

QMATIC

Manual

General Admin

258.01E

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1. What's new

Version	Chapter	Change
01.A	• General	• Create manual for General Admin
01.B	• Using General Admin	• Add region translations
01.C	• General	• Fix small errors
01.D	• Using General Admin	• Update user mapping section

2. Installation

Topics

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2.1 Overview



General Admin is an extension that simplifies configuration of applications that use the same settings.

Service, branch and language settings, for example, are used throughout many applications. Instead of creating settings in each of these modules, the settings are configured from General Admin.

2.2 Installation

If you install General Admin from Xtend, please proceed to 6.

1. Copy `generaladmin.war` to `<Orchestra_install_dir>\system\custdeploy`.
2. Add the file `generalAdminMessages.properties` to `<Orchestra_install_dir>\system\conf\lang`.
3. Add the following lines to the file `commonMessages.properties`, located in `<Orchestra_install_dir>\system\conf\lang`.

```
application.generaladmin = General Admin

application.generaladmin.description = Administration
for Global Applications

module.application.generaladmin = General Admin


application.generaladmin-m-lang.description = General
Admin Languages

module.generaladmin-m-lang = General Admin Languages


application.generaladmin-m-g-trans = General Admin Group
Translations

application.generaladmin-m-g-trans.description =
General Admin Group Translations

module.generaladmin-m-g-trans = General Admin Group
Translations
```

```
application.generaladmin-m-g-temp = General Admin Group  
Templates
```

```
application.generaladmin-m-g-temp.description = General  
Admin Group Templates
```

```
module.generaladmin-m-g-temp = General Admin Group  
Templates
```

```
application.generaladmin-m-s-groups = General Admin  
Service Groups
```

```
application.generaladmin-m-s-groups.description =  
General Admin Service Groups
```

```
module.generaladmin-m-s-groups = General Admin Service  
Groups
```

```
application.generaladmin-m-u-mapping = General Admin  
User Mapping
```

```
application.generaladmin-m-u-mapping.description =  
General Admin User Mapping
```

```
module.generaladmin-m-u-mapping = General Admin User  
Mapping
```

4. To make the required changes to the qp_central database, execute the required queries for your database in the qp central database. See “4. Database queries” on page 27.
5. Restart Orchestra Central.
6. Create users and roles with the wanted access rights. See “2.3 Access rights” on page 5.

2.3 Access rights

Users of General Admin need to be assigned to a role with the following access modules

- Appointment
- Calendar Admin
- General Admin
- Connector Administration
- Connector EntryPoint
- Connector ServicePoint

With the access modules above, users get access to the full General Admin module. If you want to limit access to a specific part, you can use the following access modules:

- General Admin Languages: Gives access to setting up languages
- General Admin Group Translations: Gives access to branch translations, service translations and region translations configuration.
- General Admin Group Templates: Gives access to branch templates, service templates and service images configuration.
- General Admin Service Groups: Gives access to service groups configuration.
- General Admin User Mapping: Gives access to user mapping configuration.

3. Using General Admin

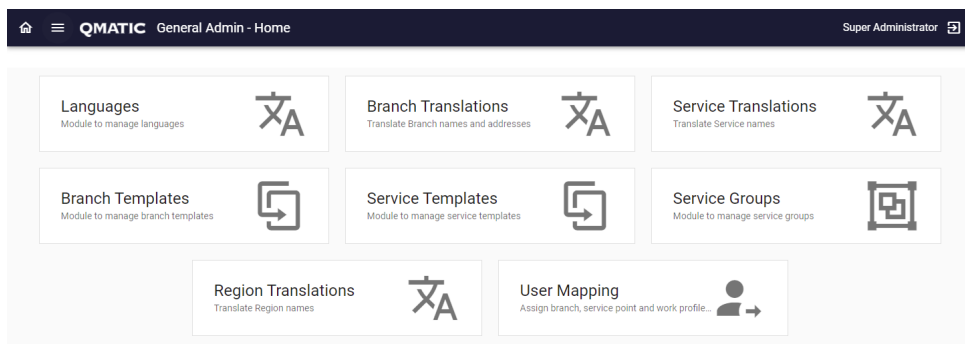
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3.1 Introduction

In General Admin, the following can be configured.

- Languages
- Branch Translations
- Service Translations
- Service Templates
- Branch Templates
- Service Groups
- Region Translations
- User Mapping



Read more about each configuration option in the sections below.

3.2 Languages

Languages that should be available for translation are added here.

3.2.1 Add a new language

1. Click **Add language**  to add a new language.

Language

Language code *

Name *

Country code

Direction of the text
Left to right

Date Format *

Time Format *

Select the branches for this language *

☐ Default

* Indicates required field

SAVE

CANCEL

2. Fill in the fields in the form:
 - **Language code:** Used for the definition of language specific names for branches, services and other elements that needs to be translated. The code should be defined according to ISO-639-1.
 - **Name:** Language name. This can be any name to help the user to navigate between the languages.
 - **Country code:** Set a country code according to ISO-3166-1.
 - **Direction of the text:** Left to right or right to left orientation

- **Date format:** Format of the date. Example: DD/MM/YYYY. A hint text with the current day is displayed.
- **Time format:** A selection with 4 possible time formats:
 - 24h format with 2 digits
 - 12h format with 2 digits
 - 24h format with 1 digit
 - 12h format with 1 digit
- **Branches:** Select branches that will use this language configuration.

3.2.2 Manage languages

QMATIC General Admin - Languages							
+ ↺ ↻ Search							
Default	Language code	Name	Country code	Date Format	Time Format	Direction	Branches
☒	en	English	GB	DD/MM/YYYY	HH:mm	Left to right	branch1, branch2 
☐	es	Spanish	ES	DD/MM/YYYY	hh:mm a	Left to right	branch1  
☐	ar	Arabic		YY/MM/DD	hh:mm a	Right to left	branch1, branch2  
☐	fr	French		DD/MM/YYYY	HH:mm	Left to right	branch2  
Items per page: 10 1-4 of 4 < >							

Once you have added languages, you can do the following things:

- Change what is the default language by clicking in the radio button in the Default column.

Default



- Click **Edit**  to edit the language.
- Click **Delete**  to remove the language.
- Click **Refresh**  to refresh the list of languages

- Click  to **Save into branch variables**. As Orchestra supports global and distributed environment, it is necessary to publish the language configuration to branch level. In this case, a branch variable is created for every branch if the language is assigned to this branch.

3.3 Branch Translations

It is possible to translate the name and address information of all branches into the configured languages.

QMATIC General Admin - Branch Translations Super Administrator					
		Search 			
Id	Name	English ↑	French	Spanish	
2	Avenyn				
1	Central Station				
Items per page: 10 1-2 of 2 < >					

In the list of branches, you see the list of branches with their default name, and also one column for each language you have added when configuring available languages.

To refresh the list of branches, click **Refresh** 

3.3.1 Add branch translations

1. Click **Edit**  to add or edit branch translations.

Translations for branch : Avenyn

Please select a Language

Name

Address Line 1

Address Line 2

City

Country

SAVE

CANCEL

2. Select for which language you want to add branch translations.
3. Enter name, address, city and country for the selected language.
4. Save.

You can also change to another language, fill in all the fields and then click **Save**. All branch translations in every language will be saved.

3.4 Service Translations

It is possible to translate the name of all services into the configured languages.

In the list of services, you see all services in Calendar (the ones for appointments) with their default name, and also one column for each language you have added when configuring available languages.



QMATIC General Admin - Service Translations					Super Administrator
Search					Q
Id	Name	English	French	Spanish	
1	Apply for a loan				
2	Open savings account				

Items per page: 10 1-2 of 2 < >

To refresh the list of services, click **Refresh**



3.4.1 Add service translations

1. Click **Edit**  to add or edit service translations.

Translations for service : Apply for a loan

Please select a Language

Name

SAVE CANCEL

2. Select for which language you want to add service translations.
3. Enter translated service name for the selected language.
4. Save.

You can also change to another language, fill in the name field and then click **Save**. All service translations in every language will be saved.

3.5 Service Templates

Service templates are used to provide more information to the customer about the service, for example what documents they should bring, or other information.



QMATIC

General Admin - Service Templates

Super Administrator



Search



Id	Name	Languages with template text entered
1	Apply for a loan	
2	Open savings account	

Items per page:

10

1-2 of 2



Service templates are used in the following places:

- Qmatic Web Booking service list. The user can click on an information icon to show the information about the service.

2 SELECT SERVICE

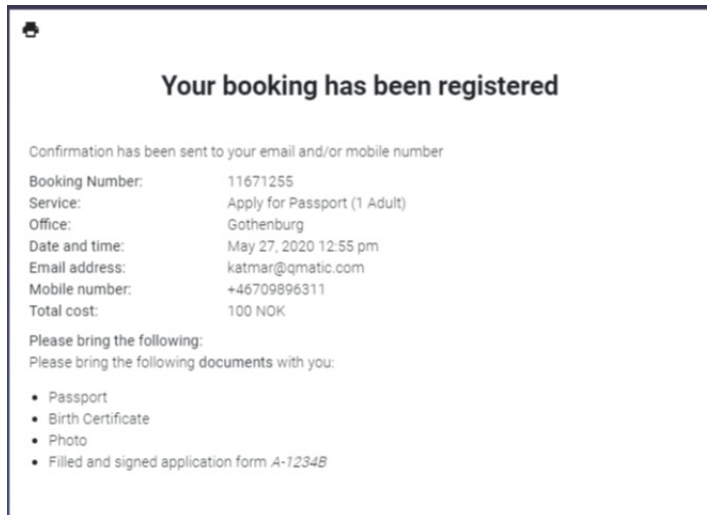
Choose one or several services

Passport and ID Services

☐ Apply for Passport 



- Qmatic Web Booking booking confirmation page.



- In any appointment notification message if the parameter {{serviceTemplate}} is added to the notification message.

3.5.1 Create service template

1. Click **Edit**  for the service that you want to create the service template for.
2. Choose the language for the template.
3. Add information for the service in the text area. It is possible to create an item list, change the font size or use other tools offered in the editor. The template is saved in HTML format

Service Templates

Language
English

Normal B I U

Additional Information for Service 1
Please take the following documents with you:

- Passport
- Birth Certificate
- Photo
- Filled and signed application form A-1234B

SAVE CANCEL

After saving the template, you need to restart Qmatic Web Booking to apply the new changes.

! Important

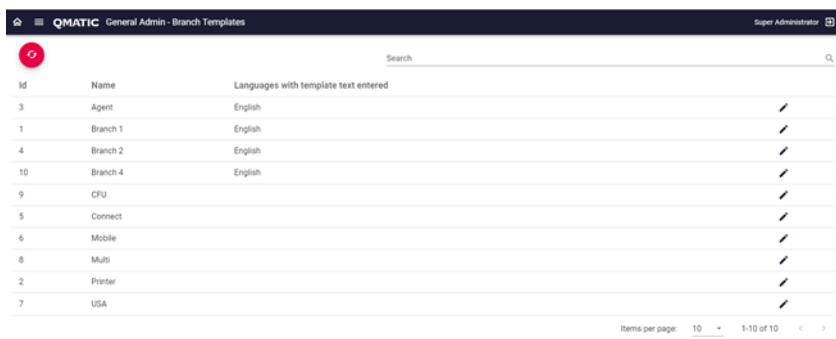
- The content of Service Template will be always shown if it is added in General Admin. To remove this information from Qmatic Web Booking, the text in service templates has to be removed for each language.
- It is possible to change the name of the information dialog window on the service expansion panel in Qmatic Web Booking. It is done in `uiMessages_*.properties` file, property `serviceTemplateHeader`.
- It is possible to change the section name for additional service information on the confirmation page in Qmatic Web Booking. It is done in `uiMessages_*.properties` file, property `confirmationTemplate`.

3.6 Branch Templates

Branch templates are used to provide more information about a branch. For example, you can guide where the customer should go when arriving.

You can add three templates per branch, which can be used in different places in the notification message. The parameters to send those templates in notification are called for example “Branch Template (Pos 1)” and the parameter filled in is {{branch.template.1}}

The content of branch template is currently shown in any notification messages, where the parameters mentioned above are added to a notification message.



Id	Name	Languages with template text entered	
3	Agent	English	
1	Branch 1	English	
4	Branch 2	English	
10	Branch 4	English	
9	CFU		
5	Connect		
6	Mobile		
8	Multi		
2	Printer		
7	USA		

3.6.1 Create branch template

1. Click **Edit**  for the branch that you need to create templates for.

Branch Templates : Avenyn

Language
English

Please select the position to enter the text for
Position1

Rich text editor toolbar and text area containing: Go to the main entrance

SAVE CANCEL

2. **Language:** Select language for the template.
3. **Position:** Select the position this template should be used for (Position 1, Position 2, Position 3). The positions can be seen as different information pieces for each branch.
4. Add information for the branch to be shown for the selected position in the text area. The template is saved in HTML format.
5. Save

3.7 Service Groups

Services can be arranged in groups which can make it easier for the customer to find them. This is useful especially in organizations that offers many services. Services are grouped on a global level.

It is possible to add the same service into several service groups.

After adding or arranging the service groups, it is needed to restart Qmatic Web Booking to apply the changes.

Note

- Service groups are used in Qmatic Web Booking and Mobile Ticket
- Service group name will be used for service group preselection in Qmatic Web Booking (find out more information how to set it up in Qmatic Web Booking Deployment Guide)
- If a service is removed from Orchestra central or Calendar, an alert will appear. To get rid of this alert, you have to edit and save the service group again.
- If a service group has multiple types (which is not allowed) you will have to edit and save the service group again.

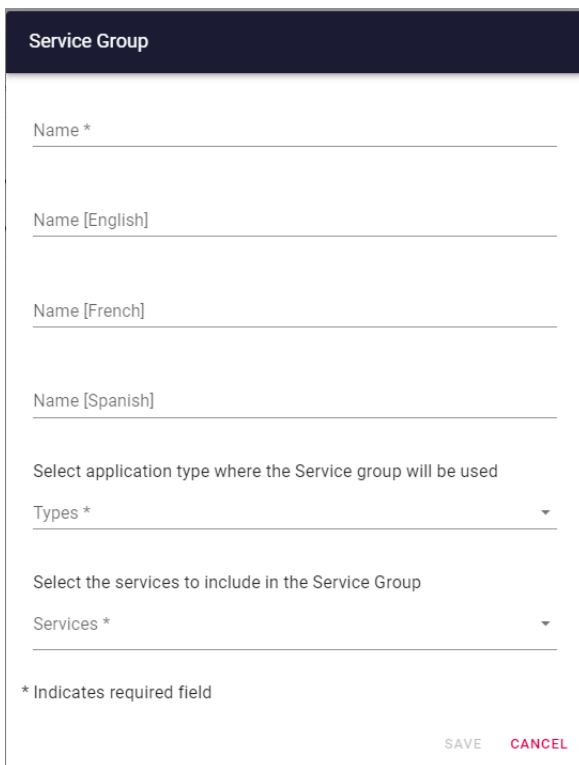


Name	Types	Services	
group1	Appointment Booking	service1, service2	↓  
group2	Appointment Booking	service group 1, service group 2	↑ ↓  
group3	Appointment Booking	service group 2, service group 3, service1, service2	↑ ↓  
group4	Servicepoint	service1, service2, service3	↑  

Items per page: 10 1-4 of 4 < >

3.7.1 Create service group

1. Click **Create service group** .



Service Group

Name *

Name [English]

Name [French]

Name [Spanish]

Select application type where the Service group will be used

Types *

Select the services to include in the Service Group

Services *

* Indicates required field

SAVE CANCEL

2. Fill the following fields in the form:
 - **Name:** The name can only contain Latin characters and numbers, no spaces. The name should be unique and is used in the URL when using preselection of service groups.
The name can't be changed once the service group is saved.
 - **Name in [language]:** Translated service group name in all languages defined in General Admin > Languages.
 - **Application type:** Choose which application type will use the service groups. The possible types are: **Appointment Booking**, **Servicepoint**, **Mobile app** and **Entrypoint**. For service groups in Mobile Ticket, select Mobile App as application type.
 - **Services:** Select the services to include in the service groups.
3. Save.

3.7.2 Manage service groups

- Click on the up and down arrows   to change the order of the groups.
- Click **Edit**  to edit the service groups.
- Click **Delete**  to delete a service group.
- Click **Refresh**  to refresh the list of service groups
- Click  to **Save into branch variables**. As Orchestra supports global and distributed environment, it is necessary to publish the service groups to branch level.

3.8 Region Translations

It is possible to translate the name of all branch regions (sub-groups) into the configured languages.

General Admin - Region Translations					
		Search 			
Id	Name	English	French	Spanish	
1	REGIONS	Regions	Régions	Regiones	
50	Sweden West	Sweden West	Ouest de la Suède	Oeste de Suecia	
Items per page: 10 1-2 of 2 < >					

In the list of regions, a list of the default name, and also one column for each language you have added when configuring available languages.

To refresh the list of regions click **Refresh**



3.8.1 Add region translations

1. Click **Edit**  to add or edit region translations.

Translations for region : REGIONS

Please select a Language

Name

SAVE CANCEL

2. Select for which language you want to add region translations.
3. Enter a translated name for the selected language.
4. Save.

You can also change to another language, fill in the translation and then click **Save**. All translations in every language will be saved.

3.9 User Mapping

User mapping is a feature that allows users to log in to Counter without having to select a branch, a service point and a work profile.

The following applies to the user mapping functionality:

- All users that should be mapped need to belong to a user mapping group.
- A user mapping group can only be mapped to one branch, but a user can be in several groups, and there can be several groups for the same branch.
- If a user has access to 2 branches in **User Management** application, but is only mapped to 1 group/branch in user mapping settings in **General Admin**, the user will still have access to the other branch (but with no mapped settings for service point and work profile).
- You can choose to either have a preselected service point/work profile but still allow the user to change the preselected option, *or* you can make the service point or work profile mandatory (“Fix SP” and “Fix WP”) so the user cannot change them.
- You can choose if the user profile settings dialog should be bypassed, see “3.9.4 Skip profile settings dialog” on page 24.

3.9.1 Requirements

- To use the user mapping features in General Admin version 2.1.0 and later, Counter version 5.8.0 or later is required.

3.9.2 Map a group of users to a branch, service point and/or work profile

1. Click **Create user mapping** .



New user mapping group

Group Name Travel document issuer branch A	Branch AnotherBranch
All Service Points	Work Profiles Travel Documents, Only Appointments

2. Enter a name that makes the group easy to identify.
3. Select a branch.
4. Select the service points and work profiles the group should have access to. If you want to include all service points/work profiles (including those added in the future), select **All**.

- To add users to the group, click **Add users** . Only users with access to the selected branch are shown in the list.
- Configure the settings for each users. The following settings exist:

User	Default service point	Lock SP	Default work profile	Lock WP	Default group
iryna	WebCounterMultiStaff	☐	Driving Licens	☒	☐
nikol	WebCounterMultiStaff	☐	Only Appointments	☒	☒

- **Default service point:** The service point that should be preselected for the user.
- **Lock SP:** If enabled, the user cannot change to another service point than the default one.
- **Default work profile:** The service point that should be preselected for the user.
- **Lock WP:** If enabled, the user cannot change to another work profile than the default one.
- **Default group:** If enabled, the settings for this group is preselected for the user. When opening Counter, users can still change branch to another branch and get the mapping settings for that group.

 All settings are optional, except if you have enabled auto login, then **Default service point** and **Default work profile** are mandatory.

- Save.

3.9.3 Manage groups

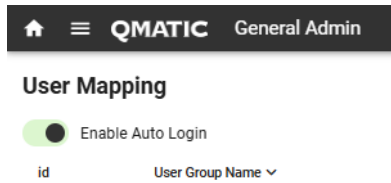
Changes to the user mapping settings are applied the next time the user logs in to Counter.

- To edit the mappings for a group, click **Edit** . Make the wanted changes, then save. Note that you can't change group name or branch, for that you have to create a new group.
- To delete a group, click **Delete** .
- To remove a user from a group, click **Edit**  on the wanted group. Find the user and click **Delete** .

3.9.4 Skip profile settings dialog

When users open Counter, you can configure the system to skip the user profile settings dialog so the users can start working immediately without any extra clicks.

-
- To skip the profile settings dialog, turn on the **Enable Auto Login** setting.



The setting is global and configured once for the whole system.

ⓘ When **Auto Login** is enabled, all users in the user mapping groups must have a default service point and work profile set. A warning is displayed in the list of mapping groups for groups that contain users without a default service point or work profile:

Autologin Valid
⚠
✓
⚠

4. Database queries

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4.1 Oracle

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin', 1, 1, 0, 'generaladmin', 1, 110);
```

```
INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
VALUES ('generaladmin', 0, 0, NULL, 20, NULL, 0,
'generaladmin');
```

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin-m-lang', 1, 0, 0, 'generaladmin-m-
lang', 1, 110);
```

```
INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
VALUES ('generaladmin-m-lang', 0, 0, NULL, 0, NULL, 0,
'generaladmin-m-lang');
```

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin-m-g-trans', 1, 0, 0, 'generaladmin-
m-g-trans', 1, 110);
```

```
INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
VALUES ('generaladmin-m-g-trans', 0, 0, NULL, 0, NULL, 0,
'generaladmin-m-g-trans');
```

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin-m-g-temp', 1, 0, 0, 'generaladmin-m-
g-temp', 1, 110);
```

```
INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
```

```
VALUES ('generaladmin-m-g-temp', 0, 0, NULL, 20, NULL, 0,
'generaladmin-m-g-temp');

INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin-m-s-groups', 1, 0, 0, 'generaladmin-
m-s-groups', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
VALUES ('generaladmin-m-s-groups', 0, 0, NULL, 20, NULL,
0, 'generaladmin-m-s-groups');

INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin-m-u-mapping', 1, 0, 0,
'generaladmin-m-u-mapping', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
VALUES ('generaladmin-m-u-mapping', 0, 0, NULL, 20, NULL,
0, 'generaladmin-m-u-mapping');

commit;
```

4.2 Postgres

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_in
dex)
VALUES ('generaladmin', true, false, 1, 'generaladmin', 1,
110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,v
iew_index,application_id)
VALUES ('generaladmin', 0, 0, NULL, 20, NULL, 20,
'generaladmin');

INSERT INTO applications
```

```
(id,branch_app,is_distributed,enabled,url,version,view_index)
VALUES ('generaladmin-m-lang', true, false, 0,
       'generaladmin-m-lang', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES ('generaladmin-m-lang', 0, 0, NULL, 20, NULL, 20,
       'generaladmin-m-lang');

INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_index)
VALUES ('generaladmin-m-g-trans', true, false, 0,
       'generaladmin-m-g-trans', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES ('generaladmin-m-g-trans', 0, 0, NULL, 20, NULL, 20,
       'generaladmin-m-g-trans');

INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_index)
VALUES ('generaladmin-m-g-temp', true, false, 0,
       'generaladmin-m-g-temp', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES ('generaladmin-m-g-temp', 0, 0, NULL, 20, NULL, 20,
       'generaladmin-m-g-temp');

INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_index)
VALUES ('generaladmin-m-s-groups', true, false, 0,
       'generaladmin-m-s-groups', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES ('generaladmin-m-s-groups', 0, 0, NULL, 20, NULL, 20,
       'generaladmin-m-s-groups');
```

```
INSERT INTO applications
(id,branch_app,is_distributed,enabled,url,version,view_index)
VALUES ('generaladmin-m-u-mapping', true, false, 0,
'generaladmin-m-u-mapping', 1, 110);

INSERT INTO application_modules
(id,is_distributed,enabled,icon_url,privilege_level,url,view_index,application_id)
VALUES ('generaladmin-m-u-mapping', 0, 0, NULL, 20, NULL,
20, 'generaladmin-m-u-mapping');
```

```
commit;
```

4.3 SQL server

```
USE [qp_central]
GO

INSERT INTO [qp_central].[applications]
([id], [branch_app], [is_distributed], [enabled], [url],
[version], [view_index])
VALUES ('generaladmin', 1, 1, 0, 'generaladmin', 1, 110)
GO

INSERT INTO [qp_central].[application_modules]
([id], [is_distributed], [enabled], [icon_url],
[privilege_level], [url], [view_index], [application_id])
VALUES ('generaladmin', 0, 0, NULL, 20, NULL, 0,
'generaladmin')
GO

INSERT INTO [qp_central].[applications]
([id], [branch_app], [is_distributed], [enabled], [url],
[version], [view_index])
VALUES ('generaladmin-m-lang', 1, 0, 0, 'generaladmin-m-
lang', 1, 110)
GO

INSERT INTO [qp_central].[application_modules]
([id], [is_distributed], [enabled], [icon_url],
[privilege_level], [url], [view_index], [application_id])
VALUES ('generaladmin-m-lang', 0, 0, NULL, 20, NULL, 0,
'generaladmin-m-lang')
GO
```

```
INSERT INTO [qp_central].[applications]
([id], [branch_app], [is_distributed], [enabled], [url],
 [version], [view_index])
VALUES ('generaladmin-m-g-trans', 1, 0, 0, 'generaladmin-
m-g-trans', 1, 110)
GO
```

```
INSERT INTO [qp_central].[application_modules]
([id], [is_distributed], [enabled], [icon_url],
 [privilege_level], [url], [view_index], [application_id])
VALUES ('generaladmin-m-g-trans', 0, 0, NULL, 20, NULL, 0,
'generaladmin-m-g-trans')
GO
```

```
INSERT INTO [qp_central].[applications]
([id], [branch_app], [is_distributed], [enabled], [url],
 [version], [view_index])
VALUES ('generaladmin-m-g-temp', 1, 0, 0, 'generaladmin-m-
g-temp', 1, 110)
GO
```

```
INSERT INTO [qp_central].[application_modules]
([id], [is_distributed], [enabled], [icon_url],
 [privilege_level], [url], [view_index], [application_id])
VALUES ('generaladmin-m-g-temp', 0, 0, NULL, 20, NULL, 0,
'generaladmin-m-g-temp')
GO
```

```
INSERT INTO [qp_central].[applications]
([id], [branch_app], [is_distributed], [enabled], [url],
 [version], [view_index])
VALUES ('generaladmin-m-s-groups', 1, 0, 0, 'generaladmin-
m-s-groups', 1, 110)
GO
```

```
INSERT INTO [qp_central].[application_modules]
([id], [is_distributed], [enabled], [icon_url],
 [privilege_level], [url], [view_index], [application_id])
VALUES ('generaladmin-m-s-groups', 0, 0, NULL, 20, NULL,
0, 'generaladmin-m-s-groups')
GO
```

```
INSERT INTO [qp_central].[applications]
([id], [branch_app], [is_distributed], [enabled], [url],
 [version], [view_index])
VALUES ('generaladmin-m-u-mapping', 1, 0, 0,
'generaladmin-m-u-mapping', 1, 110)
```

GO

```
INSERT INTO [qp_central].[application_modules]
([id], [is_distributed], [enabled], [icon_url],
 [privilege_level], [url], [view_index], [application_id])
VALUES ('generaladmin-m-u-mapping', 0, 0, NULL, 20, NULL,
 0, 'generaladmin-m-u-mapping')
GO
```


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