

Usage

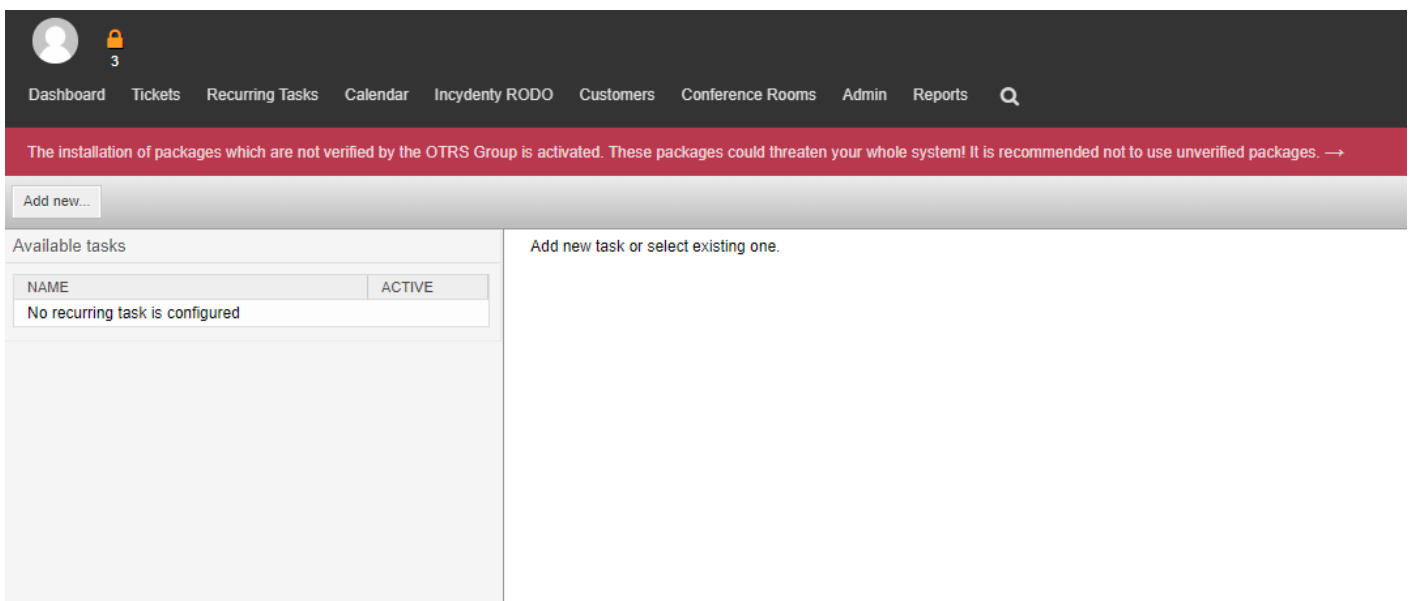
1. Description

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 for the "Recurring Tasks" module. At the top, there is a navigation bar with a user profile icon, a notification bell with the number 3, and menu 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: "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. →". Underneath the banner is a grey bar with an "Add new..." button. The main content area is split into two columns. The left column is titled "Available tasks" and contains a table with two columns: "NAME" and "ACTIVE". The table is currently empty, showing the message "No recurring task is configured". The right column is titled "Add new task or select existing one." and is currently empty.

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

There you can set all necessary details for future tickets.

* Ticket title:

* Periodicity:
Month:
January
February
March
April

Day of the Month:
1
2
3
4

Day of the Week:
Monday
Tuesday
Wednesday
Thursday

Hours:
0
1
2
3

Minutes:
0
1
2
3

* CRON entry:

* Message body:

* Validity:

* Queue:

* Owner:

* Customer Company:

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:
January
February
March
April

Day of the Month:
1
2
3
4

Day of the Week:
Monday
Tuesday
Wednesday
Thursday

Hours:
5
6
7
8

Minutes:
0
1
2
3

* CRON entry:

* Message body:

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

Remove

Revision #4

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