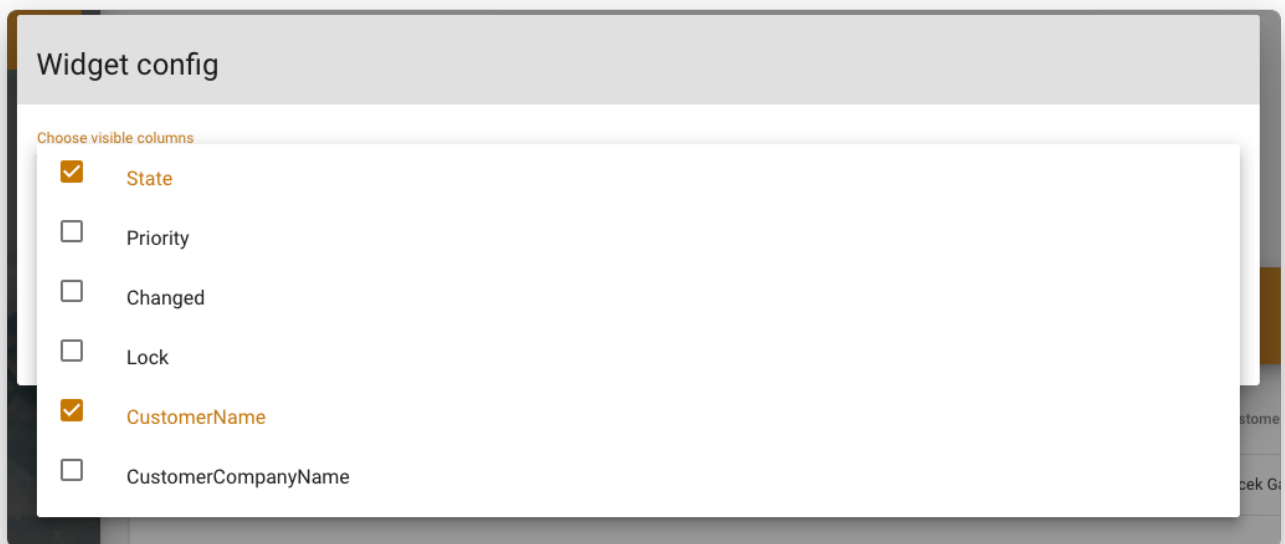
Set modules availability (visibility).

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

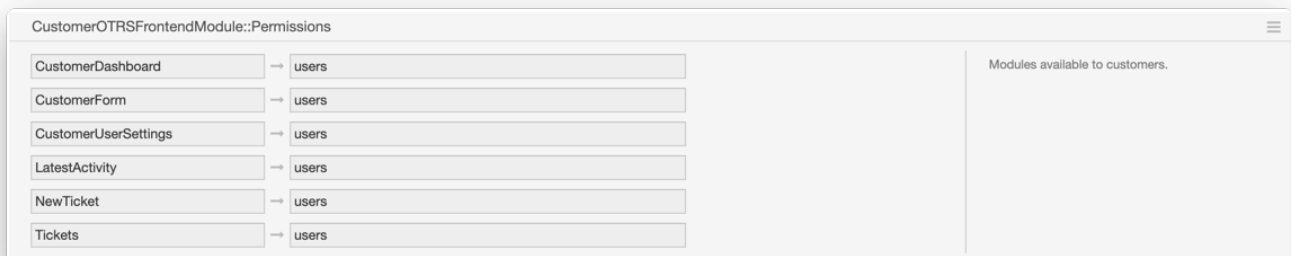
List of parameters that are available to choose as columns on the tickets list in the widget configuration.



Read more about widgets [here](#)

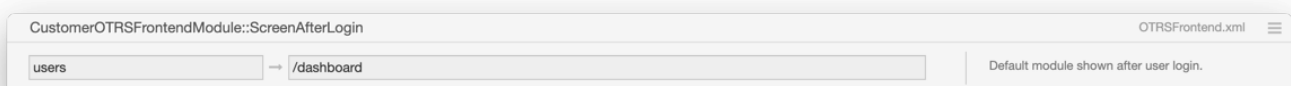
CustomerOTRSFrontendModule::Permissions

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

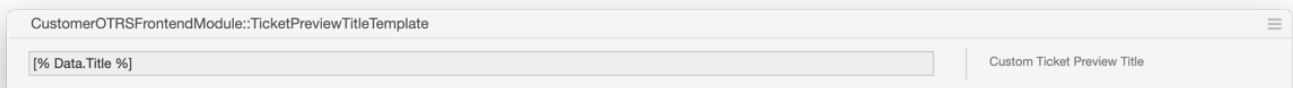
| | | |
|----------------|---|---|
| AccentColor | → | #82B1FF |
| ErrorColor | → | #FF5252 |
| InfoColor | → | #2196F3 |
| MenuImage | → | /otrs-web/customer-panel/img/menuimages/sidebar-2.jpg |
| PrimaryColor | → | #c67800 |
| SecondaryColor | → | #2d8d66 |
| SuccessColor | → | #4CAF50 |
| WarningColor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



The screenshot shows a configuration window titled "OTRSFrontendModule::CustomerDashboard". It contains a table of configuration options with labels on the left and values on the right, separated by a right-pointing arrow. The options are: icon (dashboard), id (Dashboard), priority (100), text (Dashboard), to (/dashboard), and type (mainElement). To the right of the table is a text area containing the description "Customer user Dashboard module.".

| Label | Value |
|----------|-------------|
| 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 | user test |
| 2020060410000023 | Testowe zgłoszenie cykliczne | new | 2020-06-04 12:22:11 | |
| 2020060410000014 | Complaints about product | open | 2020-06-04 09:55:00 | |
| 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 |

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