

# FirstArticleToDynamicField

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<b>Categoria:</b>	OTRS::Add Ons Complemento	<b>Última atualização:</b>	Seg 28 Set 18:04:11 2020
<b>Estado:</b>	public (all)		
<b>Idioma:</b>	en		

## Solução (público)

### 1. What it does

This AddOn create a Generic Agent Module that can be used for storing the first article's body of a Ticket in a Dynamic Field. It is usually the request made by a customer.

You can use it to create a specific report or even show this information in the Ticket Visualization Screen on a process , like this:

- 1 - First article of the ticket;
- 2 - Dynamic Field containing the first article body;
- 3 - Dynamic Field popup, fired by clicking on "+" sign on the right side of the field.

### 2. Installation

Install this package using OTRS Package Manager or Complemento Enterprise Subscription.

### 3. Setup

After the installation, you first need to create a Text Area dynamic field for the ticket object. Go to Admin menu, then Dynamic Fields. Click on the dropdown right bellow of "Ticket" and choose Textarea:

Give your Dynamic Field a name and a label, then store it.

Now, you need to create a Generic Agent job, that will be fired on TicketCreate Event, just like that:

Scroll down the Generic Agent job creation screen to "Execute Custom Module" section. Open it and set the following information to it's fields:

Module

Kernel::System::GenericAgent::FirstArticleToDynamicField

Param 1 key

DynamicField

Param 1 value

Your Dynamic Field name (FirstArticle in our example)

## Sintoma (público)

## Problema (público)