

Usage

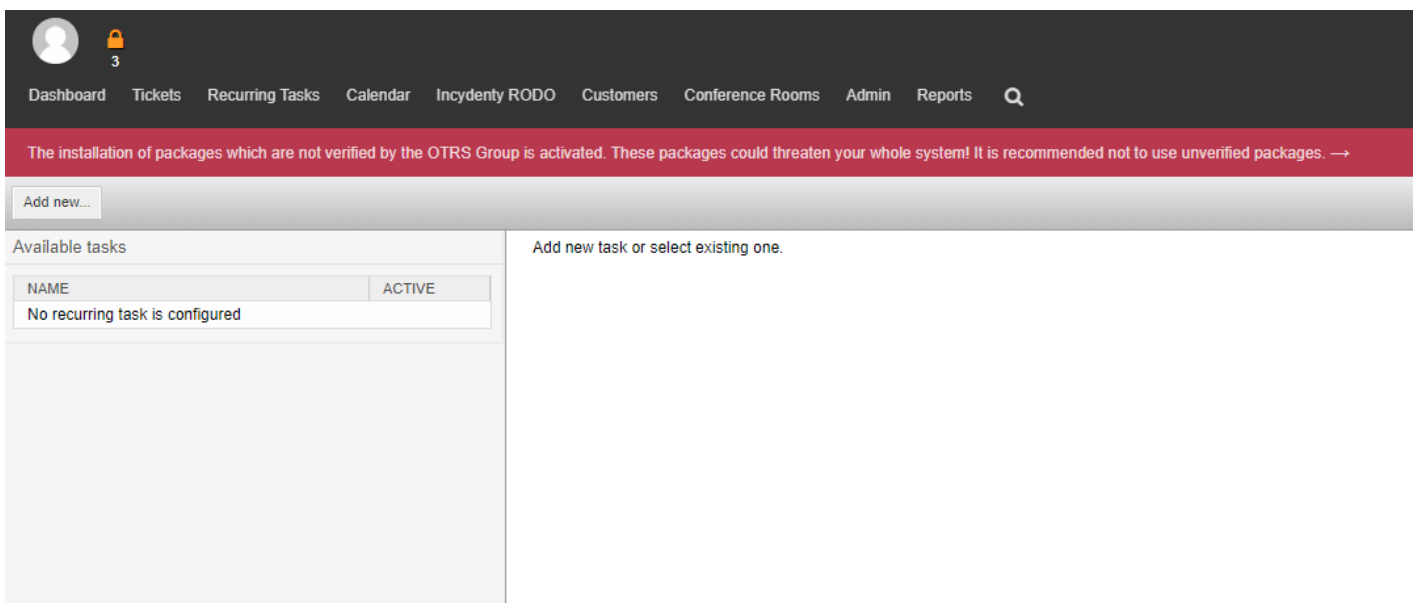
1. Description

General purpose of this module is to create recurring tasks as OTRS tickets. It is suitable for any area in the organisation, where various tasks and actions must be performed based on regular basis. Examples are:

- IT system and application maintenance (restart, upgrade, backup etc.) every month
- company report generation every Monday
- customer call every day

2. Create recurring task template

To create recurring task template (but also view already configured items), go to "Recurring Tasks" in the main menu.



The screenshot shows the OTRS web interface. At the top is a dark navigation bar with a user profile icon, a notification bell with the number 3, and a menu with items: Dashboard, Tickets, Recurring Tasks, Calendar, Incydeny RODO, Customers, Conference Rooms, Admin, Reports, and a search icon. Below the navigation bar is a red warning banner with the text: "The installation of packages which are not verified by the OTRS Group is activated. These packages could threaten your whole system! It is recommended not to use unverified packages. →". Below the banner is a light gray bar with an "Add new..." button. The main content area is divided into two panels. The left panel, titled "Available tasks", contains a table with two columns: "NAME" and "ACTIVE". The table has one row with the text "No recurring task is configured". The right panel, titled "Add new task or select existing one.", is currently empty.

NAME	ACTIVE
No recurring task is configured	

Click "Add new..." button to open recurring task template form.

There you can set all necessary details for future tickets.

* Ticket title:

* Periodicity:

Month:

Every Month
January
February
March
April

Day of the Month:

Every Day
1
2
3
4

Day of the Week:

Every Day
Monday
Tuesday
Wednesday
Thursday

Hours:

Every Hour
0
1
2
3

Minutes:

Every Minute
0
1
2
3

* CRON entry:

* Message body:

* Validity:

valid ▼

* Queue:

Raw ▼

* Owner:

Admin OTRS ▼

* Customer Company:

INTALIO ▼

3. Edit recurring task template

To edit existing template go to "Recurring Tasks" in the main menu and select task from the "Available tasks" list.

Available tasks		
NAME	ACTIVE	
Mailbox restart every Monday	valid	X

Then you can modify template parameters.

* Ticket title:

* Periodicity:

Month:

Every Month
January
February
March
April

Day of the Month:

Every Day
1
2
3
4

Day of the Week:

Every Day
Monday
Tuesday
Wednesday
Thursday

Hours:

4
5
6
7
8

Minutes:

Every Minute
0
1
2
3

* CRON entry:

* Message body:

Restart main mailbox service.

If you want to prevent specific task to recur, set the value of the field "Validity" to "invalid" or "invalid-temporarily" instead of deleting it.

4. Remove recurring task template

To remove specific task template, click the "x" button on the "Available tasks" list.

NAME	ACTIVE	
Mailbox restart every Monday	valid	X
		<div>Remove</div>

Revision #4

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