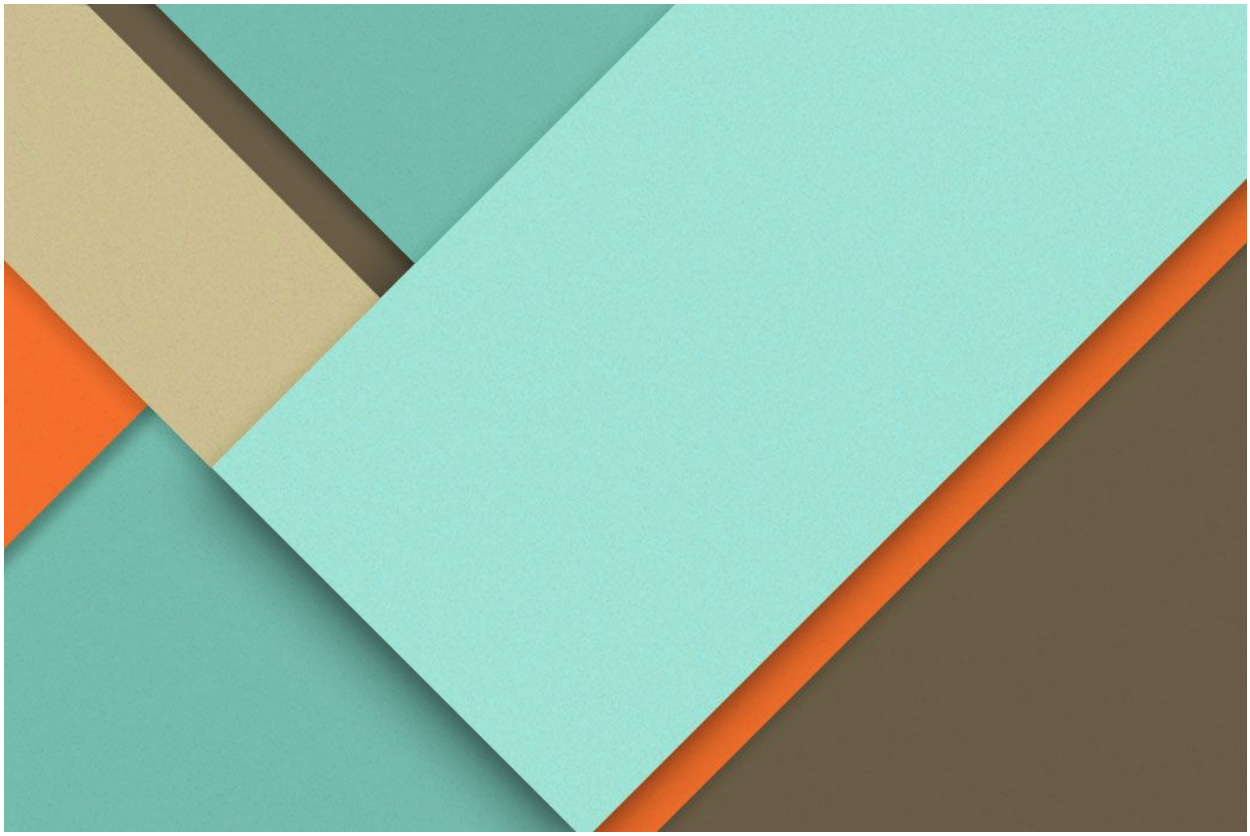


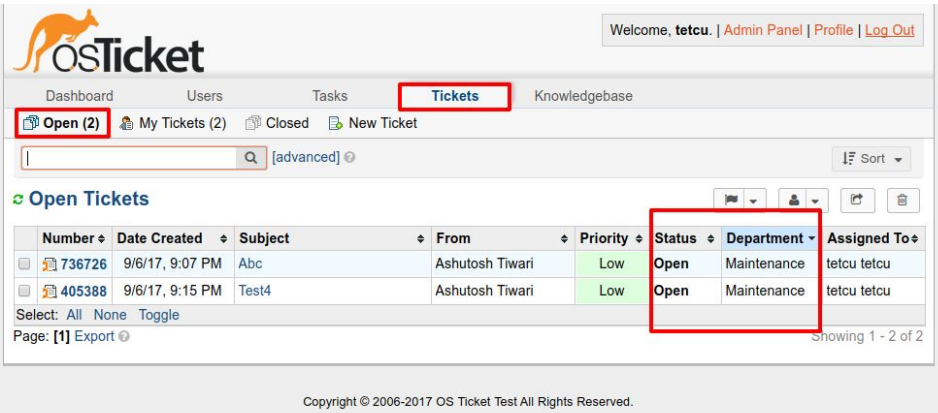
osTicket add to columns

Ashutosh Tiwari

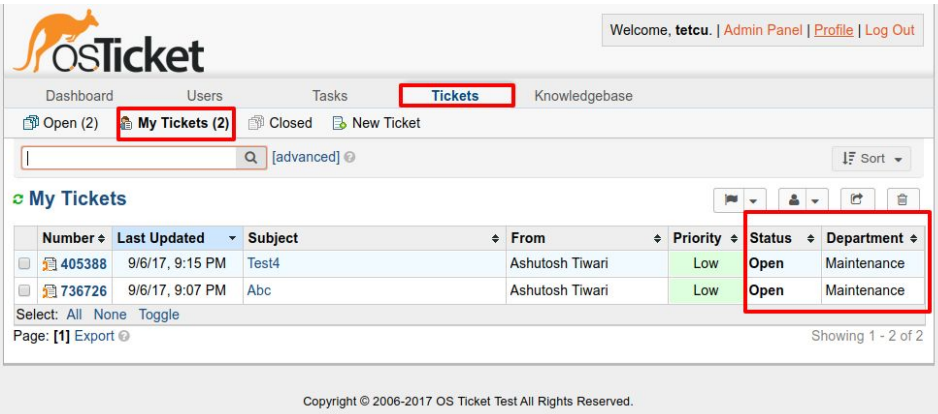
Overview

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.

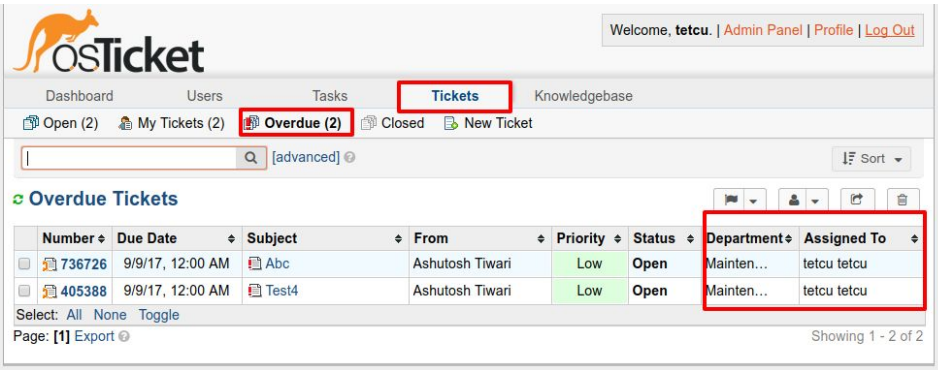
1. Open Tickets



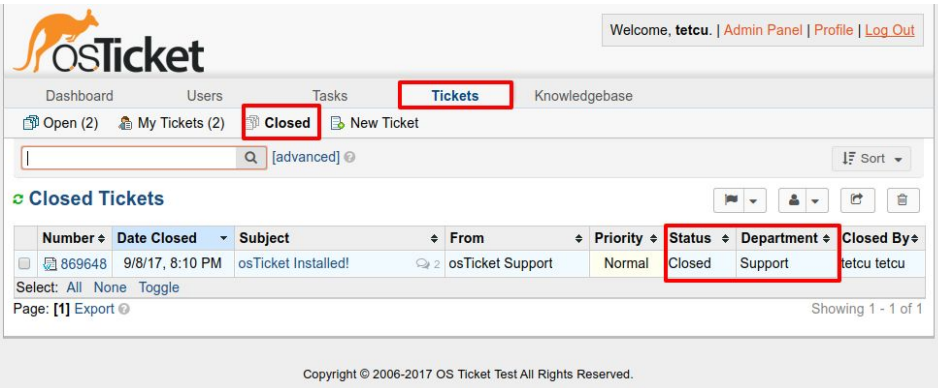
2. My Tickets



3. Overdue Tickets



4. Closed Tickets



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"
*/
?>
```