
(T U B)

FAQ

Release rel-11.0

Rother OSS GmbH

Dec 14, 2024

Contents

1	Description	3
2	System requirements	5
2.1	Framework	5
2.2	Packages	5
2.3	Third-party software	5
3	Usage	7
3.1	Setup	7
3.2	Configuration Reference	7
4	About	31
4.1	Contact	31
4.2	Version	31

(T U B)

CHAPTER 1

Description

The FAQ/knowledge base.

2.1 Framework

OTOBO 11.0.x

2.2 Packages

-

2.3 Third-party software

-

3.1 Setup

3.2 Configuration Reference

3.2.1 Core::DynamicFields::DriverRegistration

DynamicFields::Driver###FAQ

DynamicField backend registration.

DynamicFields::Driver###Lens

DynamicField backend registration.

DynamicFields::Driver###ScriptTemplateToolkit

DynamicField backend registration.

3.2.2 Core::DynamicFields::ObjectTypeRegistration

DynamicFields::ObjectType###FAQ

DynamicField object registration.

3.2.3 Core::FAQ

FAQ::Default::RootCategoryComment

Default category name.

FAQ::Default::RootCategoryName

Default category name.

FAQ::FAQHook

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

FAQ::TitleSize

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

FAQ::Default::State

Default state for FAQ entry.

FAQ::MultiLanguage

Enable multiple languages on FAQ module.

FAQ::Default::Language

Default language for FAQ articles on single language mode.

FAQ::Voting

Enable voting mechanism on FAQ module.

FAQ::CacheTTL

Cache Time To Leave for FAQ items.

3.2.4 Core::FAQ::Approval

FAQ::ApprovalRequired

New FAQ articles need approval before they get published.

FAQ::ApprovalGroup

Group for the approval of FAQ articles.

FAQ::ApprovalQueue

Queue for the approval of FAQ articles.

FAQ::ApprovalTicketSubject

Ticket subject for approval of FAQ article.

FAQ::ApprovalTicketBody

Ticket body for approval of FAQ article.

FAQ::ApprovalTicketPriority

Default priority of tickets for the approval of FAQ articles.

FAQ::ApprovalTicketDefaultState

Default state of tickets for the approval of FAQ articles.

FAQ::ApprovalTicketType

Default type of tickets for the approval of FAQ articles.

3.2.5 Core::FAQ::Explorer**FAQ::Explorer::Path::Show**

Show FAQ path yes/no.

FAQ::Explorer::ItemList::VotingResultColors

CSS color for the voting result.

FAQ::Explorer::ItemList::VotingResultDecimalPlaces

Decimal places of the voting result.

FAQ::Explorer::QuickSearch::Show

Interfaces where the quick search should be shown.

FAQ::Explorer::LastChange::Show

Show last change items in defined interfaces.

FAQ::Explorer::LastChange::Limit

Number of shown items in last changes.

FAQ::Explorer::LastChange::ShowSubCategoryItems

Show items of subcategories.

FAQ::Explorer::LastCreate::Show

Show last created items in defined interfaces.

FAQ::Explorer::LastCreate::ShowSubCategoryItems

Show items of subcategories.

FAQ::Explorer::LastCreate::Limit

Number of shown items in last created.

FAQ::Explorer::Top10::Show

Show top 10 items in defined interfaces.

FAQ::Explorer::Top10::Limit

Number of shown items in the top 10 feature.

FAQ::Explorer::Top10::ShowSubCategoryItems

Show items of subcategories.

3.2.6 Core::FAQ::Item

FAQ::Item::Field1

Definition of FAQ item free text field.

FAQ::Item::Field2

Definition of FAQ item free text field.

FAQ::Item::Field3

Definition of FAQ item free text field.

FAQ::Item::Field4

Definition of FAQ item free text field.

FAQ::Item::Field5

Definition of FAQ item free text field.

FAQ::Item::Field6

Definition of FAQ item free text field.

FAQ::Item::HTML

Show FAQ Article with HTML.

3.2.7 Core::FAQ::Item::Voting**FAQ::Item::Voting::Show**

Show voting in defined interfaces.

FAQ::Item::Voting::Rates

Rates for voting. Key must be in percent.

3.2.8 Core::FAQ::RelatedArticles**FAQ::Customer::RelatedArticles::Enabled**

Enable the related article feature for the customer frontend.

FAQ::Service

Enable service assignment for FAQs.

FAQ::Customer::RelatedArticlesOnServiceOnly

Show related articles on service change even with empty subject and body.

FAQ::KeywordArticleList::SearchLimit

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

3.2.9 Core::FAQ::TicketCompose

FAQ::TicketCompose###InsertMethod

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

FAQ::TicketCompose###IncludeInternal

Include internal fields on a FAQ based Ticket.

FAQ::TicketCompose###ShowFieldNames

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

FAQ::TicketCompose###ShowInsertTextButton

Show “Insert FAQ Text” / “Insert Full FAQ” Button in AgentFAQZoomSmall.

FAQ::TicketCompose###ShowInsertLinkButton

Show “Insert FAQ Link” Button in AgentFAQZoomSmall for public FAQ Articles.

FAQ::TicketCompose###ShowInsertTextAndLinkButton

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

FAQ::TicketCompose###UpdateArticleSubject

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

3.2.10 Core::LinkObject

LinkObject::PossibleLink###8301

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

LinkObject::PossibleLink###8302

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

LinkObject::PossibleLink###8303

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

LinkObject::PossibleLink###8304

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

3.2.11 Frontend::Agent**FAQ::Agent::StateTypes**

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

Frontend::HeaderMetaModule###3-FAQSearch

Module to generate html OpenSearch profile for short FAQ search.

3.2.12 Frontend::Agent::FAQJournalOverview**FAQ::Frontend::JournalOverview###Small**

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

3.2.13 Frontend::Agent::FAQOverview**FAQ::Frontend::Overview###Small**

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

FAQ::Frontend::OverviewSmall###DynamicField

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

3.2.14 Frontend::Agent::LinkObject**LinkObject::ComplexTable::SettingsVisibility###FAQ**

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.

LinkObject::ComplexTable###FAQ

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.

3.2.15 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentFAQExplorer

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQAdd

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQEdit

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQLanguage

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQCategory

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQSearch

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQSearchSmall

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQZoom

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQRichText

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQPrint

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQJournal

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQHistory

Frontend module registration for the agent interface.

Frontend::Module###AgentFAQDelete

Frontend module registration for the agent interface.

3.2.16 Frontend::Agent::ModuleRegistration::Loader**Loader::Module::AgentFAQExplorer###002-FAQ**

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

3.2.17 Frontend::Agent::ModuleRegistration::MainMenu

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

Main menu item registration.

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

Main menu item registration.

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

Main menu item registration.

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

Main menu item registration.

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

Main menu item registration.

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

Main menu item registration.

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

Main menu item registration.

3.2.18 Frontend::Agent::ModuleRegistration::MainMenu::Search

Frontend::Search###FAQ

FAQ search backend router of the agent interface.

3.2.19 Frontend::Agent::ToolBar

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

Toolbar Item for a shortcut.

3.2.20 Frontend::Agent::View::Dashboard

DashboardBackend###0398-FAQ-LastChange

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.

DashboardBackend###0399-FAQ-LastCreate

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.

3.2.21 Frontend::Agent::View::FAQAdd

FAQ::Frontend::AgentFAQAdd###RichTextWidth

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

FAQ::Frontend::AgentFAQAdd###RichTextHeight

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

FAQ::Frontend::AgentFAQAdd###DynamicField

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

3.2.22 Frontend::Agent::View::FAQEdit

FAQ::Frontend::AgentFAQEdit###RichTextWidth

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

FAQ::Frontend::AgentFAQEdit###RichTextHeight

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

FAQ::Frontend::AgentFAQEdit###DynamicField

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

3.2.23 Frontend::Agent::View::FAQExplorer

FAQ::Frontend::AgentFAQExplorer###ShowColumns

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

FAQ::Frontend::AgentFAQExplorer###SortBy::Default

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

FAQ::Frontend::AgentFAQExplorer###Order::Default

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

FAQ::Frontend::AgentFAQExplorer###SearchLimit

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

FAQ::Frontend::AgentFAQExplorer###TitleSize

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

FAQ::Frontend::AgentFAQExplorer###ShowInvalidFAQItems

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

3.2.24 Frontend::Agent::View::FAQJournal

FAQ::Frontend::AgentFAQJournal###ShowColumns

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

FAQ::Frontend::AgentFAQJournal###JournalLimit

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

FAQ::Frontend::AgentFAQJournal###TitleSize

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

3.2.25 Frontend::Agent::View::FAQPrint

FAQ::Frontend::AgentFAQPrint###DynamicField

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

3.2.26 Frontend::Agent::View::FAQSearch

FAQ::Frontend::AgentFAQSearch###ShowColumns

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

FAQ::Frontend::AgentFAQSearch###SortBy::Default

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

FAQ::Frontend::AgentFAQSearch###Order::Default

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

FAQ::Frontend::AgentFAQSearch###SearchLimit

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

FAQ::Frontend::AgentFAQSearch###DynamicField

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

FAQ::Frontend::AgentFAQSearch###SearchCSVDynamicField

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

FAQ::Frontend::AgentFAQSearch###Defaults###Fulltext

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

FAQ::Frontend::AgentFAQSearch###Defaults###Number

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

FAQ::Frontend::AgentFAQSearch###Defaults###Title

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

FAQ::Frontend::AgentFAQSearch###Defaults###Keyword

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

FAQ::Frontend::AgentFAQSearch###Defaults###LanguageIDs

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

FAQ::Frontend::AgentFAQSearch###Defaults###CategoryIDs

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

FAQ::Frontend::AgentFAQSearch###Defaults###ValidIDs

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

FAQ::Frontend::AgentFAQSearch###Defaults###StateIDs

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

FAQ::Frontend::AgentFAQSearch###Defaults###VoteSearchType

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

FAQ::Frontend::AgentFAQSearch###Defaults###RateSearchType

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

FAQ::Frontend::AgentFAQSearch###Defaults###ApprovedSearch

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

FAQ::Frontend::AgentFAQSearch###Defaults###CreatedUserIDs

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

FAQ::Frontend::AgentFAQSearch###Defaults###LastChangedUserIDs

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

FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimePoint

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

FAQ::Frontend::AgentFAQSearch###Defaults###ItemCreateTimeSlot

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

FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimePoint

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

FAQ::Frontend::AgentFAQSearch###Defaults###ItemChangeTimeSlot

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

FAQ::Frontend::AgentFAQSearch###TitleSize

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

3.2.27 Frontend::Agent::View::FAQZoom**FAQ::Frontend::AgentHTMLFieldHeightDefault**

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

FAQ::Frontend::AgentHTMLFieldHeightMax

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

FAQ::Frontend::AgentFAQZoom###DynamicField

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

3.2.28 Frontend::Agent::View::FAQZoom::MenuModule**FAQ::Frontend::MenuModule###000-Back**

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

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

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

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

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

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

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

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

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.

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

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

3.2.29 Frontend::Agent::View::Preferences

PreferencesGroups###FAQOverviewSmallPageShown

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

PreferencesGroups###FAQJournalOverviewSmallPageShown

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

3.2.30 Frontend::Base::Loader

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

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

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

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

3.2.31 Frontend::Base::OutputFilter

Frontend::Output::FilterElementPost###FAQ

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

Frontend::Output::OutputFilterTextAutoLink###FAQ

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 OTOBO image path will be used. The second possibility is to insert the link to the image.

Frontend::Output::FilterElementPost###OutputFilterPostFAQCustomerRelatedArticles

Output filter to add Java-script to CustomerTicketMessage screen.

3.2.32 Frontend::Customer

FAQ::Customer::StateTypes

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

CustomerFrontend::HeaderMetaModule###3-FAQSearch

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

3.2.33 Frontend::Customer::FAQOverview

FAQ::Frontend::CustomerFAQOverview###DynamicField

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

3.2.34 Frontend::Customer::FAQRelatedArticles

FAQ::Frontend::CustomerFAQRelatedArticles###QueuesEnabled

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

FAQ::Frontend::CustomerFAQRelatedArticles###DefaultLanguages

The default languages for the related FAQ articles.

FAQ::Frontend::CustomerFAQRelatedArticles###ShowLimit

Output limit for the related FAQ articles.

FAQ::Frontend::CustomerFAQRelatedArticles###VoteStarsVisible

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

3.2.35 Frontend::Customer::ModuleRegistration

CustomerFrontend::Module###CustomerFAQExplorer

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQZoom

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQSearch

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQPrint

Frontend module registration for the customer interface.

CustomerFrontend::Module###CustomerFAQRelatedArticles

Frontend module registration for the customer interface.

3.2.36 Frontend::Customer::ModuleRegistration::Loader

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

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

Loader module registration for the agent interface.

Loader::Module::CustomerTicketMessage###003-FAQ

Loader module registration for the agent interface.

3.2.37 Frontend::Customer::ModuleRegistration::MainMenu

CustomerFrontend::Navigation###CustomerFAQExplorer###002-FAQ

Main menu item registration.

CustomerFrontend::Navigation###CustomerFAQSearch###002-FAQ

Main menu item registration.

3.2.38 Frontend::Customer::View::FAQExplorer

FAQ::Frontend::CustomerFAQExplorer###SearchLimit

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

FAQ::Frontend::CustomerFAQExplorer###SearchPageShown

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

FAQ::Frontend::CustomerFAQExplorer###SortBy::Default

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

FAQ::Frontend::CustomerFAQExplorer###Order::Default

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

FAQ::Frontend::CustomerFAQExplorer###TitleSize

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

3.2.39 Frontend::Customer::View::FAQPrint**FAQ::Frontend::CustomerFAQPrint###DynamicField**

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

3.2.40 Frontend::Customer::View::FAQSearch**FAQ::Frontend::CustomerFAQSearch###SearchLimit**

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

FAQ::Frontend::CustomerFAQSearch###SearchPageShown

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

FAQ::Frontend::CustomerFAQSearch###SortBy::Default

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

FAQ::Frontend::CustomerFAQSearch###Order::Default

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

FAQ::Frontend::CustomerFAQSearch###DynamicField

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

FAQ::Frontend::CustomerFAQSearch###SearchCSVDynamicField

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

FAQ::Frontend::CustomerFAQSearch###TitleSize

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

3.2.41 Frontend::Customer::View::FAQZoom

FAQ::Frontend::CustomerHTMLFieldHeightDefault

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

FAQ::Frontend::CustomerHTMLFieldHeightMax

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

FAQ::Frontend::CustomerFAQZoom###DynamicField

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

3.2.42 Frontend::Public

FAQ::Public::StateTypes

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

PublicFrontend::CommonParam###Action

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

PublicFrontend::HeaderMetaModule###3-FAQSearch

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

3.2.43 Frontend::Public::FAQOverview

FAQ::Frontend::PublicFAQOverview###DynamicField

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

3.2.44 Frontend::Public::ModuleRegistration

PublicFrontend::Module###PublicFAQExplorer

Frontend module registration for the public interface.

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

Loader module registration for the public interface.

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

Main menu item registration.

PublicFrontend::Module###PublicFAQRSS

Frontend module registration for the public interface.

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

Loader module registration for the public interface.

PublicFrontend::Module###PublicFAQSearch

Frontend module registration for the public interface.

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

Loader module registration for the public interface.

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

Main menu item registration.

PublicFrontend::Module###PublicFAQZoom

Frontend module registration for the public interface.

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

Loader module registration for the public interface.

PublicFrontend::Module###PublicFAQ

Frontend module registration for the public interface.

PublicFrontend::Module###PublicFAQPrint

Frontend module registration for the public interface.

3.2.45 Frontend::Public::View::FAQExplorer**FAQ::Frontend::PublicFAQExplorer###SearchLimit**

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

FAQ::Frontend::PublicFAQExplorer###SearchPageShown

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

FAQ::Frontend::PublicFAQExplorer###SortBy::Default

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

FAQ::Frontend::PublicFAQExplorer###Order::Default

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

FAQ::Frontend::PublicFAQExplorer###TitleSize

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

3.2.46 Frontend::Public::View::FAQPrint

FAQ::Frontend::PublicFAQPrint###DynamicField

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

3.2.47 Frontend::Public::View::FAQSearch

FAQ::Frontend::PublicFAQSearch###SearchLimit

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

FAQ::Frontend::PublicFAQSearch###SearchPageShown

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

FAQ::Frontend::PublicFAQSearch###SortBy::Default

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

FAQ::Frontend::PublicFAQSearch###Order::Default

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

FAQ::Frontend::PublicFAQSearch###DynamicField

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

FAQ::Frontend::PublicFAQSearch###SearchCSVDynamicField

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

FAQ::Frontend::PublicFAQSearch###TitleSize

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

3.2.48 Frontend::Public::View::FAQZoom**FAQ::Frontend::PublicFAQZoom###DynamicField**

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

3.2.49 GenericInterface::Operation::ModuleRegistration**GenericInterface::Operation::Module###FAQ::LanguageList**

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###FAQ::PublicCategoryList

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###FAQ::PublicFAQGet

GenericInterface module registration for the operation layer.

GenericInterface::Operation::Module###FAQ::PublicFAQSearch

GenericInterface module registration for the operation layer.

4.1 Contact

Rother OSS GmbH
Email: hello@otobo.de
Web: <https://otobo.de>

4.2 Version

Author: Rother OSS GmbH / Version: rel-11.0 / Date of release: 2024-12-14