
AbsenceAssistant

Release latest

Oct 22, 2019

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This OTRS package includes an absence assistant. An user can request an absence like vacation to his leader. After that the leader will be automatically informed via mail. After the supervisor decide if request is approved or rejected, a message will sent to hr and requester. hr also have this own administration site to manage and configure the absence assistant.

This documentation is organized into a couple of sections:

- *About us*
- installation-docs
- usage-docs

We love technology!!! That is our motto in short :-)



Since our foundation in the year 1988, [becon](#) has gone from one of the earliest IT service providers to being a full-service provider of solutions and services in the information and telecommunications technology industry.

Our mission is the implementation and optimization of data center services. Our focus is the automation of processes using both open and closed source solutions. We are a full-service partner, providing the entire range of value-adding services from consultation, strategy, installation, training, rollout, development, support and operational support for medium-sized and large corporations.

[becon](#) is a private company with locations in Munich, Berlin and Fulda. Our Germany-wide coverage allows us to provide on-site support to our customers throughout the country within a few hours – for those occasions when security concerns make remote support a non-option.

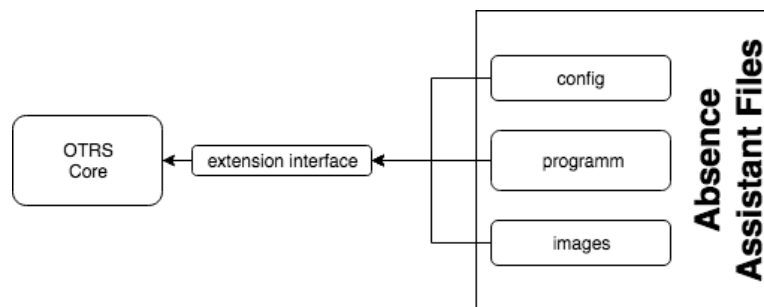
Data privacy and protection are core success factors for any reliable IT operation. The strict requirements on this subject area have led to a much greater awareness of security as well as to sophisticated protection and emergency provision strategies.

Azure AddOn is distributed under the [becon license](#).

CHAPTER 2

Architecture

This package developed with the core functionalities of OTRS. Files were added without touching the core files of OTRS. So the highest degree of upgradeability is guaranteed.



CHAPTER 3

Requirements

OTRS Version Framework 6

- Date::Calc (6.x)
- Time::ParseDate
- Date::Format (1.x)
- MIME::Lite (3.x)
- Net::SMTP
- Digest::MD5 (2.x)
- Date::Holidays::DE
- DateTime::Event::Recurrence

CHAPTER 4

Installation

Log in to your OTRS environment as an admin. Now go to the tab

Admin->Paket-Verwaltung

Upload the provided package here.(BeaconAbsenceAssistant.opm).

Paket-Verwaltung

Aktionen

Durchsuchen... Keine Datei ausgewählt.

Paket installieren

[OTRS-ITSM 5 Bundle -> http://tr...] Verzeichnis aktualisieren

Online-Verzeichnis

NAME	VERSION	ANBIETER	BESCHREIBUNG	AKTION
Keine Daten gefunden.				

Lokales Verzeichnis

NAME	VERSION	ANBIETER	BESCHREIBUNG	STATUS	AKTION
GeneralCatalog	5.0.13	OTRS AG	Das General Catalog Paket.	installiert	Deinstallieren
i-dotConnector	1.5.1	becon GmbH	Eine Schnittstelle zwischen i-dot und otrs.	installiert	Deinstallieren
ImportExport	5.0.13	OTRS AG	Das ImportExport Paket.	installiert	Deinstallieren
ITSM	5.0.13	OTRS AG	Das OTRS-ITSM Bundle Paket.	installiert	Deinstallieren
ITSMChangeManagement	5.0.13	OTRS AG	Das OTRS-ITSM Change Management Paket.	installiert	Deinstallieren
ITSMConfigurationManagement	5.0.13	OTRS AG	Das OTRS-ITSM Configuration Management Paket.	installiert	Deinstallieren
ITSMCore	5.0.13	OTRS AG	Das OTRS-ITSM Core Paket.	installiert	Deinstallieren
ITSMIncidentProblemManagement	5.0.13	OTRS AG	Das OTRS-ITSM Incident und Problem Management Paket.	installiert	Deinstallieren
ITSMServiceLevelManagement	5.0.13	OTRS AG	Das OTRS-ITSM Service Level Management Paket.	installiert	Deinstallieren

After installation you will find a new menu entry.

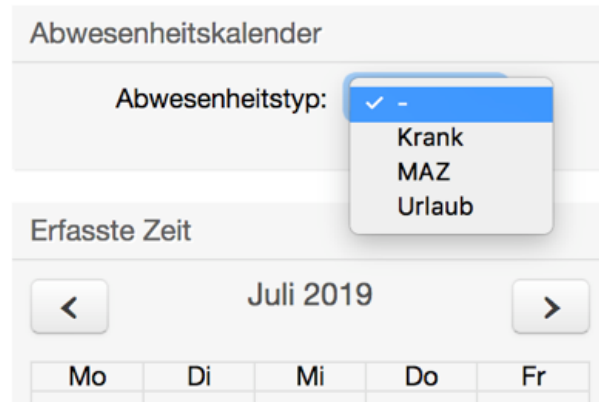
Übersicht Tickets Kalender **Abwesenheit** Zeiterfassung Spesen

Übersicht

Abwesenheit - Übersicht

Abwesenheitsanfragen verwalten

Also you find a new dashboard widget, called absence calendar. There are three different types of absence: Ill, MAZ and vacation



Abwesenheitskalender

Abwesenheitstyp: ✓ -
Krank
MAZ
Urlaub

Erfasste Zeit

< Juli 2019 >

Mo	Di	Mi	Do	Fr

Go to the sysconfig (Core -> Absence) to configure the main parts.

Systemkonfiguration
 Core
 Absence

Aktionen

- Inbetriebnahme
- Durch mich in Bearbeitung
- Meine Favoriten
- Import & Export

Navigation

Alle Einstellungen ?

- ▶ CloudService (1)
- ▼ Core (7)
 - Absence (9)
 - ▶ AppointmentCalendar (4)
 - ▶ Auth
 - Autoload (1)
 - Billing (1)
 - BulkAction (2)
 - Cache (6)
 - ▶ CommunicationChannel (4)
 - CommunicationLog (3)
 - ▶ Crypt
 - ▶ DB
 - Draft (1)
 - ▶ DynamicFields
 - ▶ Email (21)
 - ▶ Event
 - GeneralCatalog (5)
 - ▶ ImportExport (1)
 - ITSMChange (16)
 - ▶ ITSMCondition
 - ITSMConfigItem (7)
 - ITSMCore (1)
 - ITSMStateMachine (2)
 - ITSMWorkOrder (13)
 - LinkObject (40)
 - LinkStatus (5)
 - Log (7)

AbsenceBackofficeMail	
AbsenceDoNotSendEmails	0
AbsenceFromAddress	
AbsenceHRMail	
AbsenceHRMailCC	
AbsenceMaxVacDate	6
AbsenceShowAgreedInMonth	12
AbsenceShowRejectedInMonth	2
AbsenceMailHost	

5.1 How to request an absence?

Go to the dashboard widget and use one of the types of absence: Ill, MAZ or Vacation

The screenshot shows a web interface for an absence calendar. At the top, it says 'Abwesenheitskalender'. Below that is a label 'Abwesenheitstyp:' followed by a dropdown menu. The dropdown menu is open, showing three options: 'Krank' (Ill), 'MAZ', and 'Urlaub' (Vacation). Below the dropdown is a section titled 'Erfasste Zeit' (Recorded Time). It features a calendar for 'Juli 2019' with navigation arrows on either side. The calendar grid shows the days of the week: 'Mo', 'Di', 'Mi', 'Do', and 'Fr'.

III

Select Ill to request illness.

Abwesenheitskalender

Abwesenheitstyp:

< **Juli 2019** >

Mo	Di	Mi	Do	Fr		
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Abwesenheitskalender

Abwesenheitstyp: Krank

< Juli 2019 >

Mo	Di	Mi	Do	Fr		
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Abwesenheitsbeginn: 09.07.2019

Abwesenheitsende: 10.07.2019

Notiz



Select the day (s) to which you want to request your illness. Do not forget to leave a note. Then click on the green hook to send the absence request.

MAZ

Select MAZ to request vacation from your overtime account.

Abwesenheitskalender

Abwesenheitstyp:

< **Juli 2019** >

Mo	Di	Mi	Do	Fr		
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Abwesenheitskalender

Abwesenheitstyp: Krank

< Juli 2019 >

Mo	Di	Mi	Do	Fr		
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Abwesenheitsbeginn: 09.07.2019

Abwesenheitsende: 10.07.2019

Notiz




Select the day (s) to which you want to request vacation from your overtime account. Do not forget to leave a note. Then click on the green hook to send the absence request.

Vacation

Select Vacation to request vacation.

Abwesenheitskalender

Abwesenheitstyp: Urlaub 

< **Juli 2019** >

Mo	Di	Mi	Do	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Verbraucht	0	+	20	Gebucht
Ausgewählt	0	=	20	Summe

Abwesenheitskalender
✕

Abwesenheitstyp:
Urlaub


<
Juli 2019
>

Mo	Di	Mi	Do	Fr		
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Verbraucht	0	+	20	Gebucht
Ausgewählt	3	=	23	Summe

Abwesenheitsbeginn: 17.07.2019 ✕
Abwesenheitsende: 19.07.2019

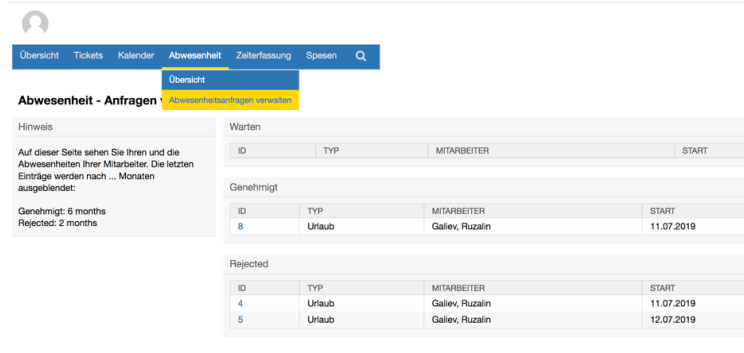
Notiz



Select the day (s) to which you want to request vacation. Do not forget to leave a note. Then click on the green hook to send the absence request.

5.2 How to see the process of my requests?

Go to “Absence -> Manage absence requests” in menu bar.



Abwesenheit - Anfragen

Hinweis

Auf dieser Seite sehen Sie Ihren und die Abwesenheiten Ihrer Mitarbeiter. Die letzten Einträge werden nach ... Monaten ausgeblendet:

Genehmigt: 6 months
Rejected: 2 months

Warten

ID	TYP	MITARBEITER	START
8	Urlaub	Galiev, Ruzalin	11.07.2019

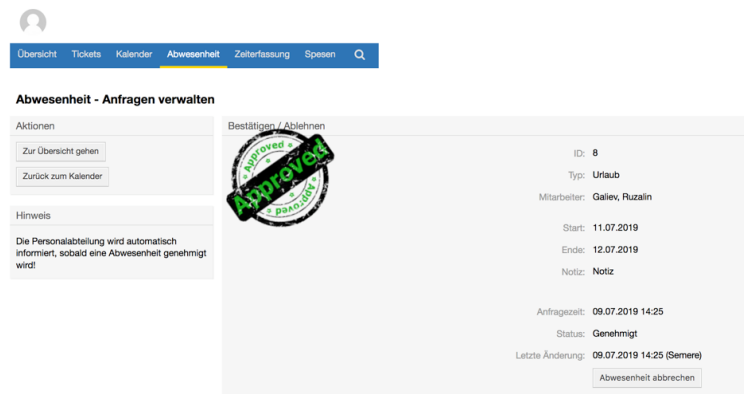
Genehmigt

ID	TYP	MITARBEITER	START
4	Urlaub	Galiev, Ruzalin	11.07.2019
5	Urlaub	Galiev, Ruzalin	12.07.2019

Rejected

ID	TYP	MITARBEITER	START
4	Urlaub	Galiev, Ruzalin	11.07.2019
5	Urlaub	Galiev, Ruzalin	12.07.2019

See here the current status of your leave requests. An absence can be stopped before the start of their appearance. To do this, click on the current request and click on the “cancel absence” button.



Abwesenheit - Anfragen verwalten

Aktionen

Zur Übersicht gehen
Zurück zum Kalender

Hinweis

Die Personalabteilung wird automatisch informiert, sobald eine Abwesenheit genehmigt wird!

Bestätigen / Ablehnen

Approved

ID: 8
Typ: Urlaub
Mitarbeiter: Galiev, Ruzalin
Start: 11.07.2019
Ende: 12.07.2019
Notiz: Notiz
Anfragezeit: 09.07.2019 14:25
Status: Genehmigt
Letzte Änderung: 09.07.2019 14:25 (Semere)
Abwesenheit abbrechen

5.3 How to see the my current vacation account?

Go to “Absence -> Overview” in menu bar. On the left side you will find a widget box.



Urlaubskonto	
Vortrag:	0 Tage
Jahresurlaub:	30 Tage
Genommen:	14 Tage
Genehmigt:	0 Tage
Verbleibend:	16 Tage

5.4 How to get an overview of other employees?

Go to “Absence -> Overview” in menu bar. On the left side you will find a widget box.

ales | OTRS
<https://otrs.becon.de/>

Aktueller Monat

Oktober 2019

< >

Mo	Di	Mi	Do	Fr
30	1	2	3	4
			Tag der deutschen Einheit	
7	8	9	10	11
14	15	16	17	18
21	22	23	24	25
	Semere, Jakob			
28	29	30	31	1
4	5	6	7	8

6.1 How to manage employees?

Go to “Absence -> Manage employee” in menu bar.

BENUTZERNAME	NAME	E-MAIL	MO	DI	MI	DO	FR	SA	SO	STATUS	THEMEN	VORGESETZTE	GLZ / MONAT	URLAUSTAGE	STATUS
mustermann	Max Mustermann	jakob.semere@becon.de								-			n/a	0	beschäftigt
semere	Jakob Semere	jakob.semere@becon.de	X	X	X	X	X	-	-	Hessen		semere	n/a	25	beschäftigt

6.2 How to get an overview of all vacation accounts?

Go to “Absence -> Reports” in menu bar.

ID	BENUTZER	VORTRAG	JAHRESURLAUB	AUSSTEHEND	VERBRAUCHT	VERBLEIBEND
1	semere	0	25	3	0	22

6.3 Is it possible to set out of office time (otrs functionality) automatically?

Yes it is. Please just configure the script (/opt/otrs/bin/otrs.VacSetOutOfOffice.pl) in crontab. It is necessary to run the script each day. Preferred time is 1 o'clock.

CHAPTER 7

License

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