

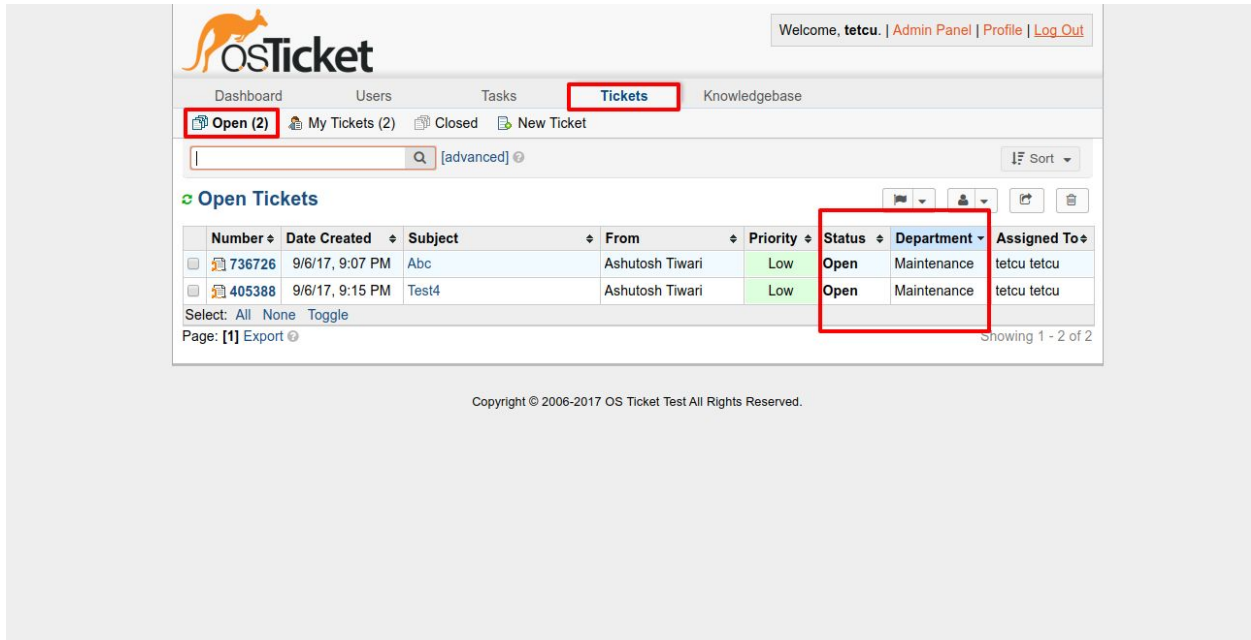
osTicket add to columns

Ashutosh Tiwari

Overview

I have added ``status`` and ``department`` with sorting option for staff ticket management. So I have added columns on these four pages(Open/My Tickets/Overdue/Closed). As you can see in below screenshots.

1. Open Tickets



The screenshot shows the OS Ticket dashboard. The 'Tickets' menu item is highlighted with a red box. Below it, the 'Open (2)' link is also highlighted with a red box. The main content area displays a table of open tickets. The 'Status' and 'Department' columns for both tickets are highlighted with a red box.

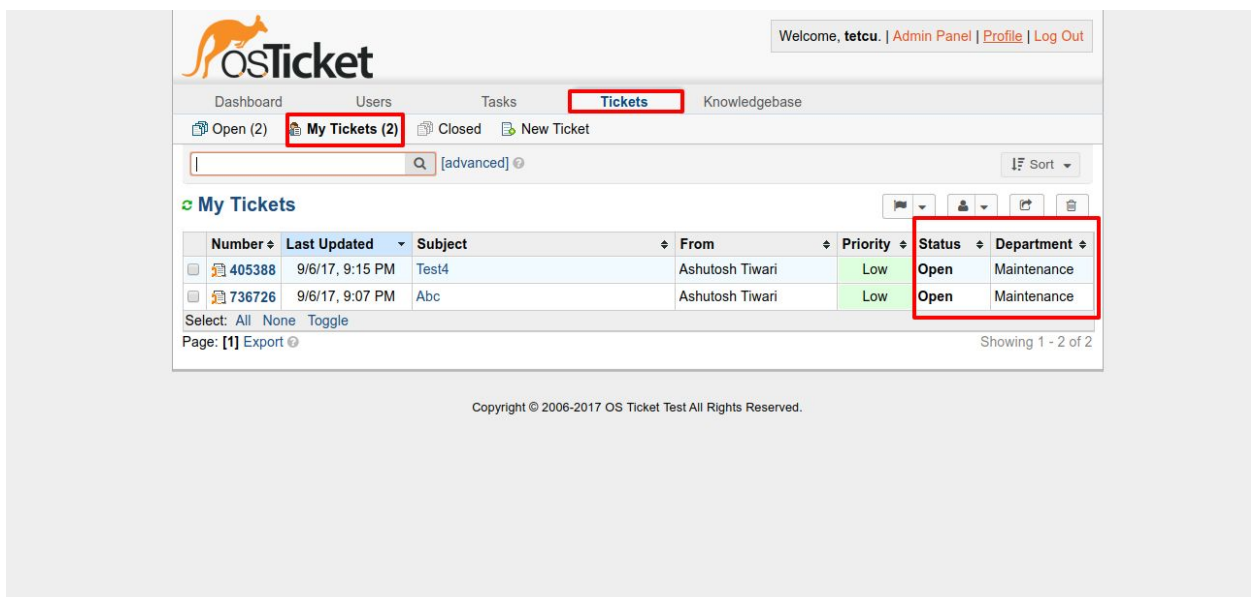
| Number | Date Created | Subject | From | Priority | Status | Department | Assigned To |
|--------|-----------------|---------|-----------------|----------|--------|-------------|-------------|
| 736726 | 9/6/17, 9:07 PM | Abc | Ashutosh Tiwari | Low | Open | Maintenance | tetcu tetcu |
| 405388 | 9/6/17, 9:15 PM | Test4 | Ashutosh Tiwari | Low | Open | Maintenance | tetcu tetcu |

Page: [1] Export

Showing 1 - 2 of 2

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2. My Tickets



The screenshot shows the OS Ticket dashboard. The 'Tickets' menu item is highlighted with a red box. Below it, the 'My Tickets (2)' link is highlighted with a red box. The main content area displays a table of my tickets. The 'Status' and 'Department' columns for both tickets are highlighted with a red box.

| Number | Last Updated | Subject | From | Priority | Status | Department | Assigned To |
|--------|-----------------|---------|-----------------|----------|--------|-------------|-------------|
| 405388 | 9/6/17, 9:15 PM | Test4 | Ashutosh Tiwari | Low | Open | Maintenance | tetcu tetcu |
| 736726 | 9/6/17, 9:07 PM | Abc | Ashutosh Tiwari | Low | Open | Maintenance | tetcu tetcu |

Page: [1] Export

Showing 1 - 2 of 2

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3. Overdue Tickets

The screenshot shows the OS Ticket dashboard with the 'Tickets' tab selected. The 'Overdue (2)' link is highlighted with a red box. Below the navigation bar, there is a search bar and a 'Sort' dropdown. The main content area displays a table of 'Overdue Tickets' with two entries. The table columns are: Number, Due Date, Subject, From, Priority, Status, Department, and Assigned To. The first row shows ticket number 736726, due date 9/9/17, 12:00 AM, subject 'Abc', from 'Ashutosh Tiwari', priority 'Low', status 'Open', department 'Mainten...', and assigned to 'tetcu tetcu'. The second row shows ticket number 405388, due date 9/9/17, 12:00 AM, subject 'Test4', from 'Ashutosh Tiwari', priority 'Low', status 'Open', department 'Mainten...', and assigned to 'tetcu tetcu'. The 'Department' and 'Assigned To' columns for both rows are highlighted with a red box. Below the table, there are options to 'Select: All None Toggle' and 'Page: [1] Export'. The footer contains the copyright notice: 'Copyright © 2006-2017 OS Ticket Test All Rights Reserved.'

| Number | Due Date | Subject | From | Priority | Status | Department | Assigned To |
|--------|------------------|---------|-----------------|----------|--------|------------|-------------|
| 736726 | 9/9/17, 12:00 AM | Abc | Ashutosh Tiwari | Low | Open | Mainten... | tetcu tetcu |
| 405388 | 9/9/17, 12:00 AM | Test4 | Ashutosh Tiwari | Low | Open | Mainten... | tetcu tetcu |

4. Closed Tickets

The screenshot shows the OS Ticket dashboard with the 'Tickets' tab selected. The 'Closed' link is highlighted with a red box. Below the navigation bar, there is a search bar and a 'Sort' dropdown. The main content area displays a table of 'Closed Tickets' with one entry. The table columns are: Number, Date Closed, Subject, From, Priority, Status, Department, and Closed By. The row shows ticket number 869648, date closed 9/8/17, 8:10 PM, subject 'osTicket Installed!', from 'osTicket Support', priority 'Normal', status 'Closed', department 'Support', and closed by 'tetcu tetcu'. The 'Status' and 'Department' columns for this row are highlighted with a red box. Below the table, there are options to 'Select: All None Toggle' and 'Page: [1] Export'. The footer contains the copyright notice: 'Copyright © 2006-2017 OS Ticket Test All Rights Reserved.'

| Number | Date Closed | Subject | From | Priority | Status | Department | Closed By |
|--------|-----------------|---------------------|------------------|----------|--------|------------|-------------|
| 869648 | 9/8/17, 8:10 PM | osTicket Installed! | osTicket Support | Normal | Closed | Support | tetcu tetcu |

Modification in osTicket source file(include/staff/tickets.inc.php)

Important:- You can search my changes in source file by search this string "`<OST_05092017>`".

1. Added columns in correct order for ticket list from line number(62 - 71)

```
$queue_columns = array(
.....
.....
/**
 * ADDED COLUMNS IN ORDER
 * START
 * <OST_05092017>
 */
    'status' => array(
        'width' => '8%',
        'heading' => __('Status'),
        'sort_col' => 'status_id',
    ),
    'dept' => array(
        'width' => '10%',
        'heading' => __('Department'),
        'sort_col' => 'dept_name',
    ),
/**
 * ADDED COLUMNS IN ORDER
 * END
 * <OST_05092017>
 */
```

);

2. I commented some line of code for showing columns in list at line(476)

```
/**
 * COMMENTED THIS PART BECAUSE WE NEED DEPARTMENT COLUMN IN LIST
 * <OST_05092017>
 *
 * unset($queue_columns['dept']);           // Commented only this line
 */
```

3. I commented some line of code for showing columns in list at line(491 - 492)

```
/**
 * COMMENTED THIS PART BECAUSE WE NEED STATUS COLUMN IN LIST
 * <OST_05092017>
 *
 * } else {                               // Commented only this line
 *   unset($queue_columns['status']);     // Commented only this line
 */
```

4. I adjusted column width on line number(575) “max-width: 190px”

```
/**
 * I ADJUSTED MAX_WIDTH BECAUSE I ADDED TWO EXTRA COLUMNS
 * <OST_05092017>
 *
 * ORIGINAL WAS 279
 */
```

5. I adjusted column width on line number(628) “max-width: 66px”

```
<?php
```

```
/**
```

```
 * I ADJUSTED MAX_WIDTH BECAUSE I ADDED TWO EXTRA COLUMN
```

```
 * <OST_05092017>
```

```
 *
```

```
 * ORIGINAL WAS "max-width: 169px"
```

```
 */
```

```
?>
```

6. I adjusted column width on line number(644) “max-width: 70px”

```
<?php
```

```
/**
```

```
 * I ADJUSTED MAX_WIDTH BECAUSE I ADDED TWO EXTRA COLUMN
```

```
 * <OST_05092017>
```

```
 *
```

```
 * ORIGINAL WAS "max-width: 169px"
```

```
 */
```

```
?>
```

7. I added condition for one column if \$showassigned exists then display(656 - 660)

```
<?php
```

```
/**
```

```
 * I ADDED CONDITION FOR LAST COLUMN
```

```
 * IF $showassigned exists
```

```
 *
```

```
 * <OST_05092017>
```

```
 */
```

```
?>
<?php if ($showassigned) : ?>
    <td nowrap><span class="truncate" style="max-width: 80px"><?php
        echo Format::htmlchars($lc); ?></span>
    </td>
<?php endif; ?>
```

8. I adjusted last/footer) row at line(678) “`colspan="9"`”

```
<?php
/**
 * I ADDED CONDITION FOR LAST COLUMN
 * <OST_05092017>
 *
 * ORIGINAL WAS colspan="7"
 */
?>
```