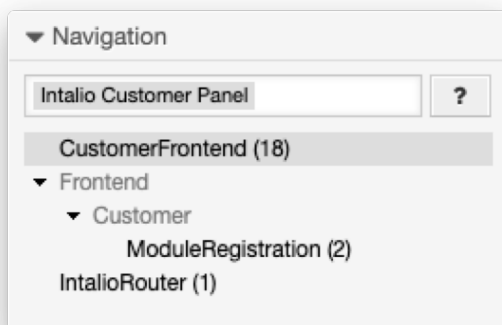


System Configuration

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

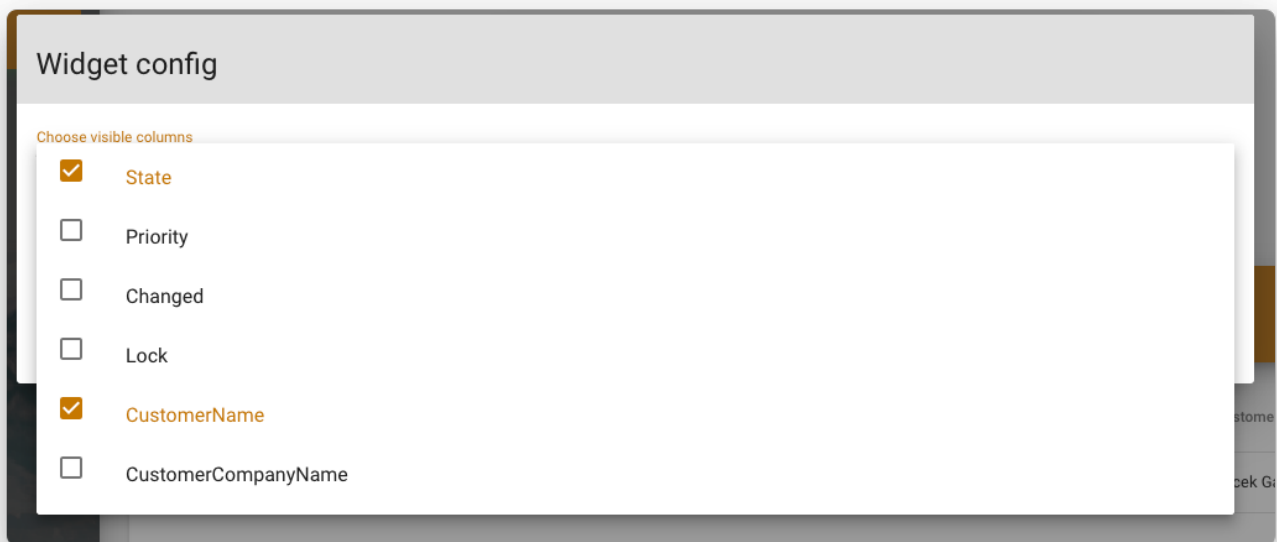
Set modules availability (visibility).

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

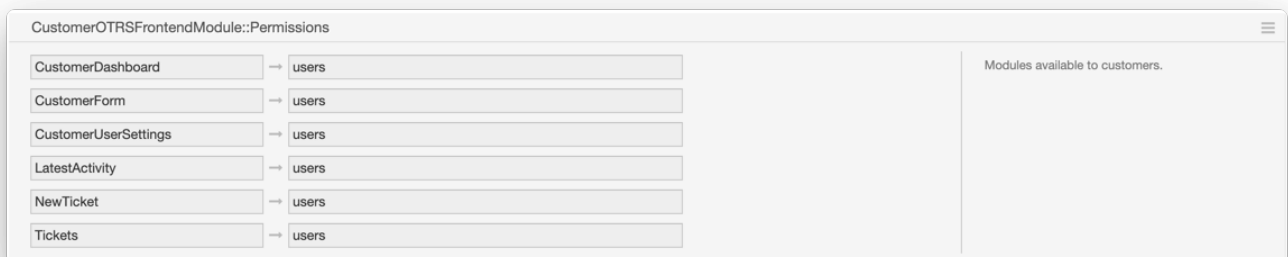
List of parameters that are available to choose as columns on the tickets list in the widget configuration.



Read more about widgets [here](#)

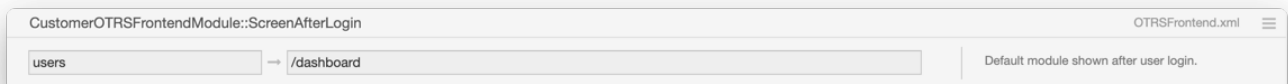
CustomerOTRSFrontendModule::Permissions

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

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

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

CustomerOTRSFrontendModule::TicketPreviewTitleTemplate

Defines a ticket title template

[% 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.

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

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

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