iPhoneHandle

The iPhoneHandle Package. Version 1.1.1

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1. Preface

This package adds the necessary framework enable the communication between the OTRS iPhone App and the OTRS system.

It is necessary to first install the iPhoneHandle package before setup the iPhone App.

If you have questions regarding this package, please contact your support team (support@otrs.com) for more information.

2. Feature List

2.1. Badges

Counters for Locked, Watched, Responsible displayed in iPhone application main screen.

2.2. iPhone Views

2.2.1. Queue View

All necessary information to fill iPhone application "Queue View" including Queue names and number of viewable tickets.

2.2.2. Status View

All necessary information to fill iPhone application "Status View" including State names and number of viewable tickets.

2.2.3. Escalation View

All necessary information to fill iPhone application "Escalation View" including Today, Tomorrow and Next Week escalation times and number of viewable tickets.

2.2.4. Watched View

All necessary information to fill iPhone application "Watched View" including Queue names and number of viewable watched tickets.

2.2.5. Locked View

All necessary information to fill iPhone application "Locked View" including Queue names and number of viewable locked tickets.

2.2.6. Responsible View

All necessary information to fill iPhone application "Locked View" including Queue names and number of viewable responsible for tickets.

2.3. Ticket Actions

2.3.1. Ticket Phone

Create a new phone ticket.

2.3.2. Ticket Note

Create a new note to an existing ticket.

2.3.3. Ticket Close

Close an existing ticket.

2.3.4. Ticket Compose

Reply an existing ticket.

2.3.5. Ticket Move

Change an existing ticket from one queue to another.

3. System Requirements

3.1. Framework

The following OTRS Framework is required:

- 3.1.x

3.2. Packages

The following packages are required:

- None

3.3. Operating System

The package can be used with the following operating systems:

- None

3.4. Third Party Software

The following software is required for the operation of the package:

- None

4. Installation

The following instructions show how to install the package. There are basically two options: either through the admin interface or via the command line.

4.1. Admin Interface

The package can be installed, updated or uninstalled using the following URL through the admin interface (make sure that the user is in the admin group):
http://localhost/otrs/index.pl?Action=AdminPackageManager

4.2. Command Line

If it is not possible to use the admin interface, the following command line tool ("/bin/otrs.PackageManager.pl") can be used.

```
shell> bin/otrs.PackageManager.pl -a install -p /path/to/iPhoneHandle-1.1.1.opm
```

5. First Steps

5.1. In OTRS web application

As soon as the iPhoneHandle Module has been installed, a new group of settings "iPhone" is automatically generated. access them via "sysconfig". this group of settings controls the behavior of iPhone ticket action screens as well as some debug options of the package itself.

Another group of settings "Z_iPhone_Deprecated" is also added, this settings contain information about old configurations needed to upgrade from version 1.0.x to 1.1.x.

Is recommended to review all this settings and change them if necessary to match the current OTRS configuration.

5.2. In the iPhone application

Download and install OTRS App from iTunes Store or App Store application in your iPhone or iPod Touch.

Add a new OTRS account in the OTRS App Account Manager. The URL must be http(s)://<FQDN>/<ScriptAlias>/json.pl.

You should use same User and Password in OTRS web application

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6. Configuration

The following configuration options can or need to be changed via SysConfig.

6.1. iPhone::DebugLog

Group: iPhone, Subgroup: Core::Log.

Allows to enable a special log for all communication between iPhone and OTRS.

6.2. iPhone::LogFile

Group: iPhone, Subgroup: Core::Log.

Defines the path and file name for the degug log file. This file will be automatically created by the system, if it doesn't exist.

6.3. iPhone::Frontend::AgentTicketPhone###TicketType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the ticket type of new phone tickets in the iPhone interface (Ticket::Type needs to be activated).

6.4. iPhone::Frontend::AgentTicketPhone###Service

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the service of new phone tickets in the iPhone interface (Ticket::Service needs to be activated).

6.5. iPhone::Frontend::AgentTicketPhone###Owner

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the ticket owner in the new phone ticket screen of the iPhone interface.

6.6. iPhone::Frontend::AgentTicketPhone###Responsible

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the responsible agent of the ticket in the new phone ticket screen of the iPhone interface..

6.7. iPhone::Frontend::AgentTicketPhone###CustomerID

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the customer id in the new phone ticket screen of the iPhone interface..

6.8. iPhone::Frontend::AgentTicketPhone###State

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Allows to set a new ticket state in the new phone ticket ticket screen of the iPhone interface.

6.9. iPhone::Frontend::AgentTicketPhone###StateDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the default next state for new phone tickets in the iPhone interface.

6.10. iPhone::Frontend::AgentTicketPhone###PriorityDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Defines the default ticket priority in the new phone ticket screen of the iPhone interface.

6.11. iPhone::Frontend::AgentTicketPhone###ArticleTypeDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Defines the default type of the ticket in the new phone ticket screen of the iPhone interface.

6.12. iPhone::Frontend::AgentTicketPhone###SenderType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the default sender type for new phone ticket in the iPhone interface.

6.13. iPhone::Frontend::AgentTicketPhone###TimeUnits

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Sets the time units in the new phone ticket screen of the iPhone interface.

6.14. iPhone::Frontend::AgentTicketPhone###TicketFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewPhone.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.15. iPhone::Frontend::AgentTicketPhone###TicketFreeTime

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewPhone.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.16. iPhone::Frontend::AgentTicketPhone###ArticleFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewPhone.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.17. iPhone::Frontend::AgentTicketPhone###HistoryType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Defines the history type for the new phone ticket screen action, which gets used for ticket history in the iPhone interface.

6.18. iPhone::Frontend::AgentTicketPhone###HistoryComment

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Defines the history comment for the new phone ticket screen action, which gets used for ticket history in the iPhone interface.

6.19. iPhone::Frontend::AgentTicketPhone###DynamicField

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewPhone.

Dynamic fields shown in the new phone ticket screen of the iPhone interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

6.20. iPhone::Frontend::AgentTicketNote###Permission

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Required permissions to use the ticket note screen in the iPhone interface.

6.21. iPhone::Frontend::AgentTicketNote###RequiredLock

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines if a ticket lock is required in the ticket note screen of the iPhone interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

6.22. iPhone::Frontend::AgentTicketNote###TicketType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the ticket type in the ticket note screen of the iPhone interface (Ticket::Type needs to be activated).

6.23. iPhone::Frontend::AgentTicketNote###Service

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the service in the ticket note screen of the iPhone interface (Ticket::Service needs to be activated).

6.24. iPhone::Frontend::AgentTicketNote###Owner

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the ticket owner in the ticket note screen of the iPhone interface.

6.25. iPhone::Frontend::AgentTicketNote###Responsible

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the responsible agent of the ticket in the ticket note screen of the iPhone interface.

6.26. iPhone::Frontend::AgentTicketNote###State

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

If a note is added by an agent, sets the state of a ticket in the ticket note screen of the iPhone interface.

6.27. iPhone::Frontend::AgentTicketNote###StateType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines the next state of a ticket after adding a note, in the ticket note screen of the iPhone interface.

6.28. iPhone::Frontend::AgentTicketNote###StateDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines the default next state of a ticket after adding a note, in the ticket note screen of the iPhone interface.

6.29. iPhone::Frontend::AgentTicketNote###Note

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Allows adding notes in the ticket note screen of the iPhone interface.

6.30. iPhone::Frontend::AgentTicketNote###Subject

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the default subject for notes added in the ticket note screen of the iPhone interface.

6.31. iPhone::Frontend::AgentTicketNote###Body

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the default body text for notes added in the ticket note screen of the iPhone interface.

6.32. iPhone::Frontend::AgentTicketNote###ArticleTypeDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines the default type of the note in the ticket note screen of the iPhone interface.

6.33. iPhone::Frontend::AgentTicketNote###ArticleTypes

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Specify the different note types, that you want to use in your system.

6.34. iPhone::Frontend::AgentTicketNote###Priority

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Shows the ticket priority options in the ticket note screen of the iPhone interface.

6.35. iPhone::Frontend::AgentTicketNote###PriorityDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines the default ticket priority in the ticket note screen of the iPhone interface.

6.36. iPhone::Frontend::AgentTicketNote###Title

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Shows the title fields in the ticket note screen of the iphone interface.

6.37. iPhone::Frontend::AgentTicketNote###TimeUnits

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Sets the time units in the ticket note screen of the iPhone interface.

6.38. iPhone::Frontend::AgentTicketNote###TicketFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewNote.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.39. iPhone::Frontend::AgentTicketNote###TicketFreeTime

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewNote.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.40. iPhone::Frontend::AgentTicketNote###ArticleFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewNote.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.41. iPhone::Frontend::AgentTicketNote###HistoryType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines the history type for the ticket note screen action, which gets used for ticket history in the iPhone interface.

6.42. iPhone::Frontend::AgentTicketNote###HistoryComment

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Defines the history comment for the ticket note screen action, which gets used for ticket history in the iPhone interface.

6.43. iPhone::Frontend::AgentTicketNote###DynamicField

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewNote.

Dynamic fields shown in the ticket note screen of the iPhone interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

6.44. iPhone::Frontend::AgentTicketClose###Permission

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Required permissions to use the close ticket screen in the iPhone interface.

6.45. iPhone::Frontend::AgentTicketClose###RequiredLock

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines if a ticket lock is required in the close ticket screen of the iPhone interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

6.46. iPhone::Frontend::AgentTicketClose###TicketType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the ticket type in the close ticket screen of the iPhone interface (Ticket::Type needs to be activated).

6.47. iPhone::Frontend::AgentTicketClose###Service

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the service in the close ticket screen of the iPhone interface (Ticket::Service needs to be activated).

6.48. iPhone::Frontend::AgentTicketClose###Owner

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the ticket owner in the close ticket screen of the iPhone interface.

6.49. iPhone::Frontend::AgentTicketClose###Responsible

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the responsible agent of the ticket in the close ticket screen of the iPhone interface.

6.50. iPhone::Frontend::AgentTicketClose###State

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

If a note is added by an agent, sets the state of a ticket in the close ticket screen of the iPhone interface.

6.51. iPhone::Frontend::AgentTicketClose###StateType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines the next state of a ticket after adding a note, in the close ticket screen of the iPhone interface.

6.52. iPhone::Frontend::AgentTicketClose###StateDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines the default next state of a ticket after adding a note, in the close ticket screen of the iPhone

interface.

6.53. iPhone::Frontend::AgentTicketClose###Note

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Allows adding notes in the close ticket screen of the iPhone interface.

6.54. iPhone::Frontend::AgentTicketClose###Subject

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the default subject for notes added in the close ticket screen of the iPhone interface.

6.55. iPhone::Frontend::AgentTicketClose###Body

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the default body text for notes added in the close ticket screen of the iPhone interface.

6.56. iPhone::Frontend::AgentTicketClose###ArticleTypeDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines the default type of the note in the close ticket screen of the iPhone interface.

6.57. iPhone::Frontend::AgentTicketClose###ArticleTypes

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Specifies the different note types that will be used in the system.

6.58. iPhone::Frontend::AgentTicketClose###Priority

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Shows the ticket priority options in the close ticket screen of the iPhone interface.

6.59. iPhone::Frontend::AgentTicketClose###PriorityDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines the default ticket priority in the close ticket screen of the iPhone interface.

6.60. iPhone::Frontend::AgentTicketClose###Title

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Shows the title fields in the close ticket screen of the iPhone interface.

6.61. iPhone::Frontend::AgentTicketClose###TimeUnits

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Sets the time units in the close ticket screen of the iPhone interface.

6.62. iPhone::Frontend::AgentTicketClose###TicketFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewClose.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.63. iPhone::Frontend::AgentTicketClose###TicketFreeTime

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewClose.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.64. iPhone::Frontend::AgentTicketClose###ArticleFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewClose.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.65. iPhone::Frontend::AgentTicketClose###HistoryType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines the history type for the close ticket screen action, which gets used for ticket history in the iPhone interface.

6.66. iPhone::Frontend::AgentTicketClose###HistoryComment

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Defines the history comment for the close ticket screen action, which gets used for ticket history in the iPhone interface.

6.67. iPhone::Frontend::AgentTicketClose###DynamicField

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewClose.

Dynamic fields shown in the ticket close screen of the iPhone interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

6.68. iPhone::Frontend::AgentTicketCompose###Permission

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Required permissions to use the ticket compose screen in the iPhone interface.

6.69. iPhone::Frontend::AgentTicketCompose###RequiredLock

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Defines if a ticket lock is required in the ticket compose screen of the iPhone interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

6.70. iPhone::Frontend::AgentTicketCompose###State

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

If a note is added by an agent, sets the state of a ticket if it is composed / answered in the ticket compose screen of the iPhone interface.

6.71. iPhone::Frontend::AgentTicketCompose###StateDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Defines the default next state of a ticket if it is composed / answered in the ticket compose screen of the iPhone interface.

6.72. iPhone::Frontend::AgentTicketCompose###StateType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Defines the next possible states after composing / answering a ticket in the ticket compose screen of the iPhone interface.

6.73. iPhone::Frontend::AgentTicketCompose###ComposeAddCustomerAddress

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Adds customers email addresses to recipients in the ticket compose screen of the iPhone interface.

6.74. iPhone::Frontend::AgentTicketCompose###ComposeReplaceSenderAddress

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Replaces the original sender with current customer's email address on compose answer in the ticket compose screen of the iPhone interface.

6.75. iPhone::Frontend::AgentTicketCompose###ComposeExcludeCcRecipients

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Uses Cc recipients in reply Cc list on compose an email answer in the ticket compose screen of the iPhone interface.

6.76. iPhone::Frontend::AgentTicketCompose###TimeUnits

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose

Sets the time units in the ticket compose screen of the iPhone interface.

6.77. iPhone::Frontend::AgentTicketCompose###TicketFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewCompose.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.78. iPhone::Frontend::AgentTicketCompose###TicketFreeTime

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewCompose.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.79. iPhone::Frontend::AgentTicketCompose###ArticleFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewCompose.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.80. iPhone::Frontend::AgentTicketCompose###DynamicField

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewCompose.

Dynamic fields shown in the ticket compose screen of the iPhone interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

6.81. iPhone::Frontend::AgentTicketMove###Permission

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Required permissions to use the move ticket screen in the iPhone interface.

6.82. iPhone::Frontend::AgentTicketMove###RequiredLock

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Defines if a ticket lock is required in the move ticket screen of the iPhone interface (if the ticket isn't locked yet, the ticket gets locked and the current agent will be set automatically as its owner).

6.83. iPhone::Frontend::AgentTicketMove###Owner

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Sets the ticket owner in the move ticket screen of the iPhone interface.

6.84. iPhone::Frontend::AgentTicketMove###State

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Allows to set a new ticket state in the move ticket screen of the iPhone interface.

6.85. iPhone::Frontend::AgentTicketMove###StateType

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Defines the next state of a ticket after being moved to another queue, in the move ticket screen of the iPhone interface.

6.86. iPhone::Frontend::AgentTicketMove###StateDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Defines the default next state of a ticket after adding a note, in the move ticket screen of the iPhone interface.

6.87. iPhone::Frontend::AgentTicketMove###Priority

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Shows the ticket priority options in the move ticket screen of the iPhone interface.

6.88. iPhone::Frontend::AgentTicketMove###PriorityDefault

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Defines the default ticket priority in the move ticket screen of the iPhone interface.

6.89. iPhone::Frontend::AgentTicketMove###TimeUnits

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove

Sets the time units in the move ticket screen of the iPhone interface.

6.90. iPhone::Frontend::AgentTicketMove###TicketFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewMove.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.91. iPhone::Frontend::AgentTicketMove###TicketFreeTime

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewMove.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.92. iPhone::Frontend::AgentTicketMove###ArticleFreeText

Group: Z_iPhone_Deprecated, Subgroup: Frontend::Agent::Ticket::ViewMove.

DEPRECATED! This setting is not used any more and will be removed in a future version of OTRS.

6.93. iPhone::Frontend::AgentTicketMove###DynamicField

Group: iPhone, Subgroup: Frontend::Agent::Ticket::ViewMove.

Dynamic fields shown in the ticket move screen of the iPhone interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.

7. Contacts

Persons involved in the the implementation of the package.

7.1. OTRS AG

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8. Manifest

This Manifest lists all files (with filename and file permissions) which are included in the package.

8.1. File List

- (755) bin/cgi-bin/json.pl
- (644) Kernel/Config/Files/iPhone_Deprecated.xml
- (644) Kernel/Config/Files/iPhone.xml
- (644) Kernel/System/DynamicField/iPhone/Backend/Checkbox.pm
- (644) Kernel/System/DynamicField/iPhone/Backend/Date.pm
- (644) Kernel/System/DynamicField/iPhone/Backend/DateTime.pm
- (644) Kernel/System/DynamicField/iPhone/Backend/Dropdown.pm
- (644) Kernel/System/DynamicField/iPhone/Backend/Multiselect.pm
- (644) Kernel/System/DynamicField/iPhone/Backend/Text.pm
- (644) Kernel/System/DynamicField/iPhone/Backend/TextArea.pm
- (644) Kernel/System/DynamicField/iPhone/iPhoneBackend.pm
- (644) var/packagesetup/iPhoneHandle.pm
- (644) Kernel/System/iPhone.pm

9. List of Changes

1.1.1 / 2012-03-13 04:23:29

- Build for iPhoneHandle 1.1.1.

1.0.91 / 2012-03-06 03:33:43

- First version for OTRS 3.1.x.