

# Administration

## Overview

DynamicFieldsVisibility is simple tool without additional Admin page. Visibility management is performed entirely within OTRS System Configuration (SysConfig).

## Prerequisites

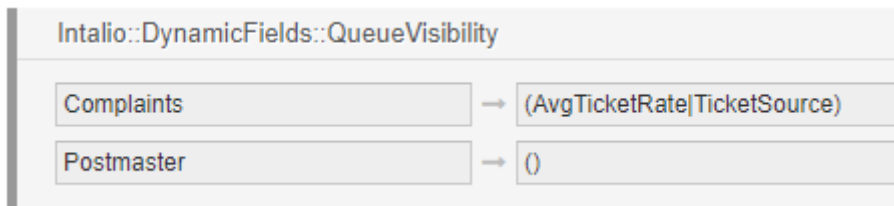
Module Dynamic Fields Visibility provides additional functionality to already present Dynamic Fields in OTRS. You can make use of this module when:

1. Custom Dynamic Fields are configured.
2. Dynamic Fields are set up to be shown in any popup window of AgentTicketZoom ( *AgentTicketNote*, *AgentTicketFreeText* etc.).

## System Configuration

Dynamic Fields in the OTRS System can be hide or explicitly shown based on two parameters with their corresponding configuration.

## Ticket Queue



The screenshot shows a configuration window titled "Intalio::DynamicFields::QueueVisibility". It contains two rows of configuration. The first row has a text box labeled "Complaints" followed by an arrow pointing to a text box containing "(AvgTicketRate|TicketSource)". The second row has a text box labeled "Postmaster" followed by an arrow pointing to a text box containing "()".

Intalio::DynamicFields::QueueVisibility	
Complaints	→ (AvgTicketRate TicketSource)
Postmaster	→ ()

With the **Intalio::DynamicFields::QueueVisibility** option you can define which Dynamic Fields are visible within specific Queue.

In the example configuration above, OTRS has Dynamic Fields visibility restrictions enabled for two Queues: *Complaints* and *Postmaster*.

- *Complaints*: show only AvgTicketRate and TicketSource Dynamic Fields.
- *Postmaster*: no Dynamic Field is visible.

Dynamic Fields visibility restrictions for Queues has effect only when Queue is present on the list above. Otherwise all Dynamic Fields are shown.

## Ticket Type

Intalio::DynamicFields::TypeVisibility	
Incident	→ (SourceSystem ProblemDescription)
Service Request	→ (CRMId CustomerFormComment)

With the **Intalio::DynamicFields::TypeVisibility** option you can define which Dynamic Fields are visible for Tickets with specific Type.

In the example configuration above, OTRS has Dynamic Fields visibility restrictions enabled for two Ticket Types: *Incident* and *Service Request*.

- *Incident*: show only SourceSystem and ProblemDescription Dynamic Fields.
- *Service Request*: show only CRMId and CustomerFormComment Dynamic Fields.

Dynamic Fields visibility restrictions for Types has effect only when Type is present on the list above. Otherwise all Dynamic Fields are shown.

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