

Helpdesk::Integration

Stefan Hornburg (Racke)
`racke@linuxia.de`

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The Idea

- ▶ mycustomer@support.linuxia.de
- ▶ <https://support.linuxia.de/>

The Reality



The Reality

From: Kuss Tommer <kuss@tommer.de>
To: Stefan Hornburg <racke@linuxia.de>
Subject: Fw: Fw: Foobar

nada nada

The Reality

- ▶ Copy & Waste
- ▶ Sender ?
- ▶ Attachments

The Reality

- ▶ Company A: Request Tracker
- ▶ Company B: Teamwork

The Solution

```
helpdesk—integration —source=imap  
—target=helpdesk  
—subject="Foobar"
```

Helpdesk Systems

- ▶ GitHub
- ▶ Request Tracker
- ▶ Teamwork

GitHub

- ▶ Issues
- ▶ Pull Requests
- ▶ Assignee
- ▶ Labels

RequestTracker

- ▶ Queues
- ▶ Tickets
- ▶ Requester and Owner
- ▶ Links between tickets
- ▶ RT 3 und RT 4

Teamwork

- ▶ Projects
- ▶ TODO lists
- ▶ Workers

Email and Calendar

- ▶ IMAP
- ▶ Google Calendar

Email

- ▶ IMAP
- ▶ PGP/GPG encryption

Calendar

- ▶ Google Calendar

Examples

- ▶ Email / IMAP
- ▶ Request Tracker
- ▶ GitHub
- ▶ Google Calendar

IMAP Configuration

```
inbox:  
  type: imap  
  server: mail.linuxia.de  
  user: racke@linuxia.de  
  password: nevairbe  
  ssl: 1
```

Email Encryption

```
inbox:  
  type: imap  
  server: support.linuxia.de  
  user: racke@linuxia.de  
  password: nevairbe  
  ssl: 1  
  key: 9B726B71
```

Request Tracker

```
helpdesk-integration —source="imap"  
                      —target="linuxia"  
                      —subject="Screenshot"  
                      —workers="racke@linuxia.de"
```

Request Tracker Configuration

```
linuxia :  
  type: rt  
  server: https://support.linuxia.de/rt  
  user: racke  
  password: "nevairbe"  
  queue: LinuXia
```

IMAP to GitHub

```
helpdesk—integration —source=imap —subject=log  
—target=github
```

GitHub configuration

```
github:  
  type: github  
  user: racke  
  password: nevairbe  
  repo: Helpdesk—Integration
```

Setup

- ▶ Login into Google
- ▶ Create new calendar
- ▶ Go to Google Developers Console
- ▶ Create Project
- ▶ Enable Calendar API
- ▶ Go to APIs & auth
- ▶ Go to Credentials
- ▶ Create new Client ID
- ▶ Click download JSON

Google Calendar: Configuration

```
calendar:  
  type: gcal  
  secrets_file: data/secrets.json  
  token_file: data/gcal-token.json  
  calendar_id: q43d932vkfjq3lopuvgr04p28@group.calendar
```

Create token

```
helpdesk—integration —source rt=1461 —target gcal
```

Go to the following **link** in your browser:

```
https://accounts.google.com/o/oauth2/auth?...
```

Enter verification code:

...

RT to Google Calendar

- ▶ Starts
- ▶ Due

```
helpdesk—integration —source rt=1461 —target gcal
```

Contribution

- ▶ Documentation
- ▶ Add support for other helpdesk systems

Contribution

`https://github.com/interchange/Helpdesk-Integration`

Slides

Slides: <http://www.linuxia.de/talks/perldancer2014/helpdesk-en-beamer.pdf>