

Configuring the initial properties of managers

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See also: [Customizing the initial properties of managers](#)

The properties below are set in **/properties/config.properties** and are used to set the properties of new managers just after their creation. Most of these properties can be changed later through the web interface by the managers themselves or authorized managers.

Availability

Set this property to **false** to make the new managers not available:

```
#departmentManagerConfigurator.available=true
```



When setting this property to false, a manual operation through the web interface is needed in order to make the managers available.

Management of the properties of the department

Setting this property to **true** grants the new managers to manage the properties of the department:

```
#departmentManagerConfigurator.manageProperties=false
```

Management of the other managers

Setting this property to true grants the new managers to manage the properties of the other managers:

```
#departmentManagerConfigurator.manageManagers=false
```

Management of the categories

Setting this property to **true** grants the new managers to manage the categories of the department:

```
#departmentManagerConfigurator.manageCategories=true
```

Management of the FAQ

Setting this property to **true** grants the new managers to manage the categories of the department:

```
#departmentManagerConfigurator.manageFaq=true
```

Ticket assignment

Setting this property to **true** grants the new managers to assign tickets to other managers:

```
#departmentManagerConfigurator.assignTicket=true
```

Ticket moves to other departments

Setting this property to **true** grants the new managers to move tickets to other departments:

```
#departmentManagerConfigurator.modifyTicketDepartment=true
```

Ticket refusal

Setting this property to **true** grants the new managers to refuse tickets:

```
#departmentManagerConfigurator.refuseTicket=true
```

Ticket reopening

Setting this property to **true** grants the new managers to reopen tickets they are not in charge of:

```
#departmentManagerConfigurator.reopenAllTickets=true
```

Ticket taking in charge

Setting this property to **true** grants the new managers to take in charge tickets already in charge of another manager:

```
#departmentManagerConfigurator.takeAlreadyAssignedTicket=true
```

Availability rate

The availability rate of managers is an integer between 0 and 100, it can be used by assignment algorithms. This property gives the initial availability rate of new managers:

```
#departmentManagerConfigurator.rate=100
```

Management of its own availability

Setting this property to **true** grants the new managers to change their own availability:

```
#departmentManagerConfigurator.setOwnAvailability=false
```

Ticket monitoring

The properties below are used to initialize the way new managers monitor tickets (these properties can be changed at any time by the managers themselves through the web interface).

Accepted values are::

- **Never**: no email sent
- **Creation**: email sent on ticket creation
- **Always**: email sent on any ticket event

This property defines the policy for any ticket:

```
#departmentManagerConfigurator.ticketMonitoringAny=Never
```

This property defines the policy for a ticket of a category of which the manager is member of:

```
#departmentManagerConfigurator.ticketMonitoringCategory=Creation
```

This property defines the policy for a ticket in charge of the manager:

```
#departmentManagerConfigurator.ticketMonitoringManaged=Always
```