Survey

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A customer survey tool.

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OTOBO 10.0.x

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Chapter 2. System requirements

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Ticket::EventModulePost###99-SurveySendRequest

Ticket event module to send automatically survey email requests to customers if a ticket is closed.

3.2.2 Core::Stats

Stats::DynamicObjectRegistration###SurveyList

Determines if the statistics module may generate survey lists.

3.2.3 Core::Survey

Survey::ShowVoteData

Enable or disable the ShowVoteData screen in the public interface to show data of a specific survey result when the customer tries to answer a survey the second time.

Survey::SendPeriod

Amount of days after sending a survey mail in which no new survey requests are sent to the same customer. Selecting 0 will always send the survey mail.

Survey::DeletePeriod

Results older than the configured amount of days will be deleted. Note: delete results done by the OTOBO Daemon, prior activation of 'Task###SurveyRequestsDelete' setting.

Survey::CheckSendConditionTicketType

Enable or disable the send condition check for the ticket type.

Survey::CheckSendConditionService

Enable or disable the send condition check for the service.

Survey::NotificationSender

Default sender for the notification email to customers about new survey.

Survey::NotificationRecipientBlacklist

Surveys will not be sent to the configured email addresses.

Survey::NotificationSubject

Default subject for the notification email to customers about new survey.

Survey::NotificationBody

Default body for the notification email to customers about new survey.

Survey::SendNoSurveyRegExp

If this regex matches, no customer survey will be sent.

Survey::SendInHoursAfterClose

Defines the amount in hours a ticket has to be closed to trigger the sending of a survey, (0 means send immediately after close). Note: delayed survey sending is done by the OTOBO Daemon, prior activation of 'Daemon::SchedulerCronTaskManager::Task###SurveyRequestsSend' setting.

Survey::AmountOfSurveysPer30Days

Defines maximum amount of surveys that get sent to a customer per 30 days. (0 means no maximum, all survey requests will be sent).

Survey::Hook

The identifier for a survey, e.g. Survey#, MySurvey#. The default is Survey#.

Survey::CheckSendConditionCustomerFields

Defines the columns for the dropdown list for building send conditions (0 => inactive, 1 => active).

Survey::SendOnlyToRealCustomer

Defines if survey requests will be only send to real customers.

3.2.4 Daemon::SchedulerCronTaskManager::Task

Daemon::SchedulerCronTaskManager::Task###SurveyRequestsSend

Trigger sending delayed survey requests.

Daemon::SchedulerCronTaskManager::Task###SurveyRequestsDelete

Trigger delete results (including vote data and requests).

3.2.5 Frontend::Agent::ModuleRegistration

Frontend::Module###AgentSurveyAdd

Frontend module registration for survey add in the agent interface.

Frontend::Module###AgentSurveyEdit

Frontend module registration for survey edit in the agent interface.

Frontend::Module###AgentSurveyOverview

All parameters for the Survey object in the agent interface.

Frontend::Module###AgentSurveyStats

Frontend module registration for survey stats in the agent interface.

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Frontend module registration for survey zoom in the agent interface.

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Frontend module registration for survey zoom in the agent interface.

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Loader::Module::AgentSurveyOverview###002-Survey

Loader module registration for the agent interface.

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Loader module registration for the agent interface.

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Frontend::Navigation###AgentSurveyOverview###002-Survey

Main menu item registration.

Frontend::Navigation###AgentSurveyEdit###002-Survey

Main menu item registration.

Frontend::Navigation###AgentSurveyStats###002-Survey

Main menu item registration.

Frontend::Navigation###AgentSurveyZoom###002-Survey

Main menu item registration.

3.2.8 Frontend::Agent::SurveyOverview

Survey::Frontend::Overview###Small

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

3.2.9 Frontend::Agent::View::Preferences

PreferencesGroups###SurveyOverviewSmallPageShown

Parameters for the pages (in which the surveys are shown) of the small survey overview.

3.2.10 Frontend::Agent::View::SurveyOverview

Survey::Frontend::AgentSurveyOverview###ShowColumns

Defines the shown columns in the survey overview. This option has no effect on the position of the columns.

3.2.11 Frontend::Agent::View::SurveyStats

SurveyStats::ShowDelete

Defines the groups (rw) which can delete survey stats.

3.2.12 Frontend::Agent::View::SurveyZoom

Survey::Frontend::HTMLRichTextHeightDefault

Defines the default height for Richtext views for SurveyZoom elements.

Survey::Frontend::HTMLRichTextHeightMax

Defines the maximum height for Richtext views for SurveyZoom elements.

Survey::Frontend::ChangeSurveyStatusGroups

Defines groups which have a permission to change survey status. Array is empty by default and agents from all groups can change survey status.

3.2.13 Frontend::Agent::View::SurveyZoom::MenuModule

Survey::Frontend::MenuModule###000-Back

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

Survey::Frontend::MenuModule###010-EditGeneralInfo

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

Survey::Frontend::MenuModule###020-EditQuestions

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

Survey::Frontend::MenuModule###030-StatsDetails

Shows a link in the menu to zoom into the survey statistics details in its zoom view of the agent interface.

3.2.14 Frontend::Public::ModuleRegistration

PublicFrontend::Module###PublicSurvey

Frontend module registration for the PublicSurvey object in the public Survey area.

Loader::Module::PublicSurvey###002-Survey

Loader module registration for the agent interface.

About

4.1 Contact

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4.2 Version

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