02 Customization

Customizing Spring context

The esup-helpdesk application is highly customizable to adapt itself to any institution.

From 3.30

Esup-helpdesk is started with provided Spring configuration files but the context can be initiated with different environment configurations.

Customizations are done by:

- editing properties and providing path for new Spring configuration files
- providing new Spring configuration files
- developing new Java classes

Prior 3.30

Customizations are done by:

- editing properties
- editing Spring configuration files
- developing new Java classes

This page presents a few possible customizations:

- Customizing email feeding
- Customizing outgoing emails
- Customizing strings
- Customizing the automatic ticket assignment
- Customizing the database connection
- Customizing the initial properties of departments
- Customizing the initial properties of managers
- Customizing the look & feel of the application
- Customizing the visibility of the departments by the users
- Customizing ticket priorities
- Customizing user profile retrieval
- Links to an external inventory application
- Using the web service