

DynamicView - EN

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Estado:	public (all)		
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Solução (público)

Dynamic View This module adds to the system a new way to display the tickets, allowing enabling filters to be applied, providing a customized view.
Installation Click Admin button, and then, go to the Package Manager in System Administration block.

The system will open the Package Manager, in that it is possible to install new add-ons. For this, click the Choose File button, located on the Actions block.

The system will open the File System Manager, select the DynamicView-X.X.X.opm package and then click the Install Package button.
Setup After installation, click the Admin button again and go to the Sysconfig option in the System Administration block.

In the new screen, go to the Actions block, and select the Setting Group Complemento-View, so in Result block, click the Frontend::Agent::Ticket::ViewComplementoViewFilters option.

The system displays the configuration parameters of the module. Here it is possible to edit which filters will be available for the agents at the time they are using the Dynamic View.

To show or hide a filter, just leave it checked or unchecked in the check box, as in the example below:

(In this case, as the check box is selected, the filter will be displayed.)

Adding Dynamic Fields as Filters

The Dynamic View allows also to add dynamic fields to the view.

For this, you must enable the parameter

Ticket::Frontend::AgentTicketComplementoViewFilters###AxDynamicField1 by clicking the check box, and then fill in the contents as follows:

After these settings, the Dynamic Filter will also be displayed as a filter option.

How to Use In the main panel, click the Tickets button and then click the submenu Complemento View.

The system displays an overview of tickets, in which it is possible to apply the configured filters.

Sintoma (público)

Problema (público)