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# 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.

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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.

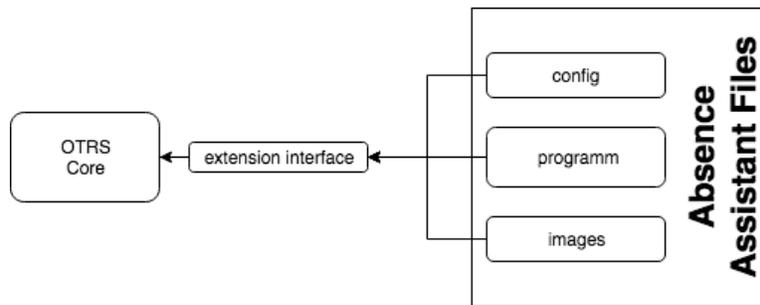
[becon](#) is a private company with locations in Munich, Berlin and Fulda. Our Germany-wide coverage allows us to provide on-site support to our customers throughout the country within a few hours – for those occasions when security concerns make remote support a non-option.

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](#).



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

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### Requirements

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#### 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.( BeconAbsenceAssistant.opm ).

The screenshot shows the OTRS Admin interface. At the top, there is a navigation bar with tabs: Übersicht, Kunden, Tickets, Services, CMDB, Changes, Berichte, and Admin (highlighted). The 'Paket-Verwaltung' (Package Management) section is active. On the left, there are 'Aktionen' (Actions) including 'Durchsuchen...' (Search) and 'Paket installieren' (Install Package). The main area is divided into two sections: 'Online-Verzeichnis' (Online Directory) and 'Lokales Verzeichnis' (Local Directory). The 'Online-Verzeichnis' shows 'Keine Daten gefunden.' (No data found). The 'Lokales Verzeichnis' contains a table of installed packages.

NAME	VERSION	ANBIETER	BESCHREIBUNG	STATUS	AKTION
GeneralCatalog	5.0.13	OTRS AG	Das General Catalog Paket.	installiert	Deinstallieren
i-doitConnector	1.5.1	becon GmbH	Eine Schnittstelle zwischen i-doit 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.

The screenshot shows the OTRS user interface. At the top, there is a navigation bar with tabs: Übersicht, Tickets, Kalender, Abwesenheit (highlighted), Zeiterfassung, and Spesen. Below the navigation bar, the 'Abwesenheit - Übersicht' (Absence - Overview) section is visible, with a sub-tab 'Abwesenheitsanfragen verwalten' (Manage Absence Requests).

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

The screenshot shows a configuration window for 'Abwesenheitskalender'. It features a dropdown menu for 'Abwesenheitstyp' with options: 'Krank', 'MAZ', and 'Urlaub'. Below this is the 'Erfasste Zeit' section, which includes a calendar for 'Juli 2019' with days 'Mo', 'Di', 'Mi', 'Do', and 'Fr' visible.

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

AbsenceFromAddress

AbsenceHRMail

AbsenceHRMailCC

AbsenceMaxVacDate

AbsenceShowAgreedInMonth

AbsenceShowRejectedInMonth

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

Abwesenheitskalender

Abwesenheitstyp:  -  
Krank  
MAZ  
Urlaub

Erfasste Zeit

< Juli 2019 >

Mo	Di	Mi	Do	Fr

### III

Select Ill to request illness.

Abwesenheitskalender

Abwesenheitstyp:

< **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				

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  +  Gebucht

Ausgewählt  =  Summe

Abwesenheitskalender ✕

Abwesenheitstyp:  ▾

**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	3	=	23	Summe

Abwesenheitsbeginn:  ✕

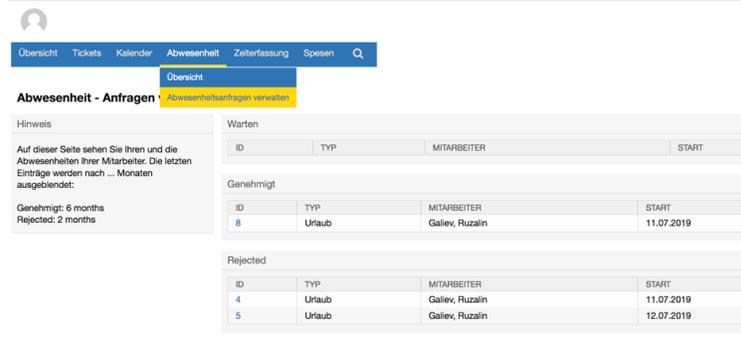
Abwesenheitsende:

Notiz

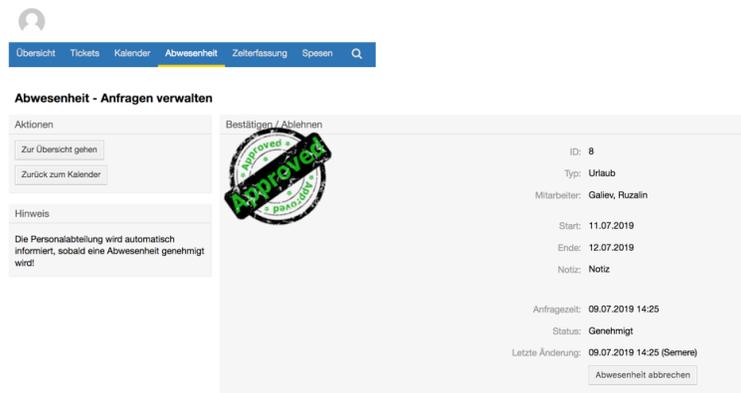
Select the day (s) to which you want to request vacation. Do not forget to leave a note. Then click on the green hook to send the absence request.

## 5.2 How to see the process of my requests?

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



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.



### 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
<b>Verbleibend:</b>	<b>16 Tage</b>

### 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

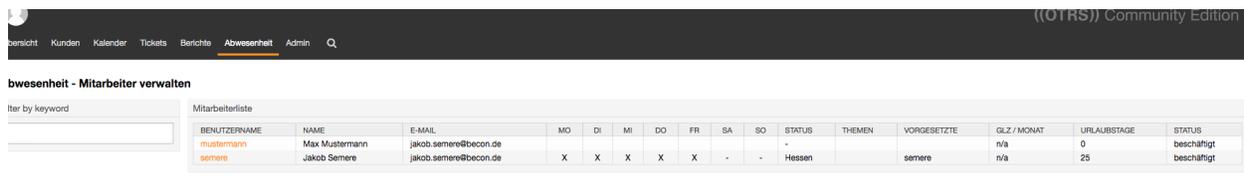
< >

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



## 6.1 How to manage employees?

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



OTRS Community Edition

berichtsicht Kunden Kalender Tickets Berichte **Abwesenheit** Admin

**Abwesenheit - Mitarbeiter verwalten**

Filter by keyword

BENUTZERNAME	NAME	E-MAIL	MO	DI	MI	DO	FR	SA	SO	STATUS	THEMEN	VORGESETZTE	GLZ / MONAT	URLAUBSTAGE	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.



Filter nach Stichworten

Übersicht der Urlaubskonten

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

Zeitraum der Zeitkonten

01.07.2019 - 22.10.2019

## 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

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License

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