<?xml version="1.0" encoding="utf-8"?>

<otrs\_config version="1.0" init="Application">

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###Priority" Required="1" Valid="1">

<Description Translatable="1">Sets the default priority for new phone tickets in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<ValidateModule>Kernel::System::SysConfig::PriorityValidate</ValidateModule>

<Setting>

<String Regex="">3 normal</String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###ArticleType" Required="1" Valid="1">

<Description Translatable="1">Sets the default article type for new phone tickets in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex="">phone</String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###SenderType" Required="1" Valid="1">

<Description Translatable="1">Sets the default sender type for new phone ticket in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex="">customer</String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###AllowMultipleFrom" Required="1" Valid="1">

<Description Translatable="1">Controls if more than one from entry can be set in the new phone ticket in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<Option SelectedID="1">

<Item Key="0" Translatable="1">No</Item>

<Item Key="1" Translatable="1">Yes</Item>

</Option>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###Subject" Required="1" Valid="1">

<Description Translatable="1">Sets the default subject for new phone tickets (e.g. 'Phone call') in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex=""></String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###Body" Required="1" Valid="1">

<Description Translatable="1">Sets the default note text for new telephone tickets. E.g 'New ticket via call' in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<TextArea></TextArea>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###StateDefault" Required="1" Valid="1">

<Description Translatable="1">Sets the default next state for new phone tickets in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<ValidateModule>Kernel::System::SysConfig::StateValidate</ValidateModule>

<Setting>

<String Regex="">open</String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###StateType" Required="1" Valid="1">

<Description Translatable="1">Determines the next possible ticket states, after the creation of a new phone ticket in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<Array>

<Item>open</Item>

<Item>closed</Item>

</Array>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###HistoryType" Required="1" Valid="1">

<Description Translatable="1">Defines the history type for the phone ticket screen action, which gets used for ticket history in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex="">PhoneCallCustomer</String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###HistoryComment" Required="1" Valid="1">

<Description Translatable="1">Defines the history comment for the phone ticket screen action, which gets used for ticket history in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex=""></String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###SplitLinkType" Required="0" Valid="1">

<Description Translatable="1">Sets the default link type of splitted tickets in the agent interface.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<Hash>

<Item Key="LinkType">ParentChild</Item>

<Item Key="Direction">Target</Item>

</Hash>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###ServiceMandatory" Required="0" Valid="1">

<Description Translatable="1">Sets if service must be selected by the agent.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<Option SelectedID="0">

<Item Key="0" Translatable="1">No</Item>

<Item Key="1" Translatable="1">Yes</Item>

</Option>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###SLAMandatory" Required="0" Valid="1">

<Description Translatable="1">Sets if SLA must be selected by the agent.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<Option SelectedID="0">

<Item Key="0" Translatable="1">No</Item>

<Item Key="1" Translatable="1">Yes</Item>

</Option>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###DynamicField" Required="0" Valid="1">

<Description Translatable="1">Dynamic fields shown in the ticket phone screen of the agent interface. Possible settings: 0 = Disabled, 1 = Enabled, 2 = Enabled and required.</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<Hash>

</Hash>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###RichTextWidth" Required="0" Valid="1">

<Description Translatable="1">Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex="^\d+%?$">620</String>

</Setting>

</ConfigItem>

<ConfigItem Name="Ticket::Frontend::AgentQuickticketMaske###RichTextHeight" Required="0" Valid="1">

<Description Translatable="1">Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).</Description>

<Group>Ticket</Group>

<SubGroup>Frontend::Agent::Ticket::ViewQuickticketNew</SubGroup>

<Setting>

<String Regex="^\d+%?$">320</String>

</Setting>

</ConfigItem>

</otrs\_config>