

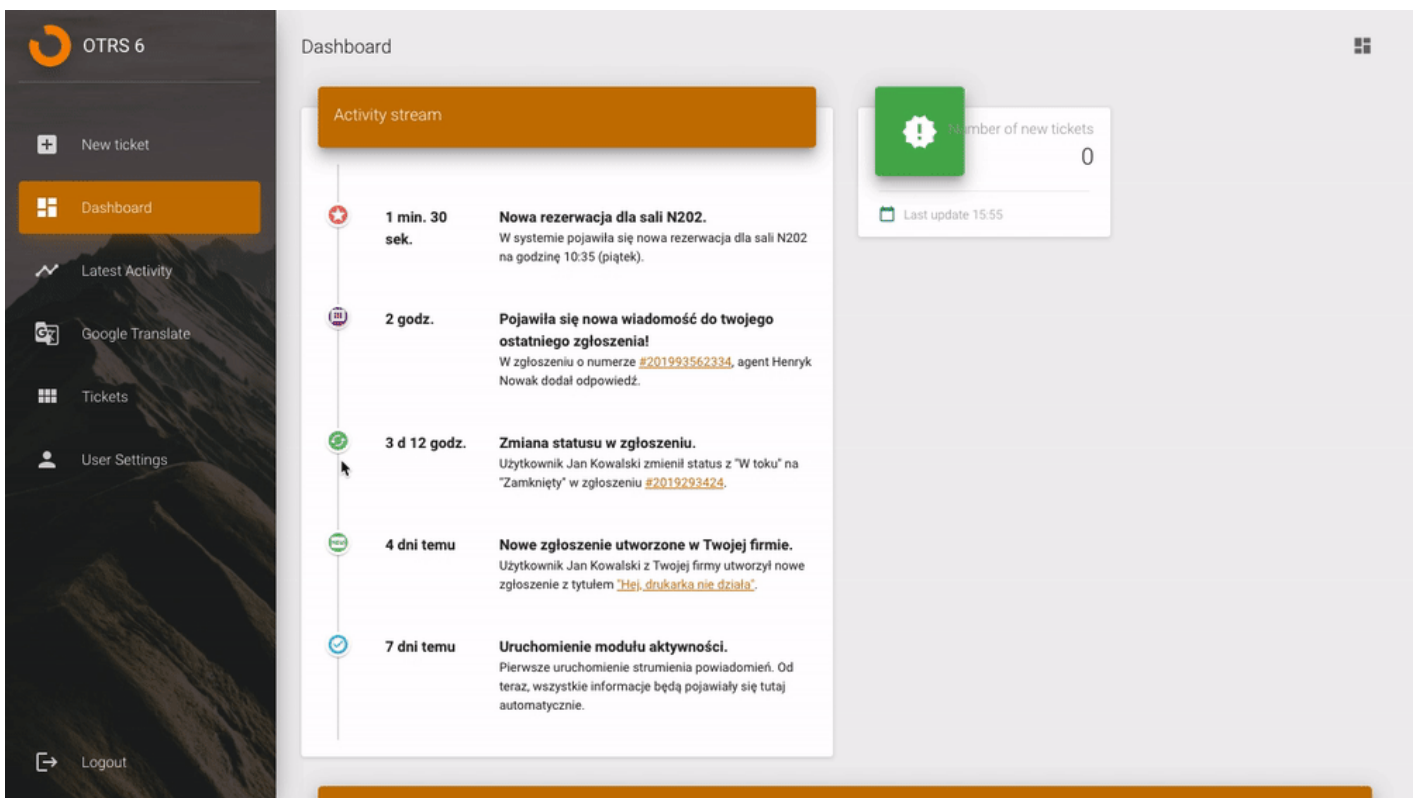
Navigating the customer panel

After logging in you will see two main elements of the client panel.

1. Main Menu
2. Selected module view

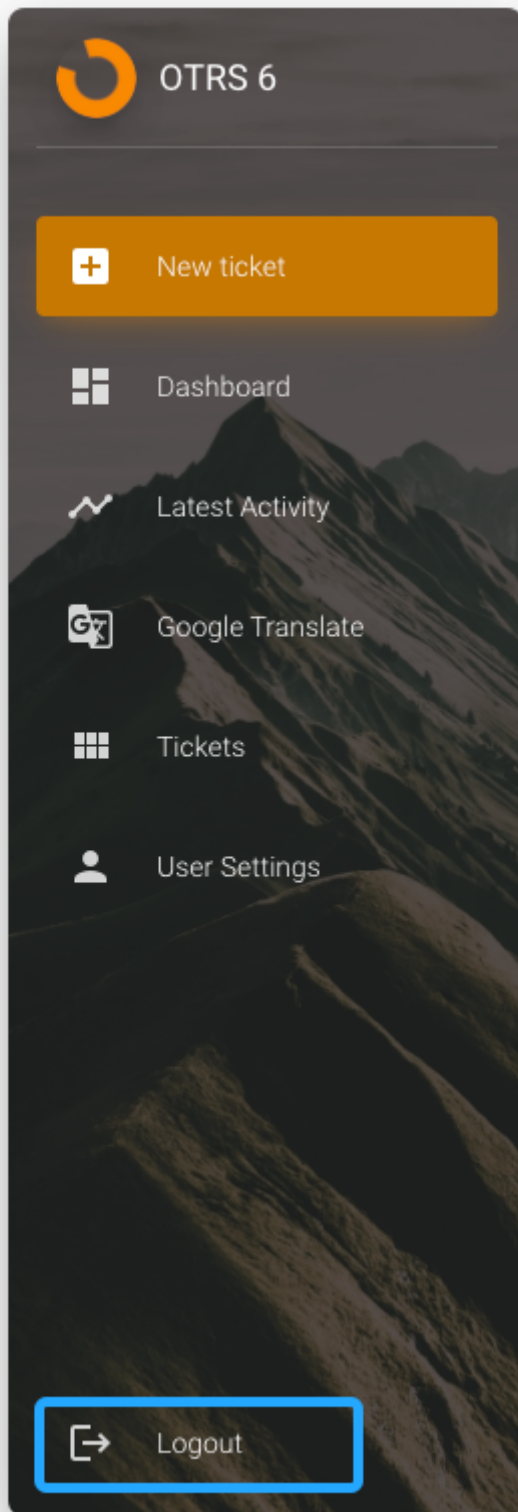
Main Menu

Click on one of the menu items to display the module.



Logout

You can find logout button at the bottom of the Main Menu.



Dashboard

The Dashboard module gives the user the ability to display only customer panel's elements that

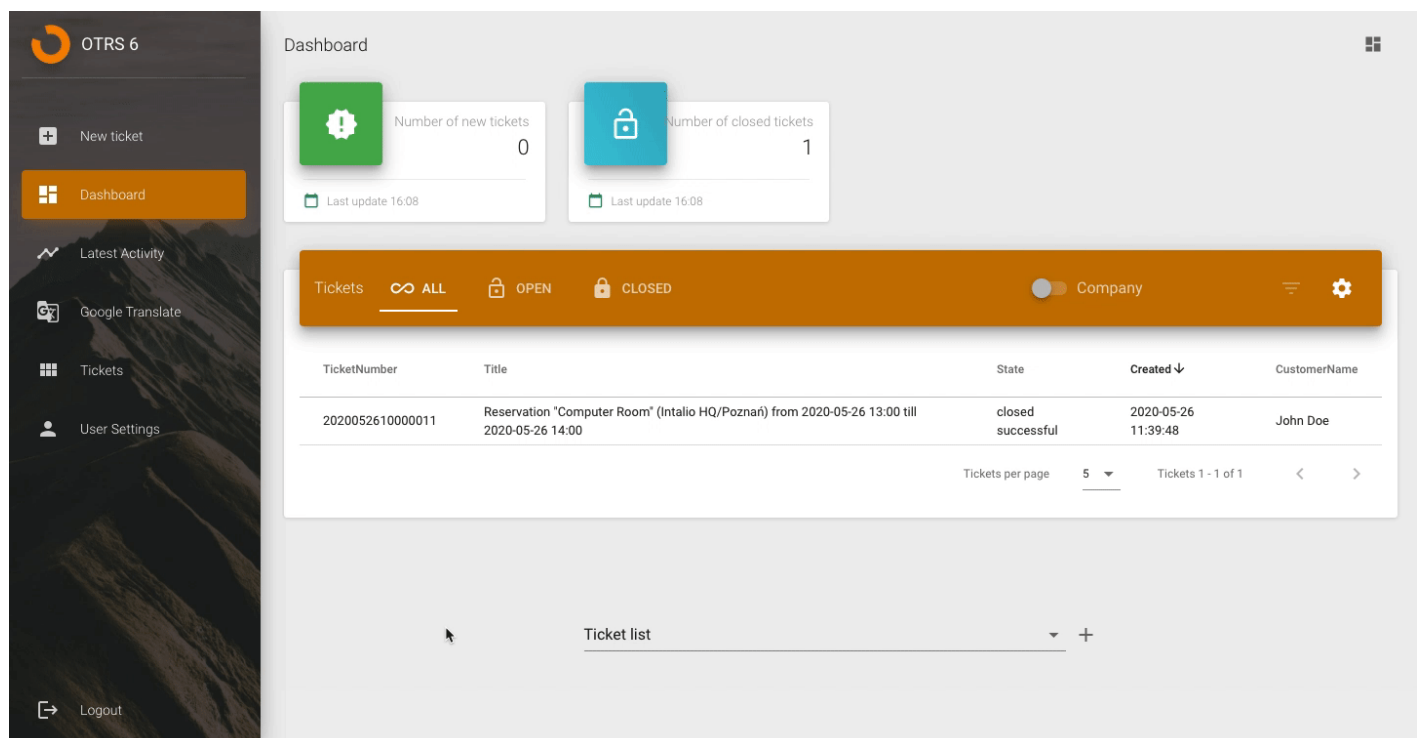
are important. Every change in the widgets on the dashboard (or in any other module) are saved in the user's preferences and will be loaded after the next login.

Adding widgets to the Dashboard



Organising widgets

User can organise widgets however he wants. Simply drag the widgets and drop elsewhere in the Dashboard's canvas.



Removing widgets from the Dashboard

Drag the widget to the red bar with trash icon to remove it from the system.

The screenshot displays the OTRS 6 Dashboard interface. On the left is a dark sidebar with navigation links: 'New ticket', 'Dashboard' (highlighted), 'Latest Activity', 'Google Translate', 'Tickets', 'User Settings', and 'Logout'. The main content area is titled 'Dashboard' and features an orange header bar with filters for 'Tickets', 'ALL', 'OPEN', and 'CLOSED', along with a 'Company' toggle and icons for list view and settings. Below the header is a table with one ticket entry:

| TicketNumber | Title | State | Created ↓ | CustomerName |
|------------------|---|----------------------|------------------------|--------------|
| 2020052610000011 | Reservation "Computer Room" (Intalio HQ/Poznań) from 2020-05-26 13:00 till 2020-05-26 14:00 | closed successful | 2020-05-26 11:39:48 | John Doe |

Below the table are two summary widgets: 'Number of closed tickets' showing '1' and 'Number of new tickets' showing '0'. Both widgets indicate they were last updated at '16:08'. At the bottom, there is a 'Ticket list' section with a dropdown arrow and a plus sign.

Revision #1

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