



OTRS
Open Technology
Real Services

Documentation

FAQ

The FAQ/knowledge base. Version 6.0.23 Edition

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Preface

The FAQ Module is an OTRS extension providing an FAQ or rather a knowledge database.

It facilitates speeding-up the knowledge transfer between agents or (using a public web interface) between organizations and their customers, therefore effectively saving time.

If you have questions regarding this document or if you need further information, please log in to our customer portal at portal.otrs.com with your OTRS ID and create a ticket. You do not have an OTRS ID yet? Register [here for free](#).



Chapter 1. Feature List

1. FAQ Explorer

Intuitive navigation and flexible mapping of theme hierarchies within the FAQ Explorer enable easy navigation through the database.

2. WYSIWYG Editor

Using the WYSIWYG Editor you can change the formatting of articles and include screen shots or images.

3. FAQ Articles

FAQ articles with various attributes like "Symptom", "Problem", "Solution", "Title", "Language", "Category", "Keywords", "State", "Created" and "Changed"

4. FAQ Attachments

You can add attachments to FAQ articles, which are available in the customer interface, too (e. g. user guides in pdf format).

5. Agent And Customer Interfaces

Using the FAQ state you can determine the interface(s), in which an FAQ article should be displayed. Articles with their state set to "internal" are only visible for agents via the Agent Interface; Articles whose state is set to "external" are also displayed in the protected customer section, and articles tagged as "public" are available in the non-protected public area as well.

6. Comfortable Navigation / Clickable Keywords

The key words feature enables comfortable navigation to alternative articles using clickable key words.

7. Linked Objects

FAQ articles can be linked to other objects such as tickets, FAQ articles or (CMDB) configuration items.

8. Full-text And Quick Search

You can execute a full-text and quick search in the entire knowledge database. You can also use OTRS operators for "AND" or "OR" relations.

9. Top 10 Articles

An overview showing the Top 10 most often accessed, most recently generated and most recently changed articles.

10. Ranking / Voting Of FAQ Articles

A personal ranking / voting of FAQ articles providing other users with information about the quality of FAQ articles.

11. This might be helpful (agent and customer ticket creation)

An additional widget for the customer ticket creation providing you helpful faq article related for the insert subject and text.

12. Inserting FAQ Articles In OTRS Replies

You can insert FAQ articles (including images and attachments) in new tickets or replies you generate in OTRS.

13. Release Workflow

Workflow to release FAQ articles that have been newly generated or changed.

14. RSS Feeds For Public FAQ Articles

In the public area, an option is provided to subscribe to RSS Feeds providing information about changes in FAQ articles.

15. OpenSearch Format

The FAQ Module supports Open Search format (enabling quick searches directly from the browser).

16. Create Links Using The Category Name

From FAQ 2.2.x it is possible to refer to FAQ items by creating a link for web browser using the category name instead of just the category ID

To be able to use this feature just replace the CategoryID parameter with Category parameter in your current links. Category parameter is the full category path, each sub-category is separated by "::" (which is also called the "Category Long Name"). Imagine the following category tree:

```
| --GrandParent
|   |--Parent
|   |--|Son
```

To create a link to the "Son" category we need to specify the following path: Category=Grand-Parent::Parent::Son.

See the link examples below:

from: <http://localhost/otrs/index.pl?Action=AdminFAQExplorer;CategoryID=1>

to: <http://localhost/otrs/index.pl?Action=AdminFAQExplorer;Category=Misc>

Other Examples:

<http://localhost/otrs/index.pl?Action=AdminFAQExplorer;Category=My%20Category>

<http://localhost/otrs/index.pl?Action=CustomerFAQExplorer;Category=GrandParent::Parent::Son>

<http://localhost/otrs/index.pl?Action=PublicFAQExplorer;Category=My%20Category::Subcategory>

17. Generic Interface FAQ Connector For Public Interface

Allow you to use the functions for FAQ public interface via OTRS Generic Interface by adding the following operations.

- LanguageList

This operation returns the list of all FAQ languages available in the system. The response of this operation is a list of languages including the ID and Name for each language.

- PublicCategoryList

This operation is used to get the system FAQ categories that have at least one public FAQ item, as a consequence also the category ancestors are also listed even if they don't have any public FAQ item. The output of this operation is a list of categories including ID and Name for each category.

- PublicFAQSearch

By using this operation is possible to perform a FAQ search for the public FAQ items using the same search parameters as in the public web interface. It will return a list of IDs for matched FAQ items.

- PublicFAQGet

This operation can be used to easily obtain one or more FAQ items. The response will one or more main containers called 'FAQItem' that has all the FAQ item information, including attachments, each attachment is represented by an 'Attachment' sub-containers and they could be more than one.

Note

Please take a look into the appendix: Generic Interface FAQ Connector Configuration below to learn more about how to activate this feature, as well as the appendix: Generic Interface FAQ Connector API for details on using the above functions.

18. Dynamic Fields for FAQ

From FAQ 4, basic Dynamic Fields (Text, TextArea, Checkbox, Dropdown, Multiselect, Date and Date/Time) has been implemented for FAQ items. Its creation, behavior and configuration is similar to the Dynamic Fields for Ticket.

Already created Dynamic Fields can not be used for FAQ, new Dynamic Fields for FAQ (exclusively) has to be created (Same as Ticket and Article Dynamic Fields).

Dynamic Fields extend FAQ by adding multiple options to store and present information on FAQ Items, beyond the normal fields (e.g. Symptom, Problem, Solution, etc.).

Chapter 2. System Requirements

1. Framework

The following OTRS framework is required:

- 6.0.23

2. Packages

The following packages are required:

- None

3. Operating System

This package requires one of the following operating systems:

- None

4. Third Party Software

This third party software is required to use this package:

- None.

Chapter 3. Installation

The following instructions explain how to install the package.

After having successfully completed the installation, please follow the instructions provided in the chapter "First steps".

1. Admin Interface

Please use the following URL to install the package utilizing the Admin Interface (please note that you need to be in the "admin" group).

<http://localhost/otrs/index.pl?Action=AdminPackageManager>

2. Command Line

Whenever you cannot use the Admin Interface for whatever reason, you may use the following command line tool ("bin/otrs.Console.pl Admin::Package::Install") instead.

```
shell> bin/otrs.Console.pl Admin::Package::Install /path/to/FAQ-6.0.23.opm
```

Chapter 4. Configuration

1. General

The package can be configured via the SysConfig in the Admin Interface. The following configuration options are available:

1.1. **CustomerFrontend::HeaderMetaModule###3-FAQSearch.**

Navigation: Frontend::Customer.

Module to generate HTML OpenSearch profile for short FAQ search in the customer interface.

1.2. **CustomerFrontend::Module###CustomerFAQExplorer.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

1.3. **CustomerFrontend::Module###CustomerFAQPrint.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

1.4. **CustomerFrontend::Module###CustomerFAQRelatedArticles.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

1.5. **CustomerFrontend::Module###CustomerFAQSearch.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

1.6. **CustomerFrontend::Module###CustomerFAQZoom.**

Navigation: Frontend::Customer::ModuleRegistration.

Frontend module registration for the customer interface.

1.7. **CustomerFrontend::Navigation###CustomerFAQExplorer###002-FAQ.**

Navigation: Frontend::Customer::ModuleRegistration::MainMenu.

Main menu item registration.

1.8. **CustomerFrontend::Navigation###CustomerFAQSearch###002-FAQ.**

Navigation: Frontend::Customer::ModuleRegistration::MainMenu.

Main menu item registration.

1.9. **DashboardBackend###0398-FAQ-LastChange.**

Navigation: Frontend::Agent::View::Dashboard.

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: ad-

min;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

1.10. DashboardBackend###0399-FAQ-LastCreate.

Navigation: Frontend::Agent::View::Dashboard.

Defines the parameters for the dashboard backend. "Limit" defines the number of entries displayed by default. "Group" is used to restrict access to the plugin (e. g. Group: admin;group1;group2;). "Default" indicates if the plugin is enabled by default or if the user needs to enable it manually.

1.11. DynamicFields::ObjectType###FAQ.

Navigation: Core::DynamicFields::ObjectTypeRegistration.

DynamicField object registration.

1.12. FAQ::Agent::StateTypes.

Navigation: Frontend::Agent.

List of state types which can be used in the agent interface.

1.13. FAQ::ApprovalGroup.

Navigation: Core::FAQ::Approval.

Group for the approval of FAQ articles.

1.14. FAQ::ApprovalQueue.

Navigation: Core::FAQ::Approval.

Queue for the approval of FAQ articles.

1.15. FAQ::ApprovalRequired.

Navigation: Core::FAQ::Approval.

New FAQ articles need approval before they get published.

1.16. FAQ::ApprovalTicketBody.

Navigation: Core::FAQ::Approval.

Ticket body for approval of FAQ article.

1.17. FAQ::ApprovalTicketDefaultState.

Navigation: Core::FAQ::Approval.

Default state of tickets for the approval of FAQ articles.

1.18. FAQ::ApprovalTicketPriority.

Navigation: Core::FAQ::Approval.

Default priority of tickets for the approval of FAQ articles.

1.19. FAQ::ApprovalTicketSubject.

Navigation: Core::FAQ::Approval.

Ticket subject for approval of FAQ article.

1.20. FAQ::ApprovalTicketType.

Navigation: Core::FAQ::Approval.

Default type of tickets for the approval of FAQ articles.

1.21. FAQ::CacheTTL.

Navigation: Core::FAQ.

Cache Time To Leave for FAQ items.

1.22. FAQ::Customer::RelatedArticles::Enabled.

Navigation: Core::FAQ::RelatedArticles.

Enable the related article feature for the customer frontend.

1.23. FAQ::Customer::StateTypes.

Navigation: Frontend::Customer.

List of state types which can be used in the customer interface.

1.24. FAQ::Default::Language.

Navigation: Core::FAQ.

Default language for FAQ articles on single language mode.

1.25. FAQ::Default::RootCategoryComment.

Navigation: Core::FAQ.

Default category name.

1.26. FAQ::Default::RootCategoryName.

Navigation: Core::FAQ.

Default category name.

1.27. FAQ::Default::State.

Navigation: Core::FAQ.

Default state for FAQ entry.

1.28. FAQ::Explorer::ItemList::VotingResultColors.

Navigation: Core::FAQ::Explorer.

CSS color for the voting result.

1.29. FAQ::Explorer::ItemList::VotingResultDecimalPlaces.

Navigation: Core::FAQ::Explorer.

Decimal places of the voting result.

1.30. FAQ::Explorer::LastChange::Limit.

Navigation: Core::FAQ::Explorer.

Number of shown items in last changes.

1.31. FAQ::Explorer::LastChange::Show.

Navigation: Core::FAQ::Explorer.

Show last change items in defined interfaces.

1.32. FAQ::Explorer::LastChange::ShowSubCategoryItems.

Navigation: Core::FAQ::Explorer.

Show items of subcategories.

1.33. FAQ::Explorer::LastCreate::Limit.

Navigation: Core::FAQ::Explorer.

Number of shown items in last created.

1.34. FAQ::Explorer::LastCreate::Show.

Navigation: Core::FAQ::Explorer.

Show last created items in defined interfaces.

1.35. FAQ::Explorer::LastCreate::ShowSubCategoryItems.

Navigation: Core::FAQ::Explorer.

Show items of subcategories.

1.36. FAQ::Explorer::Path::Show.

Navigation: Core::FAQ::Explorer.

Show FAQ path yes/no.

1.37. FAQ::Explorer::QuickSearch::Show.

Navigation: Core::FAQ::Explorer.

Interfaces where the quick search should be shown.

1.38. FAQ::Explorer::Top10::Limit.

Navigation: Core::FAQ::Explorer.

Number of shown items in the top 10 feature.

1.39. FAQ::Explorer::Top10::Show.

Navigation: Core::FAQ::Explorer.

Show top 10 items in defined interfaces.

1.40. FAQ::Explorer::Top10::ShowSubCategoryItems.

Navigation: Core::FAQ::Explorer.

Show items of subcategories.

1.41. FAQ::FAQHook.

Navigation: Core::FAQ.

The identifier for a FAQ, e.g. FAQ#, KB#, MyFAQ#. The default is FAQ#.

1.42. FAQ::Frontend::AgentFAQAdd###DynamicField.

Navigation: Frontend::Agent::View::FAQAdd.

Dynamic fields shown in the FAQ add screen of the agent interface.

1.43. FAQ::Frontend::AgentFAQAdd###RichTextHeight.

Navigation: Frontend::Agent::View::FAQAdd.

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

1.44. FAQ::Frontend::AgentFAQAdd###RichTextWidth.

Navigation: Frontend::Agent::View::FAQAdd.

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

1.45. FAQ::Frontend::AgentFAQEdit###DynamicField.

Navigation: Frontend::Agent::View::FAQEdit.

Dynamic fields shown in the FAQ edit screen of the agent interface.

1.46. FAQ::Frontend::AgentFAQEdit###RichTextHeight.

Navigation: Frontend::Agent::View::FAQEdit.

Defines the height for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

1.47. FAQ::Frontend::AgentFAQEdit###RichTextWidth.

Navigation: Frontend::Agent::View::FAQEdit.

Defines the width for the rich text editor component for this screen. Enter number (pixels) or percent value (relative).

1.48. FAQ::Frontend::AgentFAQExplorer###Order::Default.

Navigation: Frontend::Agent::View::FAQExplorer.

Defines the default FAQ order in the FAQ Explorer result of the agent interface. Up: oldest on top. Down: latest on top.

1.49. FAQ::Frontend::AgentFAQExplorer###SearchLimit.

Navigation: Frontend::Agent::View::FAQExplorer.

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the agent interface.

1.50. FAQ::Frontend::AgentFAQExplorer###ShowColumns.

Navigation: Frontend::Agent::View::FAQExplorer.

Defines the shown columns in the FAQ Explorer. This option has no effect on the position of the column.

1.51. FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems.

Navigation: Frontend::Agent::View::FAQExplorer.

Show invalid items in the FAQ Explorer result of the agent interface.

1.52. FAQ::Frontend::AgentFAQExplorer###SortBy::Default.

Navigation: Frontend::Agent::View::FAQExplorer.

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the agent interface.

1.53. FAQ::Frontend::AgentFAQExplorer###TitleSize.

Navigation: Frontend::Agent::View::FAQExplorer.

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the agent interface.

1.54. FAQ::Frontend::AgentFAQJournal###JournalLimit.

Navigation: Frontend::Agent::View::FAQJournal.

Maximum number of FAQ articles to be displayed in the FAQ journal in the agent interface.

1.55. FAQ::Frontend::AgentFAQJournal###ShowColumns.

Navigation: Frontend::Agent::View::FAQJournal.

Defines the shown columns in the FAQ journal. This option has no effect on the position of the column.

1.56. FAQ::Frontend::AgentFAQJournal###TitleSize.

Navigation: Frontend::Agent::View::FAQJournal.

Maximum size of the titles in a FAQ article to be shown in the FAQ journal in the agent interface.

1.57. FAQ::Frontend::AgentFAQPrint###DynamicField.

Navigation: Frontend::Agent::View::FAQPrint.

Dynamic fields shown in the FAQ print screen of the agent interface.

1.58. FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.59. FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.60. FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.61. FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.62. FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.63. FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.64. FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.65. FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.66. FAQ::Frontend::AgentFAQSearch###Defaults###Keyword.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.67. FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.68. FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.69. FAQ::Frontend::AgentFAQSearch###Defaults###Number.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.70. FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.71. FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.72. FAQ::Frontend::AgentFAQSearch###Defaults###Title.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.73. FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.74. FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default shown FAQ search attribute for FAQ search screen.

1.75. FAQ::Frontend::AgentFAQSearch###DynamicField.

Navigation: Frontend::Agent::View::FAQSearch.

Dynamic fields shown in the FAQ search screen of the agent interface.

1.76. FAQ::Frontend::AgentFAQSearch###Order::Default.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default FAQ order of a search result in the agent interface. Up: oldest on top. Down: latest on top.

1.77. FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField.

Navigation: Frontend::Agent::View::FAQSearch.

Dynamic Fields used to export the search result in CSV format.

1.78. FAQ::Frontend::AgentFAQSearch###SearchLimit.

Navigation: Frontend::Agent::View::FAQSearch.

Maximum number of FAQ articles to be displayed in the result of a search in the agent interface.

1.79. FAQ::Frontend::AgentFAQSearch###ShowColumns.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the shown columns in the FAQ search. This option has no effect on the position of the column.

1.80. FAQ::Frontend::AgentFAQSearch###SortBy::Default.

Navigation: Frontend::Agent::View::FAQSearch.

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the agent interface.

1.81. FAQ::Frontend::AgentFAQSearch###TitleSize.

Navigation: Frontend::Agent::View::FAQSearch.

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the agent interface.

1.82. FAQ::Frontend::AgentFAQZoom###DynamicField.

Navigation: Frontend::Agent::View::FAQZoom.

Dynamic fields shown in the FAQ zoom screen of the agent interface.

1.83. FAQ::Frontend::AgentHTMLFieldHeightDefault.

Navigation: Frontend::Agent::View::FAQZoom.

Set the default height (in pixels) of inline HTML fields in AgentFAQZoom.

1.84. FAQ::Frontend::AgentHTMLFieldHeightMax.

Navigation: Frontend::Agent::View::FAQZoom.

Set the maximum height (in pixels) of inline HTML fields in AgentFAQZoom.

1.85. FAQ::Frontend::CustomerFAQExplorer###Order::Default.

Navigation: Frontend::Customer::View::FAQExplorer.

Defines the default FAQ order in the FAQ Explorer result of the customer interface. Up: oldest on top. Down: latest on top.

1.86. FAQ::Frontend::CustomerFAQExplorer###SearchLimit.

Navigation: Frontend::Customer::View::FAQExplorer.

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the customer interface.

1.87. FAQ::Frontend::CustomerFAQExplorer###SearchPageShown.

Navigation: Frontend::Customer::View::FAQExplorer.

Number of FAQ articles to be displayed in the FAQ Explorer of the customer interface.

1.88. FAQ::Frontend::CustomerFAQExplorer###SortBy::Default.

Navigation: Frontend::Customer::View::FAQExplorer.

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the customer interface.

1.89. FAQ::Frontend::CustomerFAQExplorer###TitleSize.

Navigation: Frontend::Customer::View::FAQExplorer.

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the customer interface.

1.90. FAQ::Frontend::CustomerFAQOverview###DynamicField.

Navigation: Frontend::Customer::FAQOverview.

Dynamic fields shown in the FAQ overview screen of the customer interface.

1.91. FAQ::Frontend::CustomerFAQPrint###DynamicField.

Navigation: Frontend::Customer::View::FAQPrint.

Dynamic fields shown in the FAQ print screen of the customer interface.

1.92. FAQ::Frontend::CustomerFAQRelatedArticles###DefaultLanguages.

Navigation: Frontend::Customer::FAQRelatedArticles.

The default languages for the related FAQ articles.

1.93. FAQ::Frontend::CustomerFAQRelatedArticles###QueuesEnabled.

Navigation: Frontend::Customer::FAQRelatedArticles.

List of queue names for which the related article feature is enabled.

1.94. FAQ::Frontend::CustomerFAQRelatedArticles###ShowLimit.

Navigation: Frontend::Customer::FAQRelatedArticles.

Output limit for the related FAQ articles.

1.95. FAQ::Frontend::CustomerFAQRelatedArticles###VoteStarsVisible.

Navigation: Frontend::Customer::FAQRelatedArticles.

Show the stars for the articles with a rating equal or greater like the defined value (set value '0' to deactivate the output).

1.96. FAQ::Frontend::CustomerFAQSearch###DynamicField.

Navigation: Frontend::Customer::View::FAQSearch.

Dynamic fields shown in the FAQ search screen of the customer interface.

1.97. FAQ::Frontend::CustomerFAQSearch###Order::Default.

Navigation: Frontend::Customer::View::FAQSearch.

Defines the default FAQ order of a search result in the customer interface. Up: oldest on top. Down: latest on top.

1.98. FAQ::Frontend::CustomerFAQSearch###SearchCSVDynamicField.

Navigation: Frontend::Customer::View::FAQSearch.

Dynamic Fields used to export the search result in CSV format.

1.99. FAQ::Frontend::CustomerFAQSearch###SearchLimit.

Navigation: Frontend::Customer::View::FAQSearch.

Maximum number of FAQ articles to be displayed in the result of a search in the customer interface.

1.100. FAQ::Frontend::CustomerFAQSearch###SearchPageShown.

Navigation: Frontend::Customer::View::FAQSearch.

Number of FAQ articles to be displayed on each page of a search result in the customer interface.

1.101. FAQ::Frontend::CustomerFAQSearch###SortBy::Default.

Navigation: Frontend::Customer::View::FAQSearch.

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the customer interface.

1.102. FAQ::Frontend::CustomerFAQSearch###TitleSize.

Navigation: Frontend::Customer::View::FAQSearch.

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the customer interface.

1.103. FAQ::Frontend::CustomerFAQZoom###DynamicField.

Navigation: Frontend::Customer::View::FAQZoom.

Dynamic fields shown in the FAQ zoom screen of the customer interface.

1.104. FAQ::Frontend::CustomerHTMLFieldHeightDefault.

Navigation: Frontend::Customer::View::FAQZoom.

Set the default height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

1.105. FAQ::Frontend::CustomerHTMLFieldHeightMax.

Navigation: Frontend::Customer::View::FAQZoom.

Set the maximum height (in pixels) of inline HTML fields in CustomerFAQZoom (and PublicFAQZoom).

1.106. FAQ::Frontend::JournalOverview###Small.

Navigation: Frontend::Agent::FAQJournalOverview.

Defines an overview module to show the small view of a FAQ journal.

1.107. FAQ::Frontend::MenuModule###000-Back.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to go back in the FAQ zoom view of the agent interface.

1.108. FAQ::Frontend::MenuModule###010-Edit.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to edit a FAQ in the its zoom view of the agent interface.

1.109. FAQ::Frontend::MenuModule###020-History.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to access the history of a FAQ in its zoom view of the agent interface.

1.110. FAQ::Frontend::MenuModule###030-Print.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu to print a FAQ in the its zoom view of the agent interface.

1.111. FAQ::Frontend::MenuModule###040-Link.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu that allows linking a FAQ with another object in the zoom view of such FAQ of the agent interface.

1.112. FAQ::Frontend::MenuModule###050-Delete.

Navigation: Frontend::Agent::View::FAQZoom::MenuModule.

Shows a link in the menu that allows to delete a FAQ in its zoom view in the agent interface.

1.113. FAQ::Frontend::Overview###Small.

Navigation: Frontend::Agent::FAQOverview.

Defines an overview module to show the small view of a FAQ list.

1.114. FAQ::Frontend::OverviewSmall###DynamicField.

Navigation: Frontend::Agent::FAQOverview.

Dynamic fields shown in the FAQ small format overview screen of the agent interface.

1.115. FAQ::Frontend::PublicFAQExplorer###Order::Default.

Navigation: Frontend::Public::View::FAQExplorer.

Defines the default FAQ order in the FAQ Explorer result of the public interface. Up: oldest on top. Down: latest on top.

1.116. FAQ::Frontend::PublicFAQExplorer###SearchLimit.

Navigation: Frontend::Public::View::FAQExplorer.

Maximum number of FAQ articles to be displayed in the FAQ Explorer result of the public interface.

1.117. FAQ::Frontend::PublicFAQExplorer###SearchPageShown.

Navigation: Frontend::Public::View::FAQExplorer.

Number of FAQ articles to be displayed in the FAQ Explorer of the public interface.

1.118. FAQ::Frontend::PublicFAQExplorer###SortBy::Default.

Navigation: Frontend::Public::View::FAQExplorer.

Defines the default FAQ attribute for FAQ sorting in the FAQ Explorer of the public interface.

1.119. FAQ::Frontend::PublicFAQExplorer###TitleSize.

Navigation: Frontend::Public::View::FAQExplorer.

Maximum size of the titles in a FAQ article to be shown in the FAQ Explorer in the public interface.

1.120. FAQ::Frontend::PublicFAQOverview###DynamicField.

Navigation: Frontend::Public::FAQOverview.

Dynamic fields shown in the FAQ overview screen of the public interface.

1.121. FAQ::Frontend::PublicFAQPrint###DynamicField.

Navigation: Frontend::Public::View::FAQPrint.

Dynamic fields shown in the FAQ print screen of the public interface.

1.122. FAQ::Frontend::PublicFAQSearch###DynamicField.

Navigation: Frontend::Public::View::FAQSearch.

Dynamic fields shown in the FAQ search screen of the public interface.

1.123. FAQ::Frontend::PublicFAQSearch###Order::Default.

Navigation: Frontend::Public::View::FAQSearch.

Defines the default FAQ order of a search result in the public interface. Up: oldest on top.
Down: latest on top.

1.124. FAQ::Frontend::PublicFAQSearch###SearchCSVDynamicField.

Navigation: Frontend::Public::View::FAQSearch.

Dynamic Fields used to export the search result in CSV format.

1.125. FAQ::Frontend::PublicFAQSearch###SearchLimit.

Navigation: Frontend::Public::View::FAQSearch.

Maximum number of FAQ articles to be displayed in the result of a search in the public interface.

1.126. FAQ::Frontend::PublicFAQSearch###SearchPageShown.

Navigation: Frontend::Public::View::FAQSearch.

Number of FAQ articles to be displayed on each page of a search result in the public interface.

1.127. FAQ::Frontend::PublicFAQSearch###SortBy::Default.

Navigation: Frontend::Public::View::FAQSearch.

Defines the default FAQ attribute for FAQ sorting in a FAQ search of the public interface.

1.128. FAQ::Frontend::PublicFAQSearch###TitleSize.

Navigation: Frontend::Public::View::FAQSearch.

Maximum size of the titles in a FAQ article to be shown in the FAQ Search in the public interface.

1.129. FAQ::Frontend::PublicFAQZoom###DynamicField.

Navigation: Frontend::Public::View::FAQZoom.

Dynamic fields shown in the FAQ zoom screen of the public interface.

1.130. FAQ::Item::Field1.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

1.131. FAQ::Item::Field2.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

1.132. FAQ::Item::Field3.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

1.133. FAQ::Item::Field4.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

1.134. FAQ::Item::Field5.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

1.135. FAQ::Item::Field6.

Navigation: Core::FAQ::Item.

Definition of FAQ item free text field.

1.136. FAQ::Item::HTML.

Navigation: Core::FAQ::Item.

Show FAQ Article with HTML.

1.137. FAQ::Item::Voting::Rates.

Navigation: Core::FAQ::Item::Voting.

Rates for voting. Key must be in percent.

1.138. FAQ::Item::Voting::Show.

Navigation: Core::FAQ::Item::Voting.

Show voting in defined interfaces.

1.139. FAQ::KeywordArticleList::SearchLimit.

Navigation: Core::FAQ::RelatedArticles.

Limit for the search to build the keyword FAQ article list.

1.140. FAQ::MultiLanguage.

Navigation: Core::FAQ.

Enable multiple languages on FAQ module.

1.141. FAQ::Public::StateTypes.

Navigation: Frontend::Public.

List of state types which can be used in the public interface.

1.142. FAQ::TicketCompose###IncludeInternal.

Navigation: Core::FAQ::TicketCompose.

Include internal fields on a FAQ based Ticket.

1.143. FAQ::TicketCompose###InsertMethod.

Navigation: Core::FAQ::TicketCompose.

Defines the information to be inserted in a FAQ based Ticket. "Full FAQ" includes text, attachments and inline images.

1.144. FAQ::TicketCompose###ShowFieldNames.

Navigation: Core::FAQ::TicketCompose.

Include the name of each field in a FAQ based Ticket.

1.145. FAQ::TicketCompose###ShowInsertLinkButton.

Navigation: Core::FAQ::TicketCompose.

Show "Insert FAQ Link" Button in AgentFAQZoomSmall for public FAQ Articles.

1.146. FAQ::TicketCompose###ShowInsertTextAndLinkButton.

Navigation: Core::FAQ::TicketCompose.

Show "Insert FAQ Text & Link" / "Insert Full FAQ & Link" Button in AgentFAQZoomSmall for public FAQ Articles.

1.147. FAQ::TicketCompose###ShowInsertTextButton.

Navigation: Core::FAQ::TicketCompose.

Show "Insert FAQ Text" / "Insert Full FAQ" Button in AgentFAQZoomSmall.

1.148. FAQ::TicketCompose###UpdateArticleSubject.

Navigation: Core::FAQ::TicketCompose.

Define if the FAQ title should be concatenated to article subject.

1.149. FAQ::TitleSize.

Navigation: Core::FAQ.

Default maximum size of the titles in a FAQ article to be shown.

1.150. FAQ::Voting.

Navigation: Core::FAQ.

Enable voting mechanism on FAQ module.

1.151. Frontend::HeaderMetaModule###3-FAQSearch.

Navigation: Frontend::Agent.

Module to generate html OpenSearch profile for short FAQ search.

1.152. Frontend::Module###AgentFAQAdd.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.153. Frontend::Module###AgentFAQCategory.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.154. Frontend::Module###AgentFAQDelete.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.155. Frontend::Module###AgentFAQEdit.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.156. Frontend::Module###AgentFAQExplorer.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.157. Frontend::Module###AgentFAQHistory.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.158. Frontend::Module###AgentFAQJournal.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.159. Frontend::Module###AgentFAQLanguage.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.160. Frontend::Module###AgentFAQPrint.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.161. Frontend::Module###AgentFAQRelatedArticles.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.162. Frontend::Module###AgentFAQRichText.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.163. Frontend::Module###AgentFAQSearch.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.164. Frontend::Module###AgentFAQSearchSmall.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.165. Frontend::Module###AgentFAQZoom.

Navigation: Frontend::Agent::ModuleRegistration.

Frontend module registration for the agent interface.

1.166. Frontend::Navigation###AgentFAQAdd###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.167. Frontend::Navigation###AgentFAQCategory###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.168. Frontend::Navigation###AgentFAQExplorer###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.169. Frontend::Navigation###AgentFAQJournal###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.170. Frontend::Navigation###AgentFAQLanguage###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.171. Frontend::Navigation###AgentFAQSearch###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.172. Frontend::Navigation###AgentFAQSearchSmall###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu.

Main menu item registration.

1.173. Frontend::Output::FilterElementPost###FAQ.

Navigation: Frontend::Base::OutputFilter.

Defines where the 'Insert FAQ' link will be displayed.

1.174. Frontend::Output::FilterElementPost###OutputFilterPostFAQAgentRelatedArticles.

Navigation: Frontend::Base::OutputFilter.

Output filter to add Java-script to CustomerTicketMessage screen.

1.175. Frontend::Output::FilterElementPost###OutputFilterPostFAQCustomerRelatedArticles.

Navigation: Frontend::Base::OutputFilter.

Output filter to add Java-script to CustomerTicketMessage screen.

1.176. Frontend::Output::OutputFilterTextAutoLink###FAQ.

Navigation: Frontend::Base::OutputFilter.

A filter for HTML output to add links behind a defined string. The element Image allows two input kinds. First the name of an image (e.g. faq.png). In this case the OTRS image path will be used. The second possibility is to insert the link to the image.

1.177. Frontend::Search###FAQ.

Navigation: Frontend::Agent::ModuleRegistration::MainMenu::Search.

FAQ search backend router of the agent interface.

1.178. Frontend::Template::GenerateBlockHooks###100-FAQ-FAQAgentRelatedArticles.

Navigation: Frontend::Base::OutputFilter.

Generate HTML comment hooks for the specified blocks so that filters can use them.

1.179. Frontend::ToolBarModule###90-FAQ::AgentFAQAdd.

Navigation: Frontend::Agent::ToolBar.

Toolbar Item for a shortcut.

1.180. GenericInterface::Operation::Module###FAQ::LanguageList.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

1.181. GenericInterface::Operation::Module###FAQ::PublicCategoryList.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

1.182. GenericInterface::Operation::Module###FAQ::PublicFAQGet.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

1.183. GenericInterface::Operation::Module###FAQ::PublicFAQSearch.

Navigation: GenericInterface::Operation::ModuleRegistration.

GenericInterface module registration for the operation layer.

1.184. LinkObject::ComplexTable###FAQ.

Navigation: Frontend::Agent::LinkObject.

Define which columns are shown in the linked FAQs widget (LinkObject::ViewMode = "complex"). Note: Only FAQ attributes and Dynamic Fields (DynamicField_NameX) are allowed for DefaultColumns. Possible settings: 0 = Disabled, 1 = Available, 2 = Enabled by default.

1.185. LinkObject::ComplexTable::SettingsVisibility###FAQ.

Navigation: Frontend::Agent::LinkObject.

Define Actions where a settings button is available in the linked objects widget (LinkObject::ViewMode = "complex"). Please note that these Actions must have registered the following JS and CSS files: Core.AllocationList.css, Core.UI.AllocationList.js, Core.UI.Table.Sort.js, Core.Agent.TableFilters.js and Core.Agent.LinkObject.js.

1.186. LinkObject::PossibleLink###8301.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'FAQ' objects using the 'Normal' link type.

1.187. LinkObject::PossibleLink###8302.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'FAQ' objects using the 'ParentChild' link type.

1.188. LinkObject::PossibleLink###8303.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'Normal' link type.

1.189. LinkObject::PossibleLink###8304.

Navigation: Core::LinkObject.

This setting defines that a 'FAQ' object can be linked with other 'Ticket' objects using the 'ParentChild' link type.

1.190. Loader::Agent::CommonCSS###200-FAQ.

Navigation: Frontend::Base::Loader.

List of CSS files to always be loaded for the agent interface.

1.191. Loader::Agent::CommonJS###200-FAQ.

Navigation: Frontend::Base::Loader.

List of JS files to always be loaded for the agent interface.

1.192. Loader::Customer::CommonCSS###200-FAQ.

Navigation: Frontend::Base::Loader.

List of CSS files to always be loaded for the customer interface.

1.193. Loader::Module::AgentFAQAdd###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.194. Loader::Module::AgentFAQCategory###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.195. Loader::Module::AgentFAQEdit###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.196. Loader::Module::AgentFAQExplorer###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.197. Loader::Module::AgentFAQJournal###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.198. Loader::Module::AgentFAQLanguage###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.199. Loader::Module::AgentFAQSearch###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.200. Loader::Module::AgentFAQZoom###002-FAQ.

Navigation: Frontend::Agent::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.201. Loader::Module::CustomerFAQExplorer###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.202. Loader::Module::CustomerFAQSearch###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.203. Loader::Module::CustomerFAQZoom###002-FAQ.

Navigation: Frontend::Customer::ModuleRegistration::Loader.

Loader module registration for the agent interface.

1.204. Loader::Module::PublicFAQExplorer###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

1.205. Loader::Module::PublicFAQRSS###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

1.206. Loader::Module::PublicFAQSearch###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

1.207. Loader::Module::PublicFAQZoom###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Loader module registration for the agent interface.

1.208. PreferencesGroups###FAQJournalOverviewSmallPageShown.

Navigation: Frontend::Agent::View::Preferences.

Parameters for the pages (in which the FAQ items are shown) of the small FAQ journal overview.

1.209. PreferencesGroups###FAQOverviewSmallPageShown.

Navigation: Frontend::Agent::View::Preferences.

Parameters for the pages (in which the FAQ items are shown) of the small FAQ overview.

1.210. PublicFrontend::CommonParam###Action.

Navigation: Frontend::Public.

Default value for the Action parameter for the public frontend. The Action parameter is used in the scripts of the system.

1.211. PublicFrontend::HeaderMetaModule###3-FAQSearch.

Navigation: Frontend::Public.

Module to generate HTML OpenSearch profile for short FAQ search in the public interface.

1.212. PublicFrontend::Module###PublicFAQ.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

1.213. PublicFrontend::Module###PublicFAQExplorer.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

1.214. PublicFrontend::Module###PublicFAQPrint.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

1.215. PublicFrontend::Module###PublicFAQRSS.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

1.216. PublicFrontend::Module###PublicFAQSearch.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

1.217. PublicFrontend::Module###PublicFAQZoom.

Navigation: Frontend::Public::ModuleRegistration.

Frontend module registration for the public interface.

1.218. PublicFrontend::Navigation###PublicFAQExplorer###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Main menu item registration.

1.219. PublicFrontend::Navigation###PublicFAQSearch###002-FAQ.

Navigation: Frontend::Public::ModuleRegistration.

Main menu item registration.

2. Approval function

The OTRS FAQ has an approval feature. If you activate the approval feature all newly created FAQs also create a new ticket in a predefined queue. The persons who need to approve the FAQ entries can then act on these tickets and approve the FAQ articles if they see fit. As long as the article has not been approved the article will not be visible in the public interface.

You can activate the Approval function by setting the option FAQ::ApprovalRequired to Yes.

The approval message can be defined under FAQ::ApprovalTicketBody. You can modify the text if you need, and you can also use variables that will be substituted with their actual values when the approval note is generated. The list of the available variables is listed below.

Table 4.1. Variables for FAQ Approval message

Name	Description
<OTRS_FAQ_CATEGORY>	Category name of the FAQ article
<OTRS_FAQ_CATEGORYID>	Category ID of the FAQ article
<OTRS_FAQ_LANGUAGE>	Language of the FAQ article
<OTRS_FAQ_ITEMID>	Item ID of the FAQ article
<OTRS_FAQ_NUMBER>	FAQ Number of the FAQ article
<OTRS_FAQ_TITLE>	Title
<OTRS_FAQ_AUTHOR>	Author name
<OTRS_FAQ_STATE>	State (visibility) of the FAQ article

3. Related article function

The OTRS FAQ package has an related article feature for the customer ticket creation. The feature is activated by default, but the functionality can be deactivated by with the following setting: 'FAQ::Customer::RelatedArticles::Enabled'.

The related article feature can be enabled for the defined queues under 'FAQ::Frontend::CustomerFAQRelatedArticles###QueuesEnabled'. If the settings are empty the feature is enabled for all queues.

The output for the rating in the related article list can be configured with the setting 'FAQ::Frontend::CustomerFAQRelatedArticles###VoteStarsVisible'. Only the rating greater then the configured value will be visible in the list.

Chapter 5. Usage

This package ships with configuration based on default system groups:

- All users are able to:
 - Use FAQ Explorer.
 - Add, Edit, Delete, Zoom, Print and Link FAQ Articles.
 - Use FAQ Journal.
 - Use FAQ Search.
- admin.

Users in this group are able to:

- Add, Edit and Delete FAQ Categories.
- Add, Edit and Delete FAQ Languages.
- users.

Users in this group are able to:

- Approve FAQ Articles.

Note

The group to approve FAQ Articles can be changed using SysConfig.

All users regardless of their group membership will have a new menu called "FAQ" in the navigation bar that is in the top of the screen (after re-login), similar to the "Ticket" menu.

1. Create A New FAQ Article

This example shows how to create a new FAQ article.

1. From the Navigation Bar, click on "FAQ" and then on "New" (from the opened FAQ menu option).
2. Fill the required information.

There are three possible FAQ states: "internal": only agents can see the FAQ article, "external": agents and registered customer can see the FAQ article and "public": this FAQ articles are accessible from the OTRS public interface.

By default the system has the Category "Misc" and the Languages "en" for English and "de" for German. (more Categories and Languages can be added to the system).

On a clean system there are four multiple line fields (with other two more than can be added if needed), their names and visibility can be changed in the SysConfig.

3. Click on the "Create" button.

This will create a new FAQ article that can be accessed from the FAQ Explorer

Note

By default the FAQ article does not need an approval procedure, if this functionality is enabled and the user is also a member of the FAQ Approval group, a selection to set the approval state is also shown in this screen.

2. Create a New Category

This example shows how to create a new FAQ category.

Note

Be sure that the logged user is a member of "admin" group.

1. From FAQ menu click on "Category Management".

A list of available categories is shown (from there is also possible to edit or delete them)

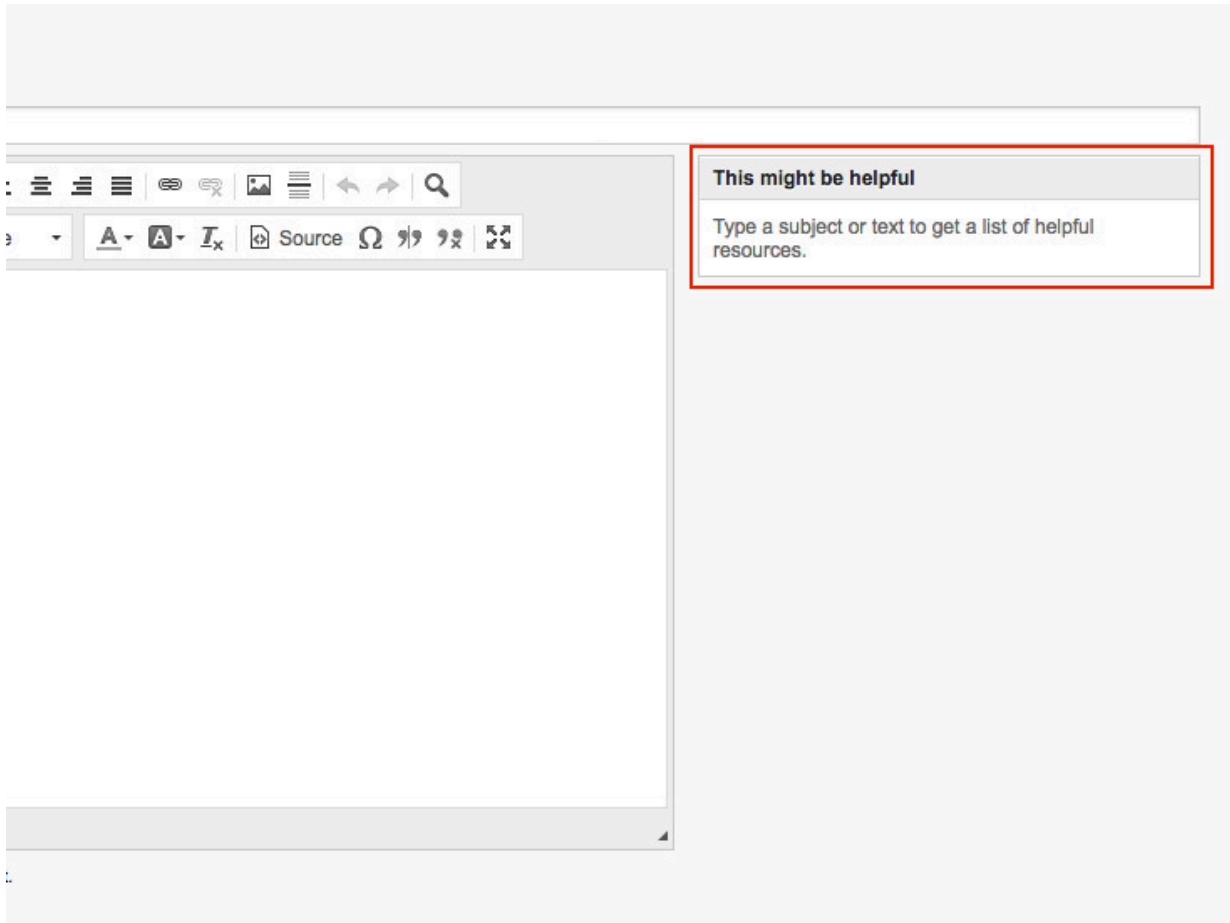
2. Click on "Add Category" from the Actions side bar.
3. Fill the required information.

Notice that a category can be a sub item from a wider category, this is helpful to organize FAQ articles in a hierarchical way (this hierarchies can be drilled down from the FAQ Explorer).

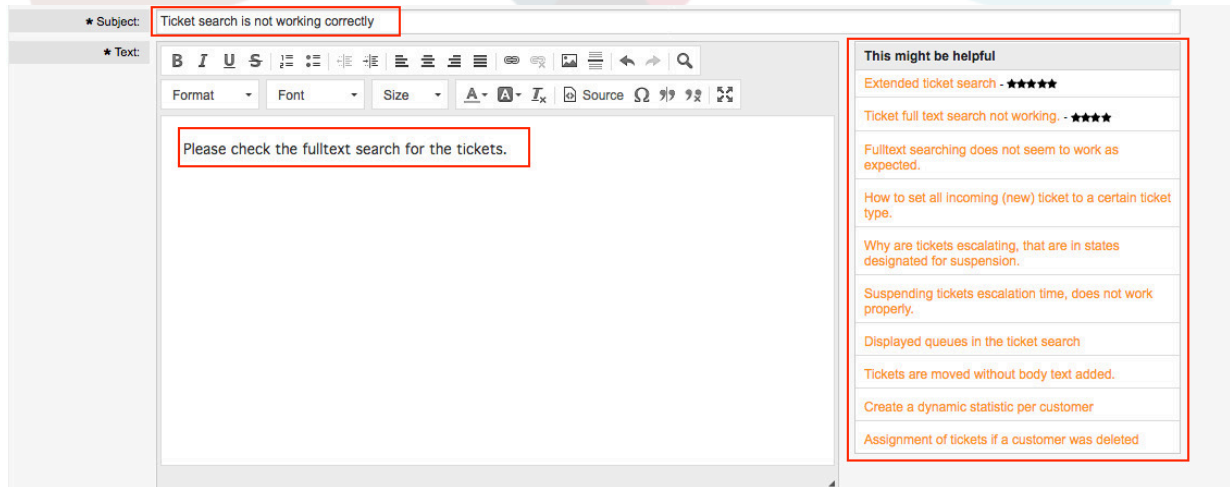
4. Click on "Submit" button, and the new category will be ready to use.

3. Related Articles (This might be helpful during the customer ticket creation)

With the FAQ package a new widget in the customer ticket creation will be visible. The widget should help the customer to get directly a helpful solution without a ticket creation. The user must type a subject or text to get a list of helpful resources.



For the output of the helpful article list all external and public FAQ article will be considered (but only FAQ article with the default language or the user language).



4. Related Articles (This might be helpful during the agent ticket creation)

With the FAQ package a new widget in the agent ticket phone and email creation will be visible. The widget should help the agent to get directly a helpful solution for the current situation. The agent must type a subject or text to get a list of helpful resources.

For the output of the helpful article list all internal, external and public FAQ article will be considered (but only FAQ article with the default language or the user language).

★ Subject:

This might be helpful

How to check the database entries for the search index for specific tickets / articles if StaticDB is active

What fields are used in the full text search

Package Verification Status (ListOfPackages) - Some packages are not verified by the OTRS Group! It is recommended not to use this packages.

Inconsistent results in the generic agent fulltext search

Searches for special characters like = ? % & / does not work.

Apply a generic agent to multiple customers.

Searching tickets via ticketnumber in the Fulltext search works different as expected

Extended ticket search - ★★★★★

Ticket full text search not working. - ★★★★★

How to search tickets for a dynamic field value via URL

Options: [Customer user] [FAQ]

Text Template:

Setting a template will overwrite any text or attachment.

★ Text:

B I U S | | | | | | | | | | | | |

Format - | Font - | Size - | **A** - **A** - *I*_x | Source Ω ¶ ¶ ¶

5. Collection/Sorting for the related (helpful) articles

For the related FAQ article collection the insert content in the subject and text will be used. After every whitespace (for the subject only after 10 characters or if already some text in the text field exists) a check in the background collect possible new helpful FAQ article for the list. The keywords (every single word) from the insert subject and text will be compared with all keywords from the FAQ articles and all matched articles will be added to the result list. The matched articles will be ordered with a keyword quantifier, the last change time and the create time.

The occurrence of the words in the text and title will be counted and the quantifier will be calculated with the defined keywords in the FAQ articles. If the word is a keyword in a FAQ article the quantifier for this FAQ article will be increased (word counter + current FAQ article quantifier). Here is a example for the related FAQ article ordering:

We have some FAQ Article with the following keywords:

- FAQArticle 1 with keywords: 'itsm', 'changemangement', 'ticket'
- FAQArticle 2 with keywords: 'itsm', 'changemangement'

```
- FAQArticle 3 with keywords: 'ticket'  
Some example words from the subject and text (with a counter for the occur in the subject and text):  
- changemanagement (5)  
- ticket (4)  
- itsm (1)  
Result for the collection (FAQArticleID => Calculated Quantifier):  
- FAQArticle 1 => 11 - ( changemanagement (5) + ticket (4) + itsm (1) = Quantifier (11) )  
- FAQArticle 2 => 6 - ( changemanagement (5) + itsm (1) = Quantifier (6) )  
- FAQArticle 3 => 4 - ( ticket (4) = Quantifier (4) )
```

If two articles have the same keyword quantifier the last change time and create time will also be used for the sorting.

To provide good helpful FAQ article for the ticket creation, you need good maintained keywords in the FAQ articles.

Chapter 6. File List

This list shows all included files and the referring permissions.


- (770) bin/cgi-bin/faq.pl
- (770) bin/cgi-bin/faq.fpl
- (660) doc/faq-database.png
- (660) Kernel/Config/Files/XML/FAQ.xml
- (660) Kernel/cpan-lib/XML/RSS/SimpleGen.pm
- (660) Kernel/GenericInterface/Operation/FAQ/PublicCategoryList.pm
- (660) Kernel/GenericInterface/Operation/FAQ/LanguageList.pm
- (660) Kernel/GenericInterface/Operation/FAQ/PublicFAQSearch.pm
- (660) Kernel/GenericInterface/Operation/FAQ/PublicFAQGet.pm
- (660) Kernel/Language/da_FAQ.pm
- (660) Kernel/Language/de_FAQ.pm
- (660) Kernel/Language/en_GB_FAQ.pm
- (660) Kernel/Language/es_FAQ.pm
- (660) Kernel/Language/es_MX_FAQ.pm
- (660) Kernel/Language/fa_FAQ.pm
- (660) Kernel/Language/fi_FAQ.pm
- (660) Kernel/Language/fr_FAQ.pm
- (660) Kernel/Language/hu_FAQ.pm
- (660) Kernel/Language/id_FAQ.pm
- (660) Kernel/Language/it_FAQ.pm
- (660) Kernel/Language/ja_FAQ.pm
- (660) Kernel/Language/ms_FAQ.pm
- (660) Kernel/Language/nb_NO_FAQ.pm
- (660) Kernel/Language/nl_FAQ.pm
- (660) Kernel/Language/pl_FAQ.pm
- (660) Kernel/Language/pt_FAQ.pm
- (660) Kernel/Language/pt_BR_FAQ.pm
- (660) Kernel/Language/ru_FAQ.pm

- (660) Kernel/Language/sr_Cyrl_FAQ.pm
- (660) Kernel/Language/sr_Latn_FAQ.pm
- (660) Kernel/Language/sv_FAQ.pm
- (660) Kernel/Language/sw_FAQ.pm
- (660) Kernel/Language/th_TH_FAQ.pm
- (660) Kernel/Language/uk_FAQ.pm
- (660) Kernel/Language/zh_CN_FAQ.pm
- (660) Kernel/Language/zh_TW_FAQ.pm
- (660) Kernel/Modules/AgentFAQAdd.pm
- (660) Kernel/Modules/AgentFAQCategory.pm
- (660) Kernel/Modules/AgentFAQDelete.pm
- (660) Kernel/Modules/AgentFAQEdit.pm
- (660) Kernel/Modules/AgentFAQExplorer.pm
- (660) Kernel/Modules/AgentFAQHistory.pm
- (660) Kernel/Modules/AgentFAQJournal.pm
- (660) Kernel/Modules/AgentFAQLanguage.pm
- (660) Kernel/Modules/AgentFAQPrint.pm
- (660) Kernel/Modules/AgentFAQRelatedArticles.pm
- (660) Kernel/Modules/AgentFAQRichText.pm
- (660) Kernel/Modules/AgentFAQSearch.pm
- (660) Kernel/Modules/AgentFAQSearchSmall.pm
- (660) Kernel/Modules/AgentFAQZoom.pm
- (660) Kernel/Modules/CustomerFAQExplorer.pm
- (660) Kernel/Modules/CustomerFAQPrint.pm
- (660) Kernel/Modules/CustomerFAQRelatedArticles.pm
- (660) Kernel/Modules/CustomerFAQSearch.pm
- (660) Kernel/Modules/CustomerFAQZoom.pm
- (660) Kernel/Modules/PublicFAQ.pm
- (660) Kernel/Modules/PublicFAQExplorer.pm
- (660) Kernel/Modules/PublicFAQPrint.pm

- (660) Kernel/Modules/PublicFAQRSS.pm
- (660) Kernel/Modules/PublicFAQSearch.pm
- (660) Kernel/Modules/PublicFAQZoom.pm
- (660) Kernel/Output/HTML/Dashboard/FAQ.pm
- (660) Kernel/Output/HTML/FAQJournalOverview/Small.pm
- (660) Kernel/Output/HTML/FAQMenu/Generic.pm
- (660) Kernel/Output/HTML/FAQMenu/Delete.pm
- (660) Kernel/Output/HTML/FAQOverview/Small.pm
- (660) Kernel/Output/HTML/HeaderMeta/AgentFAQSearch.pm
- (660) Kernel/Output/HTML/HeaderMeta/CustomerFAQSearch.pm
- (660) Kernel/Output/HTML/HeaderMeta/PublicFAQSearch.pm
- (660) Kernel/Output/HTML/Layout/FAQ.pm
- (660) Kernel/Output/HTML/LinkObject/FAQ.pm
- (660) Kernel/Output/HTML/FilterElementPost/FAQ.pm
- (660) Kernel/Output/HTML/FilterElementPost/FAQCustomerRelatedArticles.pm
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQAdd.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentDashboardFAQOverview.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQCategory.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQDelete.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQEdit.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQExplorer.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQHistory.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQJournalOverviewSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQLanguage.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQLanguage.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQOverviewNavBar.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQOverviewSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearchOpenSearchDescription-FAQNumber.tt

- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearchOpenSearchDescription-Fulltext.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQSearchSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQZoom.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQZoomSmall.tt
- (660) Kernel/Output/HTML/Templates/Standard/AgentFAQRelatedArticles.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQExplorer.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQRelatedArticles.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearchOpenSearchDescriptionFAQNumber.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearchOpenSearchDescriptionFullText.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQSearchResultShort.tt
- (660) Kernel/Output/HTML/Templates/Standard/CustomerFAQZoom.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQExplorer.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearch.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearchOpenSearchDescriptionFAQNumber.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearchOpenSearchDescription-FullText.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQSearchResultShort.tt
- (660) Kernel/Output/HTML/Templates/Standard/PublicFAQZoom.tt
- (660) Kernel/System/Console/Command/Admin/FAQ/Import.pm
- (660) Kernel/System/Console/Command/Maint/FAQ/ContentTypeSet.pm
- (660) Kernel/System/DynamicField/Object/FAQ.pm
- (660) Kernel/System/FAQ/Category.pm
- (660) Kernel/System/FAQ/Language.pm
- (660) Kernel/System/FAQ/RelatedArticle.pm
- (660) Kernel/System/FAQ/State.pm
- (660) Kernel/System/FAQ/Vote.pm
- (660) Kernel/System/FAQ.pm

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- (660) Kernel/System/FAQSearch.pm
 - (660) Kernel/System/LinkObject/FAQ.pm
 - (660) Kernel/System/Stats/Static/FAQAccess.pm
 - (660) scripts/test/Console/Command/Admin/FAQ/Import.t
 - (660) scripts/webservices/GenericFAQConnectorREST.yml
 - (660) scripts/webservices/GenericFAQConnectorSOAP.yml
 - (660) scripts/test/Console/Command/Maint/FAQ/ContentTypeSet.t
 - (660) scripts/test/DynamicField/Object/Type/FAQ/ObjectDataGet.t
 - (660) scripts/test/FAQSearch/InConditionGet.t
 - (660) scripts/test/FAQ.t
 - (660) scripts/test/FAQSearch.t
 - (660) scripts/test/FAQ/RelatedArticle.t
 - (660) scripts/test/FAQ/Category/AgentCategorySearch.t
 - (660) scripts/test/FAQ/Category/CategoryAdd.t
 - (660) scripts/test/FAQ/UpgradeLowerThan5092.t
 - (660) scripts/test/FAQ/Category/CheckCategoryUserPermission.t
 - (660) scripts/test/GenericInterface/FAQConnector.t
 - (660) scripts/test/sample/FAQ-Test1.doc
 - (660) scripts/test/sample/FAQ-Test1.pdf
 - (660) scripts/test/sample/FAQ.csv
 - (660) scripts/test/sample/GenericInterface/FAQ/GI-FAQ-Test-utf8-1.bin
 - (660) scripts/test/sample/GenericInterface/FAQ/GI-FAQ-Test-utf8-1.txt
 - (660) scripts/test/Selenium/Agent/AgentFAQAdd.t
 - (660) scripts/test/Selenium/Agent/AgentFAQCategory.t
 - (660) scripts/test/Selenium/Agent/AgentFAQDelete.t
 - (660) scripts/test/Selenium/Agent/AgentFAQEdit.t
 - (660) scripts/test/Selenium/Agent/AgentFAQExplorer.t
 - (660) scripts/test/Selenium/Agent/AgentFAQHistory.t
 - (660) scripts/test/Selenium/Agent/AgentFAQJournal.t
 - (660) scripts/test/Selenium/Agent/AgentFAQLanguage.t

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- (660) var/httpd/htdocs/skins/Agent/default/css/FAQ.Agent.Detail.css
 - (660) var/httpd/htdocs/skins/Agent/default/img/help-small.png
 - (660) var/httpd/htdocs/skins/Customer/default/css/FAQ.Customer.Default.css
 - (660) var/httpd/htdocs/skins/Customer/default/css/FAQ.Customer.Detail.css
 - (660) var/httpd/htdocs/skins/Customer/default/css/FAQ.RelatedArticles.css
 - (660) var/httpd/htdocs/skins/Customer/default/css/FAQ.Widget.css
 - (660) var/httpd/htdocs/skins/Customer/default/css/FAQ.FAQZoom.css
 - (660) var/packagesetup/FAQ.pm
 - (660) var/stats/FAQ-FAQAccess.xml
- 

Chapter 7. Tests

This module has been tested on the current state of the art in quality.

1. Test Cases

To test this package please follow the examples described in the Usage section, all the tests cases should return the expected results defined at the beginning of each example.

2. Unit Tests

To ensure the quality of the module, several so-called unit tests were created, to test the functionalities of this module. These unit tests can be run via command line.

ATTENTION: Please never run unit tests on a productive system, since the added test data to the system will no longer be removed. Always use a test system.

Run the package specific unit tests

To run only the unit test which will be delivered with this package, use the following command on the command line:

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test FAQ --test FAQSearch --test
FAQSearch/InConditionGet
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --directory FAQ
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test GenericInterface/FAQConnector
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Console/Command/Admin/FAQ/Import --
test Console/Command/Maint/FAQ/ContentTypeSet
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test UpgradeLowerThan5092
```

Selenium unit tests

To run the Selenium unit tests, make sure you have a complete Selenium environment setup in your Kernel/Config.pm file and a running a WebDriver.

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test AgentFAQExplorer --test
AgentFAQLanguage --test AgentFAQLinkObject --test AgentFAQPrint --test AgentFAQSearch --test
AgentFAQZoom --test Agent/FAQ/RelatedArticles
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test CustomerFAQExplorer --test
CustomerFAQPrint --test CustomerFAQSearch --test CustomerFAQZoom --test Customer/FAQ/
RelatedArticles
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test PublicFAQExplorer --test
PublicFAQPrint --test PublicFAQRSS --test PublicFAQSearch --test PublicFAQZoom
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run --test Dashboard/FAQ --test
FAQJournalOverview/Small --test FAQMenu/Generic --test FAQOverview/Small --test HeaderMeta/
AgentFAQSearch --test HeaderMeta/CustomerFAQSearch --test HeaderMeta/PublicFAQSearch --test
LinkObject/FAQ
```

Run all available unit tests

To run all available unit tests, use the following command on the command line:

```
shell> perl bin/otrs.Console.pl Dev::UnitTest::Run
```

Chapter 8. ChangeLog

6.0.23 / 2019-11-01 04:06:47

- - Updated translations, thanks to all translators. - Fixed: Fixed Limit and FetchrowArray() wrapped in while, thanks to Maxim (PR#78). - Changed system configuration from text to select, improved description. - Fixed: Wrong layout in personal preferences (bug#14600).

6.0.22 / 2019-09-20 17:48:48

- - Updated minimum framework version to OTRS 6.0.22. - Fixed: FAQ Add and Edit calls old configuration settings (bug#14776).

6.0.21 / 2019-08-09 15:08:00

- - Updated translations, thanks to all translators. - Fixed: Sorting by dynamic fields in FAQ search result does not work (bug#12780).

6.0.20 / 2019-06-28 18:26:14

- - Updated translations, thanks to all translators. - Updated minimum framework version to OTRS 6.0.20. - Disabled translation for permission groups. - Modernized FAQ articles on a page input field. - Fixed: FAQ state list does not honor FAQ::Agent::StateTypes config (bug#14515).

6.0.19 / 2019-05-18 04:26:38

- - Updated translations, thanks to all translators. - Fixed Portuguese language file.

6.0.18 / 2019-04-06 04:35:43

- - Updated framework files to OTRS 6.0.17. - Updated translations, thanks to all translators. - Fixed: FAQ History Entry created on install shows first FAQ entry double in FAQ journal (bug#13762).

6.0.17 / 2019-02-23 16:03:50

- - Updated framework files to OTRS 6.0.17. - Updated translations, thanks to all translators.

6.0.16 / 2019-01-14 19:34:48

- - Updated copyright. - Updated minimum framework version to 6.0.15.

6.0.15 / 2018-12-10 19:46:25

- - Code cleanup.

6.0.14 / 2018-11-29 19:23:02

- - Set minimum framework version back to 6.0.13.

6.0.13 / 2018-11-29 02:38:19

- - Updated translations, thanks to all translators. - Fixed: Editing FAQ article deletes before stored inline picture (bug#14232).

6.0.12 / 2018-11-05 21:09:32

- - Updated translations, thanks to all translators. - Fixed: After deleting image from the FAQ article, it's still stored in the DB (bug#13871).

6.0.11 / 2018-09-28 15:52:25

- - Fixed: FAQ CSV Stats always 10 lines long (bug#11041). - Fixed: FAQ groups faq and faq_admin are still in use in search screens (bug#14068).

6.0.10 / 2018-09-15 03:03:18

- - Updated translations, thanks to all translators. - Fixed: The category tree in the customer interface is different from the agent portal (bug#14053). - Revert "Fixed: FAQ actions may have bad influence on a systems performance." - Fixed: FAQ actions may have bad influence on a systems performance. - Fixed: When deleting a FAQ attachment in Agentticket-Compose, the delete button causes a submit if the answer (bug#13704). - Updated license information. - Fixed: FAQCount() does not count but returns the count of the last category (bug#7980). - Fixed AgentFAQJournal Selenium test. - Follow-up fix: Old settings in FAQ System Configuration (bug#13875).

6.0.9 / 2018-07-25 00:30:29

- - Fixed: FAQ journal should check the groups of categories, thanks to Renee (PR#76).

6.0.8 / 2018-07-17 23:16:13

- - Updated translations, thanks to all translators. - Follow up: In agent FAQ search is not modernized (bug#12698). - Fixed: CustomerFAQExplorer does not show pagination if configured SearchLimit is reached (bug#13885). - Fixed: Old settings in FAQ System Configuration (bug#13875). - Fixed: Inconsistent field 'Add another attribute' in AgentFAQSearch compared to framework (bug#13895).

6.0.7 / 2018-06-05 18:54:23

- - Code cleanup. - Updated translations, thanks to all translators. - Fixed: Misleading documentation for FAQRelatedArticles in AgentFrontend (bug#13803).

6.0.6 / 2018-04-24 19:37:14

- - Updated translations, thanks to all translators. - Fixed: Broken reference to Date::Pcalc in FAQAccess.pm (bug#12304). - Fixed: Wrong Sysconfig descriptions for public interface (bug#13739).

6.0.5 / 2018-03-07 00:30:53

- - Updated translations, thanks to all translators. - Fixed bug#11646 - SQL quoting of category IDs ineffective. - Fixed bug#11889 - CategoryAdd returns wrong CategoryID if subcategory name already exists. - Fixed bug#10650 - Navigation broken when keyword search result opened in CSS overlay.

6.0.4 / 2018-02-09 06:56:39

- - Updated translations, thanks to all translators. - Fixed: FAQ Permissions not working correctly in customer frontend (bug#12326).

6.0.3 / 2018-02-06 17:20:59

- - Updated translations, thanks to all translators. - Fixed bug#11446 - Refresh after language is added tries to add the language again. - Fixed bug#13443 - Personal settings are not displayed. - Fixed bug#13416 - Trying to enable multi-language feature from language management leads to an error. - Fixed bug#13421 - FAQ link for ticket compose does not show for new default groups. - Added related FAQ article for agents feature (for OTRS Business Solution™).

6.0.2 / 2017-12-13 01:34:28

- - Updated translations, thanks to all translators. - Improved display of 'FAQ::Default::State' setting. - Updated documentation (Config chapter). - Bug#12063 - Some characters overflow in titles.

6.0.1 / 2017-11-14 20:20:49

- - Updated translations, thanks to all translators. - Fixed upgrade from lower than 4.0.1. - Bug#13311 - Can't insert FAQ into new ticket.

5.0.92 / 2017-11-08 03:41:41

- - Updated translations, thanks to all translators. - Changed default group configuration and implemented migration path for existing systems. FAQ specific user groups will no longer be automatically created on new systems. - Changed access keys for several screens in order to avoid conflicts.

5.0.91 / 2017-10-17 03:14:10

- - Initial version for OTRS 6. - Updated translations, thanks to all translators. - Replaced UserFirstname, UserLastname in favor of a more flexible UserFullname, thanks to Dian Tong Software.

Appendix A. Generic Interface FAQ Connector Configuration

1. Web Service configuration

In order to use the web service and the operations included on this package, you should first of all install the web service on your system, using the Command line or taking advantage of the Graphical User Interface (Admin Interface). Please note that the old configuration for rpc.pl is not relevant for the Generic Interface and therefore not needed.

The following is an example of how to use Command line to install the web service in the system using the provided YAML file (.yaml) included on this package.

```
shell> bin/otrs.Console.pl Admin::WebService::Add --name GenericInterfaceFAQConnector --source-path scripts/webservices/GenericInterfaceFAQConnector.yaml
```

Also you can install the web service importing the mentioned YAML file via web interface in the next URL using the 'Import web service' button on the left side bar.

<http://localhost/otrs/index.pl?Action=AdminGenericInterfaceWebservice;Subaction=Add>

The content of the YAML file is shown below.

```
---
Debugger:
  DebugThreshold: debug
  TestMode: 0
Description: ''
Provider:
  Operation:
    LanguageList:
      Description: List all availables languages
      Type: FAQ::LanguageList
    PublicCategoryList:
      Description: List all public FAQ categories (with tree information)
      Type: FAQ::PublicCategoryList
    PublicFAQSearch:
      Description: Search for public FAQs
      Type: FAQ::PublicFAQSearch
    PublicFAQGet:
      Description: Retrieve public FAQ entries
      Type: FAQ::PublicFAQGet
  Transport:
    Config:
      Encoding: UTF-8
      Endpoint: ''
      MaxLength: 10000000
      Namespace: http://www.otrs.org/FAQConnector/
      SOAPAction: ''
      Type: HTTP::SOAP
  RemoteSystem: ''
```

In order to use the web service you need to use an new interface in OTRS. As for agents you use index.pl and for customers you use customer.pl, for web services you use "nph-genericinterface.pl".

The default and suggested name for this web service is GenericFAQConnector. Since the name of the web service can be changed is very important that you write down the current name of your web service and update it in all locations that access to it.

When a web service is installed on the system it always has an associated ID number. You can call the web service by name or by ID number. To get the list of "valid" web services and they corresponding ID number you can use the following command:

```
shell> bin/otrs.Console.pl Admin::WebService::List
```

For this specific web service, using the default configuration you can call it as follows:

<http://localhost/otrs/nph-genericinterface.pl/Webservice/GenericFAQConnector> (by name, recommended) or <http://localhost/otrs/nph-genericinterface.pl/WebserviceID/1> (by ID).

Note

Both web service name and ID from the example above could be different in your current environment.

Appendix B. Generic Interface FAQ Connector API

For the following examples uses SOAP XML data structures since HTTP::SOAP is the default transport for Generic Interface Operations and can be used with `otrs.SOAPRequest.pl`.

`otrs.SOAPRequest.pl` is a simple Perl script to test the OTRS Generic Interface, the code can be found in the OTRS administration manual.

1. LanguageList

For this operation is not necessary to send any special parameter to the server, you just need to request the web service directly indicating the "LanguageList" operation. The operation will return a list of languages including ID and the Name for each language on the system.

Request format:

```
<LanguageList/>
```

Response format:

```
<LanguageListResponse>
  <!--1 or more repetitions:-->
  <Language>
    <ID>?</ID>
    <Name>?</Name>
  </Language>
</LanguageListResponse>
```

Response example:

```
<LanguageListResponse>
  <Language>
    <ID>1</ID>
    <Name>en</Name>
  </Language>
  <Language>
    <ID>2</ID>
    <Name>de</Name>
  </Language>
  <Language>
    <ID>3</ID>
    <Name>es</Name>
  </Language>
</LanguageListResponse>
```

2. PublicCategoryList

For this operation is also not necessary any special parameter, just the simple call for requesting the web service with the operation name 'PublicCategoryList' as a response you will receive a list of categories including the ID and the Name (long format) for each category.

Request format:


```
<PublicCategoryList/>
```

Response format:

```
<PublicCategoryListResponse>
  <!--1 or more repetitions:-->
  <Category>
    <ID>?</ID>
    <Name>?</Name>
  </Category>
</PublicCategoryListResponse>
```

Response example:

```
<PublicCategoryListResponse>
  <Category>
    <ID>2</ID>
    <Name>Public</Name>
  </Category>
  <Category>
    <ID>5</ID>
    <Name>Public::SubCategory A</Name>
  </Category>
  <Category>
    <ID>8</ID>
    <Name>Public::SubCategory B</Name>
  </Category>
</PublicCategoryListResponse>
```

3. PublicFAQGet

To be able to get one or more FAQ entries, you should send the ItemID(s) as a parameter for the FAQ entry you want to get. You will receive the entire FAQ record with all attachments included. Note that attachment contents will be transferred as base64-encoded strings.

Setting GetAttachmentContents to 0 will prevent to fetch the content of the attachment this will increase the performance of the operation when the attachment contents are not really needed.

Request format:

```
<PublicFAQGet>
  <ItemID>?</ItemID>
  <!-- optional, defaults to 1 -->
  <GetAttachmentContents>?</GetAttachmentContents>
</PublicFAQGet>
```

Request example:

```
<PublicFAQGet>
  <ItemID>6,7</ItemID>
</PublicFAQGet>
```

Response format:

```
<PublicFAQGetResponse>
  <!--Zero or more repetitions:-->
  <FAQItem>
    <Approved?</Approved>
    <CategoryID?</CategoryID>
    <CategoryName?</CategoryName>
    <CategoryShortName?</CategoryShortName>
    <Changed?</Changed>
    <ChangedBy?</ChangedBy>
    <Created?</Created>
    <CreatedBy?</CreatedBy>
    <FAQID?</FAQID>
    <Field1?</Field1>
    <Field2?</Field2>
    <Field3?</Field3>
    <Field4?</Field4>
    <Field5?</Field5>
    <Field6?</Field6>
    <ID?</ID>
    <ItemID?</ItemID>
    <Keywords?</Keywords>
    <Language?</Language>
    <LanguageID?</LanguageID>
    <Name?</Name>
    <Number?</Number>
    <State?</State>
    <StateID?</StateID>
    <StateTypeID?</StateTypeID>
    <Title?</Title>
    <VoteResult?</VoteResult>
    <Votes?</Votes>
    <StateTypeName?</StateTypeName>
    <ContentType?</ContentType>
    <!--Zero or more repetitions:-->
    <Attachment>
      <Filename?</Filename>
      <Filesize?</Filesize>
      <ContentType?</ContentType>
      <Content>cid:1269416154096</Content>
      <Inline?</Inline>
      <FileID?</FileID>
    </Attachment>
  </FAQItem>
</PublicFAQGetResponse>
```

Response example:

```
<PublicFAQGetResponse>
  <FAQItem>
    <ID>6</ID>
    <ItemID>6</ItemID>
    <FAQID>6</FAQID>
```

```

<Number>10006</Number>
<CategoryID>2</CategoryID>
<CategoryName>Public</CategoryName>
<CategoryShortName>Public</CategoryShortName>
<LanguageID>1</LanguageID>
<Language>en</Language>
<Title>Public2</Title>
<Field1>The Symptoms</Field1>
<Field2>The Problem</Field2>
<Field3>The Solution</Field3>
<Field4/>
<Field5/>
<Field6>The Comments</Field6>
<Approved>1</Approved>
<Keywords>Keyword1 Keyword2 Keyword3</Keywords>
<Votes>1</Votes>
<VoteResult>75.00</VoteResult>
<StateID>3</StateID>
<State>public (all)</State>
<StateTypeID>3</StateTypeID>
<StateTypeName>public</StateTypeName>
<Created>2010-11-02 08:06:43</Created>
<CreatedBy>1</CreatedBy>
<Changed>2010-11-02 08:06:43</Changed>
<ChangedBy>1</ChangedBy>
<Name>1288706803-91.878184450707</Name>
<ContentType>text/html</ContentType>
  <Attachment>
    <Content>...=</Content>
    <ContentType>text/plain</ContentType>
    <Filename>Details.txt</Filename>
    <Filesize>296</Filesize>
    <Inline>0</Inline>
    <FileID>34</FileID>
  </Attachment>
  <Attachment>
    <Content>...=</Content>
    <ContentType>text/plain</ContentType>
    <Filename>Text.bin</Filename>
    <Filesize>980</Filesize>
    <Inline>0</Inline>
    <FileID>35</FileID>
  </Attachment>
</FAQItem>
<FAQItem>
  <ID>7</ID>
  <ItemID>7</ItemID>
  <FAQID>7</FAQID>
  <Number>10006</Number>
  <CategoryID>2</CategoryID>
  <CategoryName>Public</CategoryName>
  <CategoryShortName>Public</CategoryShortName>
  <LanguageID>1</LanguageID>
  <Language>en</Language>
  <Title>Public777</Title>
  <Field1>The Symptoms</Field1>
  <Field2>The Problem</Field2>
  <Field3>The Solution</Field3>
  <Field4/>
  <Field5/>
  <Field6>The Comments</Field6>
  <Approved>1</Approved>
  <Keywords>Keyword1 Keyword2 Keyword3</Keywords>
  <Votes>1</Votes>
  <VoteResult>75.00</VoteResult>
  <StateID>3</StateID>
  <State>public (all)</State>

```

```

<StateTypeID>3</StateTypeID>
<StateTypeName>public</StateTypeName>
<Created>2010-16-03 02:06:43</Created>
<CreatedBy>1</CreatedBy>
<Changed>2010-11-02 02:06:43</Changed>
<ChangedBy>1</ChangedBy>
<Name>1288706803-91.878184450707</Name>
<ContentType>text/html</ContentType>
</FAQItem>
</PublicFAQGetResponse>

```

4. PublicFAQSearch

For this operation you can specify the following optional parameters: Name, Title, What (full text search), Keyword, LanguageIDs and CategoryIDs to narrow the search results. You may also specify the order of the results by the following parameters: OrderBy and OrderByDirection.

Send a request to the web service with the operation name 'PublicFAQSearch' as a response you will receive a list of FAQ item IDs.

Note

The full FAQ item data can be retrieved for each ID by using 'PublicFAQGet' operation separately.

Request format:

```

<PublicFAQSearch>
  <!--Optional:-->
  <Number?</Number>
  <!--Optional:-->
  <Title?</Title>
  <!--Optional:-->
  <What?</What>
  <!--Optional:-->
  <Keyword?</Keyword>
  <!--Zero or more repetitions:-->
  <LanguageIDs?</LanguageIDs>
  <!--Zero or more repetitions:-->
  <CategoryIDs?</CategoryIDs>
  <!--Zero or more repetitions:-->
  <SortBy?</SortBy>
  <!--Optional:-->
  <OrderBy?</OrderBy>
  <!--Optional:-->
  <OprderByDirection?</OprderByDirection>
</PublicFAQSearch>

```

Request example:

```

<PublicFAQSearch>
  <Number>*134*</Number>
  <Title>*some title*</Title>
  <What>*some text*</What>

```

```
<Keyword>*webserver*</Keyword/>  
<LanguageIDs>1</LanguageIDs>  
<CategoryIDs>2</CategoryIDs>  
<OrderBy>FAQID</OrderBy>  
<OrderByDirection>Up</OrderByDirection>  
</PublicFAQSearch>
```

Response format:

```
<PublicFAQSearchResponse>  
  <!--Zero or more repetitions:-->  
  <ID?</ID>  
</PublicFAQSearchResponse>
```

Response example:

```
<PublicFAQSearchResponse>  
  <ID>20</ID>  
  <ID>19</ID>  
  <ID>18</ID>  
  <ID>17</ID>  
  <ID>16</ID>  
  <ID>15</ID>  
  <ID>14</ID>  
  <ID>13</ID>  
  <ID>11</ID>  
  <ID>6</ID>  
  <ID>5</ID>  
</PublicFAQSearchResponse>
```