



# **KanbanBoard**

**Version 7.1.8**

## Table of Contents

|                                                        |    |
|--------------------------------------------------------|----|
| Table of Contents                                      | 2  |
| KanbanBoard                                            | 3  |
| Feature overview                                       | 3  |
| Summary / use case                                     | 3  |
| 1. Installation                                        | 3  |
| 1.1 Requirements                                       | 3  |
| 1.2 Installing the package                             | 3  |
| 1.3 Verifying the installation                         | 3  |
| 1.4 Note on uninstalling                               | 4  |
| 2. Administration                                      | 4  |
| 2.1 Permissions                                        | 4  |
| 2.2 Managing boards                                    | 4  |
| 2.3 Board-specific AgentTicketNoteKanban configuration | 7  |
| 2.4 Managing columns                                   | 7  |
| 2.5 Actions when entering a column                     | 9  |
| 2.6 Mandatory note when moving                         | 10 |
| 2.7 Adjusting the presentation through SysConfig       | 10 |
| 3. Instructions for end users (agents)                 | 11 |
| 3.1 Opening a board                                    | 11 |
| 3.2 Structure of the board                             | 11 |
| 3.3 Ticket preview                                     | 12 |
| 3.4 Handling a ticket in the side panel                | 13 |
| 3.5 Moving cards and ticket limits                     | 14 |
| 3.6 Mandatory note when moving                         | 14 |
| 4. Interfaces                                          | 15 |
| 4.1 Web service operations                             | 15 |
| 4.2 Event and invoker                                  | 15 |
| 4.3 Process transition action                          | 16 |
| 5. Operation and troubleshooting                       | 16 |
| 6. Backup and production use                           | 16 |
| Document information                                   | 16 |
| Filelist                                               | 18 |
| Changelog                                              | 21 |

# KanbanBoard

---

## Feature overview

- Configurable Kanban boards for regular Znuny tickets
- Board and column filters based on the standard Znuny ticket search
- Boards owned by users or by groups; agents can create their own boards
- Drag and drop to sort cards and to move them between columns
- Automatic ticket changes when a card enters a column (state, queue, owner, priority, pending time, dynamic fields and more)
- Optional mandatory note on a column change, configurable per board or column
- Soft and hard ticket limits per column with colour highlighting
- Ticket preview on hover and ticket handling in the side panel
- Card content and preview fields configurable through SysConfig and per board
- Optional to-do integration when the package **TodolistWidget** is installed
- Web service operations, the event **KanbanColumnEnterAction** and a process transition action for automation

## Summary / use case

The KanbanBoard package extends the Znuny 7 agent interface with configurable Kanban boards. The cards on a board are regular Znuny tickets; no ticket data is copied or duplicated.

Which tickets appear on a board is determined by the base filter of the board and the filter of the respective column. Both filters use the standard Znuny ticket search, so the usual queue and ticket permissions of an agent still apply. A dedicated mapping table only stores the manually defined order of the cards.

A ticket can appear on several boards and - with overlapping filters - also in several columns of the same board. Within one column it is always shown only once.

When a card is moved to another column, ticket changes (state, queue, owner, priority, dynamic fields and more) can be applied automatically and a mandatory note can be enforced.

Typical use cases are steering a service desk by processing state, distributing work within a team and visualising workload through ticket limits per column.

## 1. Installation

### 1.1 Requirements

The following is required:

- Znuny 7.1.3 or later
- The package **PackageSetup** 7.0.5 or later
- Administrator permissions for the Znuny package manager

The package **TodolistWidget** is supported optionally. If it is installed, to-do information is added to the ticket cards and to the side panel.

### 1.2 Installing the package

The package is installed like any other Znuny package through the package manager (**Admin > Package Manager**) or through the console. No further preparation is required.

### 1.3 Verifying the installation

After the installation the following should be checked:

1. The package is listed as installed in the package manager.

2. The Kanban board administration is available in the admin area.
3. A board with at least one column can be created.
4. The Kanban entry is visible in the **Tickets** menu for permitted agents.
5. Cards are displayed and can be moved within the board.

## 1.4 Note on uninstalling

The uninstall routine does not remove the data created by the package automatically. Before uninstalling it therefore has to be decided whether boards, columns and mappings are kept or removed manually. A database backup has to be created before every package change.

# 2. Administration

## 2.1 Permissions

Every board has an owner type and at least one owner:

- **User:** all selected agents can see and use the board.
- **Group:** agents with **rw** permission in at least one selected group can see and use the board.

Agents with **rw** permission in the group configured for the administration modules - **users** by default - can create and manage their own user boards. They can neither change the owner nor edit user or group boards of other people. Members of the group **admin** can configure all boards and columns and can freely choose owner type and owner.

In addition the normal Znuny ticket and queue permissions always apply. An agent only sees tickets that are also visible through the regular ticket search. To move a card the agent additionally needs the permission for the ticket changes performed during the move. Changes to group memberships and ticket permissions take effect immediately on the visible boards and cards.

## 2.2 Managing boards

The board administration is reached through the admin area or through the **Manage Boards** action in the Kanban area. The overview shows name, owners, owner type, validity as well as change and creation time (figure 1). Use **Show All** to display invalid boards as well.

Overview of the Kanban boards interface:

| NAME                 | OWNERS      | BOARDOWNERTYPE | VALIDITY | CHANGED             | CREATED             |
|----------------------|-------------|----------------|----------|---------------------|---------------------|
| Support Kanban       | Anna Berger | User           | valid    | 2026-09-23 11:42:40 | 2026-09-23 11:42:40 |
| 2nd Level Team Board | users       | Group          | valid    | 2026-09-23 11:42:40 | 2026-09-23 11:42:40 |

Overview of the Kanban boards

*Figure 1: overview of the existing boards*

The edit dialogue of a board (figure 2) contains:

- **Kanban name** - the name displayed in the agent interface
- **BoardOwnerType** - user or group
- **Owners** - one or more users or groups; on self-created boards this is fixed to the logged-in agent
- **Require a note when moving tickets** - default for all columns of the board, see section 2.6
- **Ticket item template** - board-specific template for the card content; without an own value the SysConfig setting from section 2.7 applies
- **Filter based on TicketSearch** - the base filter of the board
- **Columns** - list of the columns with their position and the action **Add column**
- **Validity**

Znuny

Dashboard

Customers

Calendar

Tickets

FAQ

Reports

Admin

Q

AB

Description

Depending on the group field, the system will allow users the access to the Kanban according to their permission level.

OVERVIEW > BOARD > EDIT KANBAN: SUPPORT KANBAN

Update Board

Kanban

Kanban name

Support Kanban

BoardOwnerType

User x

Owners

Anna Berger x

Validity

valid x

Require a note when moving tickets

☐

Default for columns on this board. Each column can override this setting.

Ticket item template

```
<h3 class="KanbanTicketTitle">
  <span class="KanbanTicketPriorityColor" title="{% Translate("Priority") | html %}: {% Translate(Data.Priority) | html %}" style="background-color: {%
Data.KanbanPriorityColor | html %};"></span>
  <a href="{% Env("BaseLink") %}Action=AgentTicketZoom;TicketID={% Data.TicketID | uri %}" target="_blank">{% Data.TicketNumber | html %}</a>
</h3>
<p class="KanbanTicketBody">{% Data.Title | html %}</p>
<div class="KanbanTicketFooter">
  <div class="KanbanTicketIndicators">
    <span class="KanbanTicketState" title="{% Translate("State") | html %}: {% Translate(Data.State) | html %} {% IF Data.KanbanStateComment %} - {%
Translate(Data.KanbanStateComment) | html %} {% END %}" style="background-color: {% Data.KanbanStateColor | html %};">
      {% Translate(Data.State) | html %}
    </span>
    {% IF Data.KanbanUntilTimeHuman %}
    <span class="KanbanTicketDueDate" title="{% Translate("Pending till") | html %}: {%
Data.KanbanUntilTimeHuman | Localize("TimeShort") | html %}">
      <i class="fa fa-clock-o"></i>
      {% Data.KanbanPendingUntil %}
    </span>
    {% END %}
    {% IF Data.KanbanTodoCountAll %}
  </div>
</div>
</div>
Template Toolkit markup for ticket items on this board. Leave empty to use Ticket-Frontend:AgentTicketKanban:ColumnTicketTemplate.
```

AgentTicketNoteKanban configuration

Filter based on TicketSearch

Filters in use

Queue

2nd Level x Service Desk x

Additional filters

Add another attribute

Columns

| NAME        | POSITION |
|-------------|----------|
| New         | 1        |
| In Progress | 2        |
| Waiting     | 3        |
| Done        | 4        |
| Add column  |          |

Submit

Cancel

Save and finish

Save

Powered by Znuny

## Editing a board

Figure 2: board with base filter, ticket item template and column list

The base filter limits the ticket set for all columns of the board. It should be as narrow as possible in order to avoid unnecessarily large ticket searches. In the example of figure 2 the board is limited to the queues **Service Desk** and **2nd Level**.

Seite 6/21

© SECTOR NORD AG

Invalid boards are not offered to agents. The board opened last is loaded automatically on the next call as long as it is still accessible.

## 2.3 Board-specific AgentTicketNoteKanban configuration

Administrators can override the settings below `Ticket::Frontend::AgentTicketNoteKanban###` for an individual board in the **AgentTicketNoteKanban configuration** section (figure 3), which is collapsed by default. The section is not available for other board owners.

Board-specific configuration of the ticket screen

Figure 3: overriding the AgentTicketNoteKanban settings per board

Checkbox settings are rendered as checkboxes, simple values as text or textarea fields and `StateType` as a comma-separated list. The hash setting `DynamicField` uses numbered key and value parameters with the plus and minus actions known from the process management.

When a board is created for the first time, all values match the global SysConfig. Only deviating values are stored. Later SysConfig changes therefore apply to a board automatically as long as the value in question has not been overridden explicitly. An empty `DynamicField` configuration remains an explicit deviation if dynamic fields are configured globally.

## 2.4 Managing columns

Columns are created and edited exclusively through the column actions in the edit dialogue of the corresponding board; there is no separate column overview. The board is fixed in the column screen and cannot be changed there.

A column has the properties shown in figure 4:

- A **column name** that is unique within the board
- A **position**
- An optional **description**
- The setting **Require a note when moving tickets** (inherited, explicitly enabled or explicitly disabled)
- An optional **ticket limit** as a soft or hard limit with a maximum number of tickets
- A **filter based on TicketSearch**
- An optional **on move action** (see section 2.5)
- A **validity**

Dashboard
Customers
Calendar
Tickets
FAQ
Reports
Admin
Q

AB

Actions

Go to overview

Description

Depending on the group field, the system will allow users the access to the Kanban according to their permission level.

OVERVIEW > BOARD > EDIT KANBAN: IN PROGRESS

Update Column

Column

Column name

In Progress

Position

2 x

Description

Tickets that are currently being worked on

Require a note when moving tickets

Overrides the board default for this column.

Ticket limit

Soft limit x

Soft limits require confirmation; hard limits prevent the move.

Maximum tickets

5

Validity

valid x

Filter based on TicketSearch

Filters in use

State

open x

✕

Additional filters

Add another attribute

On Move Action

Set new agent/new owner

Set new type

Set new service

Set new Service Level Agreement

Set new state

open x

Set new queue

Set new priority

Set new ticket lock

Add dynamic field

Submit

Cancel

Save and finish

Save

Powered by Znuny

Editing a column

Seite 8/21

© SECTOR NORD AG

Figure 4: column with a soft ticket limit and a state filter

Columns with the same name on different boards are allowed. Positions can be changed within the board. Invalid columns do not appear on the agent board.

The column filter is combined with the base filter of the board. If several column filters overlap, the same ticket can appear in all matching columns.

A ticket limit refers to the number of tickets that the combined board and column filter returns for the current agent. When a soft limit is reached, the agent has to confirm the move; a reached hard limit prevents the move. The check only takes place when moving to another column; sorting within a column remains possible. If a ticket is already contained in the target column because of overlapping filters, moving it does not increase the hit count of that column and therefore does not trigger a limit check.

In the column header of the agent board a configured limit is displayed as **count/limit**. Reached soft limits are highlighted in yellow, reached hard limits in red.

## 2.5 Actions when entering a column

Ticket changes that are applied when a card is moved into a column can be configured per column (figure 5). Supported are:

- Queue
- State
- Type, if **Ticket::Type** is enabled
- Service and SLA, if **Ticket::Service** is enabled
- Priority
- Owner
- Responsible, if **Ticket::Responsible** is enabled
- Ticket lock
- Selected dynamic fields of the ticket

On Move Action

Set new agent/new owner

New type

Set new service

Set new Service Level Agreement

Set new state

pending reminder x

Pending date

3

day(s)

Set new queue

Set new priority

Set new ticket lock

Add dynamic field

On move action

Figure 5: on move action with a pending state and a relative pending time

Only explicitly selected dynamic fields are changed. If a pending state is chosen, a future pending time has to be provided as well. Available units are hours, days and months; one month equals 30

days.

All configured changes have to succeed. Only then the new column and position are stored. On an error the stored mapping remains unchanged, the card is reset in the browser and an error message is displayed.

After a reload the filters are evaluated again. If the changed ticket no longer matches the target column filter, it can disappear from that column; if it still matches several filters, it is still displayed several times.

## 2.6 Mandatory note when moving

The board administration can require a note to be created when a ticket is moved to another column. This setting is the default for all columns of the board and can be inherited, explicitly enabled or explicitly disabled in each column.

If the requirement is active for the target column, the board opens the **AgentTicketNoteKanban** screen in the right side panel after the card has been dropped (see section 3.6). The on move action and the new card position are only processed after the note has been saved successfully. On cancel the card is reset to its previous position. Pure position changes within the same column do not require a note.

## 2.7 Adjusting the presentation through SysConfig

The presentation is controlled through the settings shown in figure 6 below **System Configuration**.

The screenshot displays the Znuny System Configuration interface. The top navigation bar includes 'Znuny', 'Dashboard', 'Customers', 'Calendar', 'Tickets', 'FAQ', 'Reports', 'Admin', and a search icon. The left sidebar contains 'Actions' (Edit search, Deployment, Settings I'm currently editing, My favourite settings, Invalid settings, Import & Export) and 'Help' (Currently edited by me, Modified but not yet deployed, Currently edited by another user, Different from its default value, ENTER: Save current setting, ESC: Cancel editing current setting). The main content area is titled 'OVERVIEW > SYSTEM CONFIGURATION > SEARCH FOR "Ticket::Frontend::AgentTicketKanban"' and shows a search result: 'Your search for "Ticket::Frontend::AgentTicketKanban" in category "" returned 4 results.' The settings are listed as follows:

- Ticket::Frontend::AgentTicketKanban::ColumnTicketTemplate**: Template Toolkit markup used to render the content inside ticket items in the Kanban columns. The list-item wrapper is rendered by Kanban/ColumnTicket.it. The template receives the complete ticket data and the ColumnID.  
`<h3 class="KanbanTicketTitle">  
<span class="KanbanTicketPriorityColor" title="% Translate('Priority') | html %"; [% Translate(Data.Priority) | html %]" style="background-color: [% Data.KanbanPriorityColor | html %];"></span>`
- Ticket::Frontend::AgentTicketKanban::TicketAction**: Defines the ticket action opened in the Kanban side panel when an agent clicks a ticket card outside the ticket number link. AgentTicketNoteKanban provides its own article and ticket attribute configuration. Leave empty to disable the action.  
AgentTicketNoteKanban
- Ticket::Frontend::AgentTicketKanban::TicketPreviewFieldLabels**: Defines optional labels for ticket fields shown in the Kanban ticket preview. Missing labels fall back to the ticket field key.  
CustomerUserID → Customer User  
TicketNumber → Ticket Number
- Ticket::Frontend::AgentTicketKanban::TicketPreviewFields**: Defines the ticket fields shown in the Kanban ticket preview and their order.  
TicketNumber  
Title

SysConfig settings of the Kanban board

Figure 6: settings below **Ticket::Frontend::AgentTicketKanban**

**Ticket::Frontend::AgentTicketKanban::ColumnTicketTemplate** contains the Template Toolkit markup for the content of a ticket card. The template can be overridden per board in the board administration; boards without an own value use the SysConfig setting as default. The technical card wrapper for drag and drop is created by the add-on and must not be added to the setting. Available are the data returned by **TicketGet()** as well as **TicketID** and **ColumnID**; with the to-do integration active also **KanbanTodoCountAll** and **KanbanTodoCountDone**. Because of possible rendering errors, changes should be tested on a test system first.

**Ticket::Frontend::AgentTicketKanban::TicketAction** defines the ticket action that is opened in the side panel when a card is clicked. The default value is **AgentTicketNoteKanban**; an empty value

disables the card action.

**Ticket::Frontend::AgentTicketKanban::TicketPreviewFields** contains the sortable list of ticket fields shown in the ticket preview. The order of the entries determines the order in the preview. Dynamic fields can be added as **DynamicField\_FieldName**.

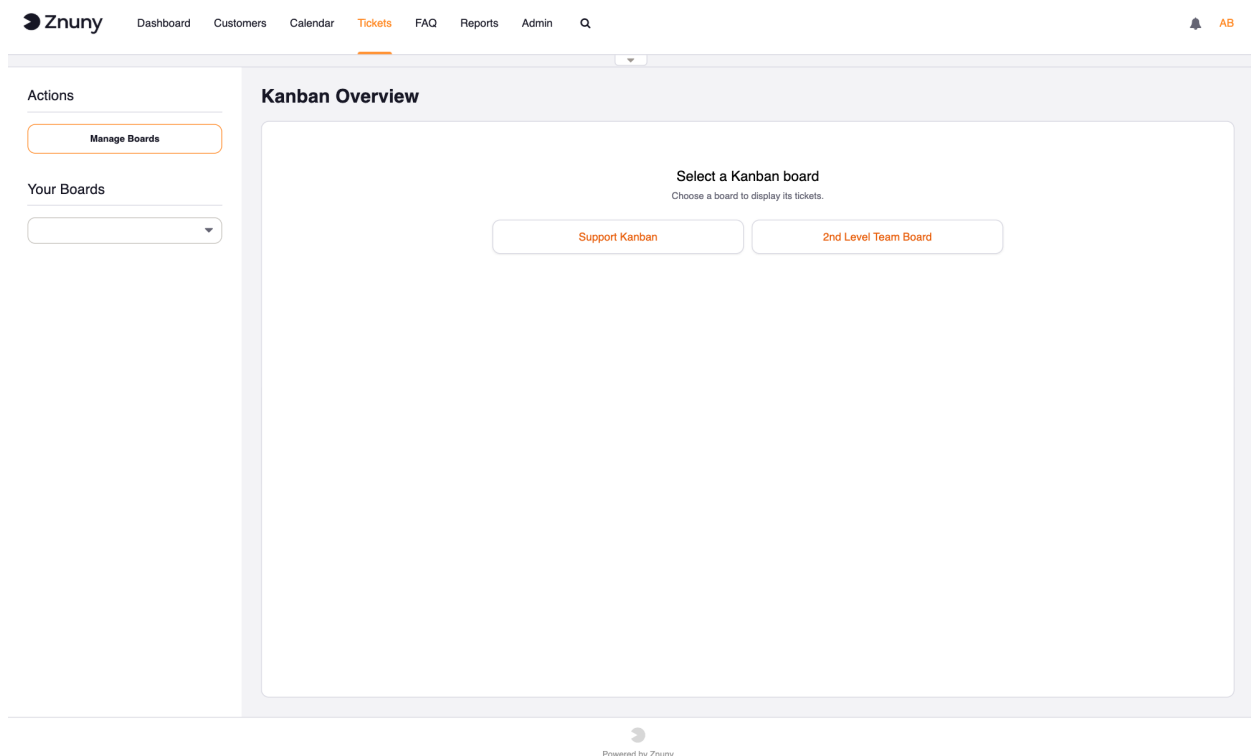
**Ticket::Frontend::AgentTicketKanban::TicketPreviewFieldLabels** only contains optional, deviating labels. Without an own entry the field name is used and translated where possible.

If one of the two preview settings is emptied completely or stored invalidly, the add-on falls back to the default values. After SysConfig changes the configuration and the cache have to be rebuilt.

## 3. Instructions for end users (agents)

### 3.1 Opening a board

The Kanban board is opened through the **Kanban** entry in the **Tickets** menu or through the toolbar icon. If several boards are available and no board has been opened yet, the selection shown in figure 7 appears.



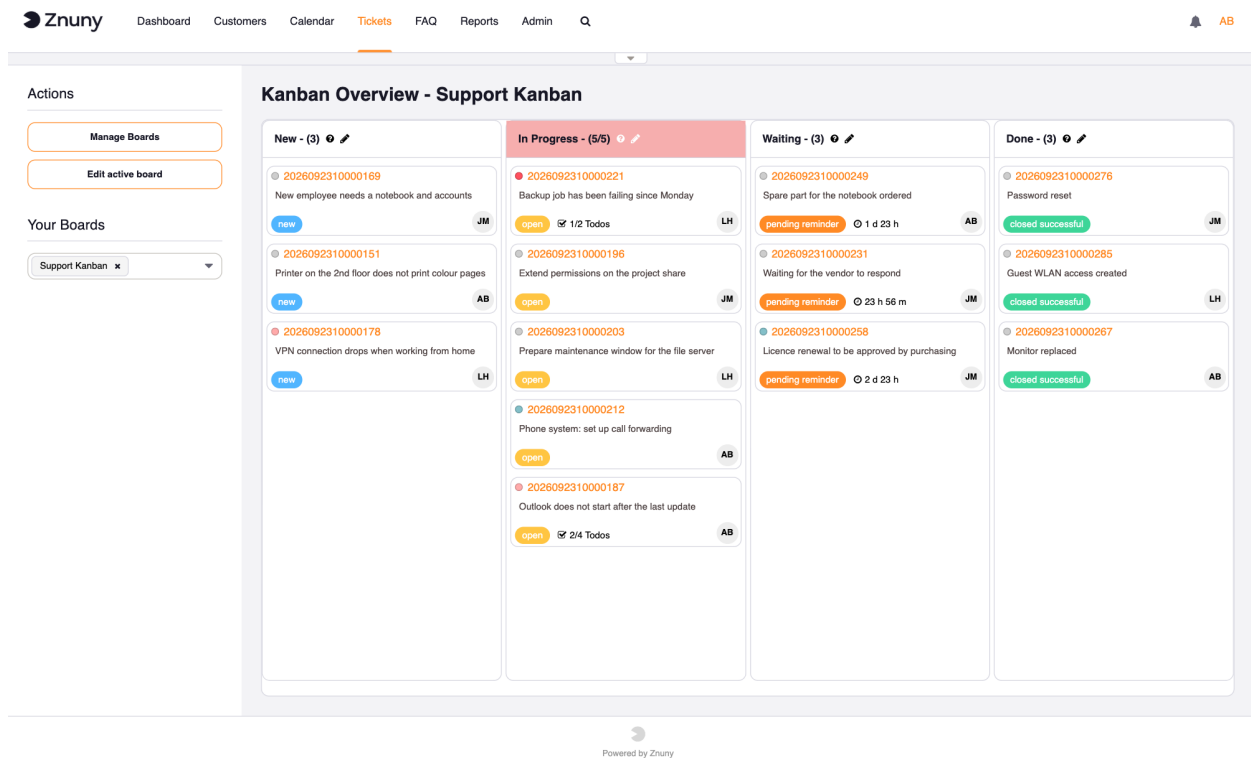
Selecting a Kanban board

Figure 7: selection of the boards visible to the agent

The board opened last is loaded automatically on the next call as long as it is still valid and visible. The **Your Boards** selection can be used to switch to another board at any time.

### 3.2 Structure of the board

The board shows the valid columns in their configured order (figure 8). Four columns fit into the visible width, further columns are scrolled horizontally. Each column header contains the name, the number of contained tickets and - with a configured limit - the value **count/limit**.



Kanban board in the agent interface

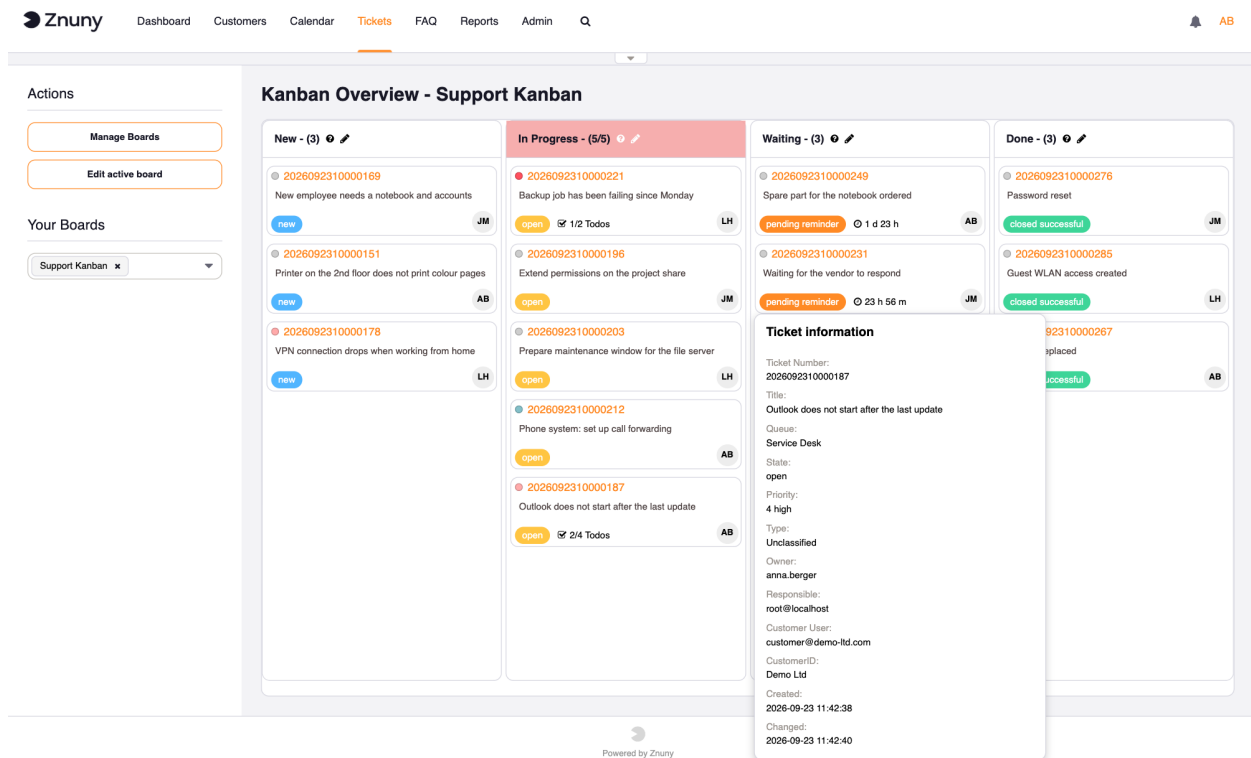
Figure 8: board with four columns; the column “In Progress” has reached its soft limit of 5 tickets

The default card shows the priority colour, the linked ticket number, the title, the state as a coloured badge, the remaining pending time where applicable and the Gravatar or the initials of the owner. If the package **TodolistWidget** is installed and the ticket has to-dos, the card footer additionally shows the number of completed and of all to-dos, for example **2/4 Todos**.

Cards are sorted within a column or moved to another column by drag and drop. A click on the ticket number opens the usual ticket view in a new browser tab.

### 3.3 Ticket preview

When the mouse hovers over a card, the ticket preview appears next to the current column (figure 9). The ticket fields configured in SysConfig are shown; the side with more available space is chosen automatically.

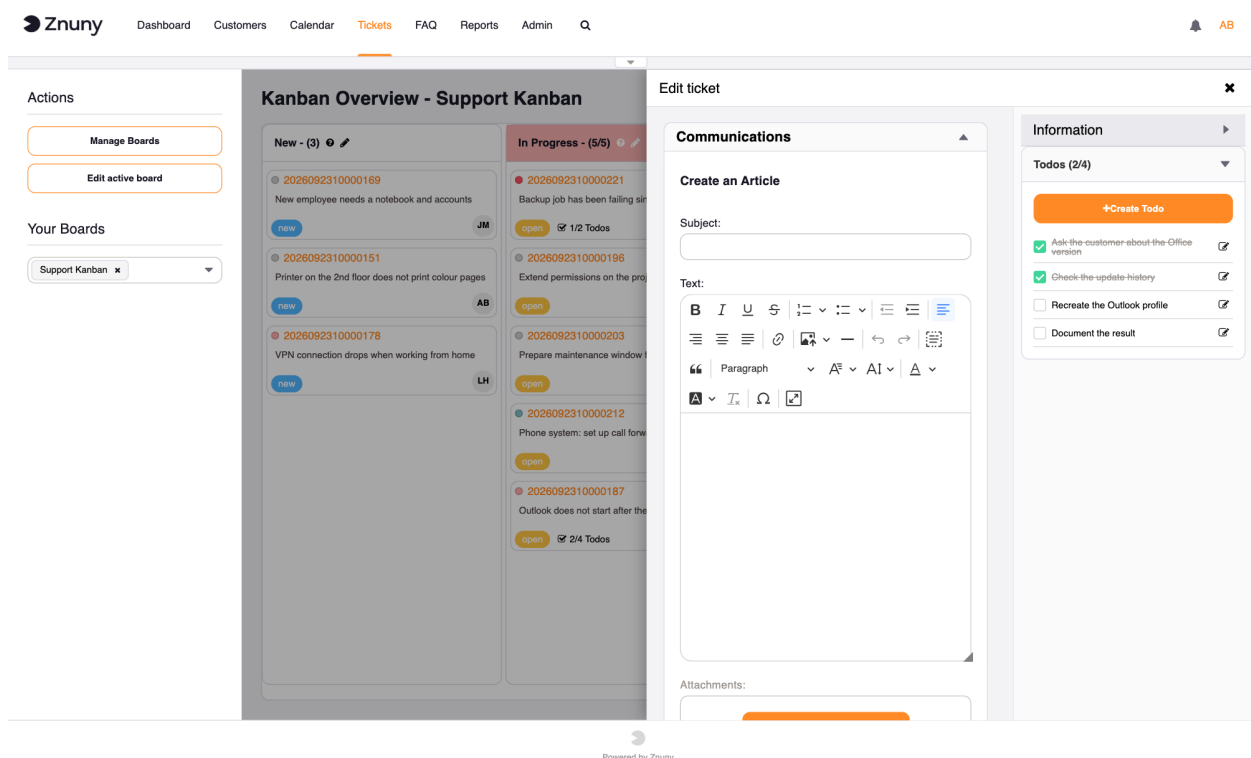


Ticket preview

Figure 9: preview with the configured ticket fields

### 3.4 Handling a ticket in the side panel

A click on the card outside the ticket number link opens the **AgentTicketNoteKanban** action in the right side panel of the board by default (figure 10). An article can be created there and the enabled ticket attributes can be changed. Which fields are shown is controlled by the settings **Ticket::Frontend::AgentTicketNoteKanban###...** and by board-specific deviations from the board administration.



Ticket action in the side panel

Figure 10: creating an article and editing to-dos in the side panel

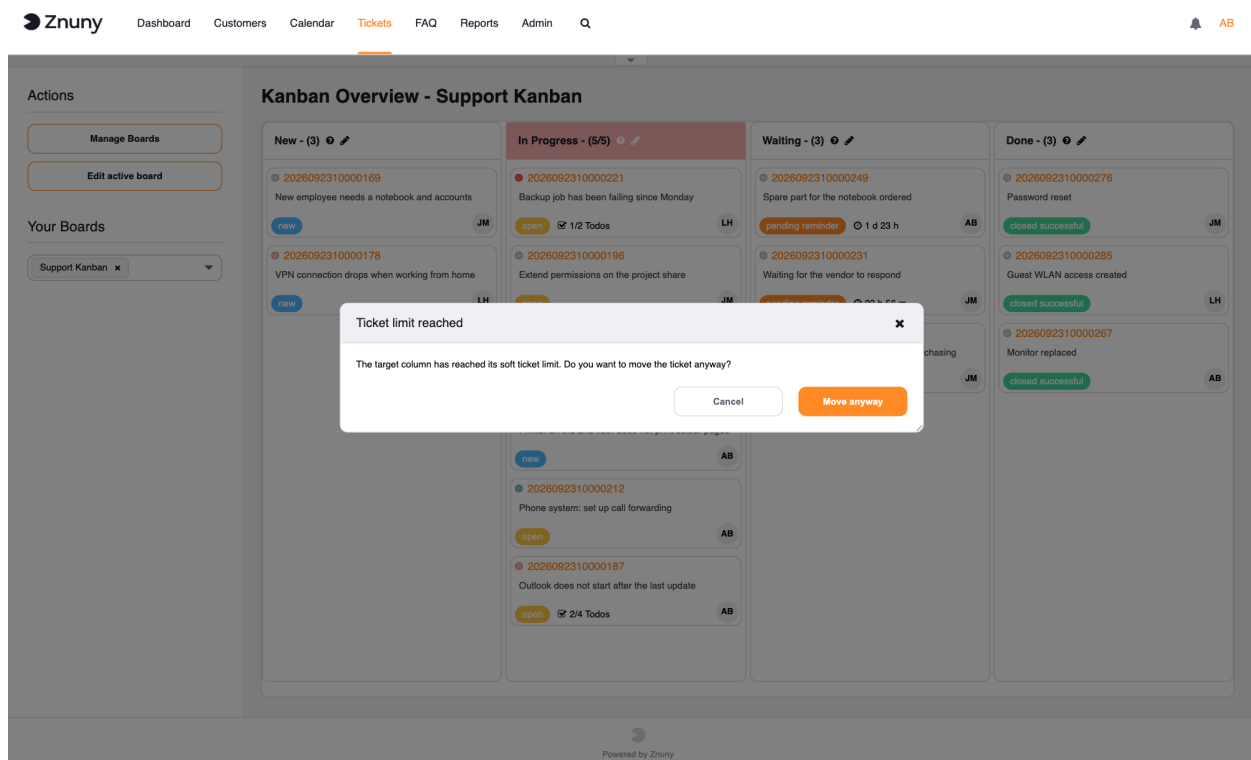
After saving successfully, the visible attributes of the ticket are updated without reloading the board page. Cancel only closes the side panel.

If `TodolistWidget` is installed and `Ticket::Frontend::AgentTicketNoteKanban###ShowTodos` is enabled, the information area additionally contains the to-dos of the ticket. Agents with `rw` permission for the ticket can create and edit to-dos there and mark them as done or open. As long as no to-do exists, an existing to-do template can be applied as well. The expanded or collapsed state of the area is stored per agent in the user preferences `UserKanbanTodoWidgetCollapsed` and `UserKanbanTodoSidebarCollapsed`.

### 3.5 Moving cards and ticket limits

When a card is moved, the ticket changes configured for the target column are applied and the column and position are stored afterwards. The card is then redrawn with the current ticket data, so changes to state, priority or owner are visible without reloading the board.

If the target column has reached its soft ticket limit, the confirmation shown in figure 11 appears. **Move anyway** continues the operation, **Cancel** returns the card to its previous position. A reached hard limit prevents the move completely.



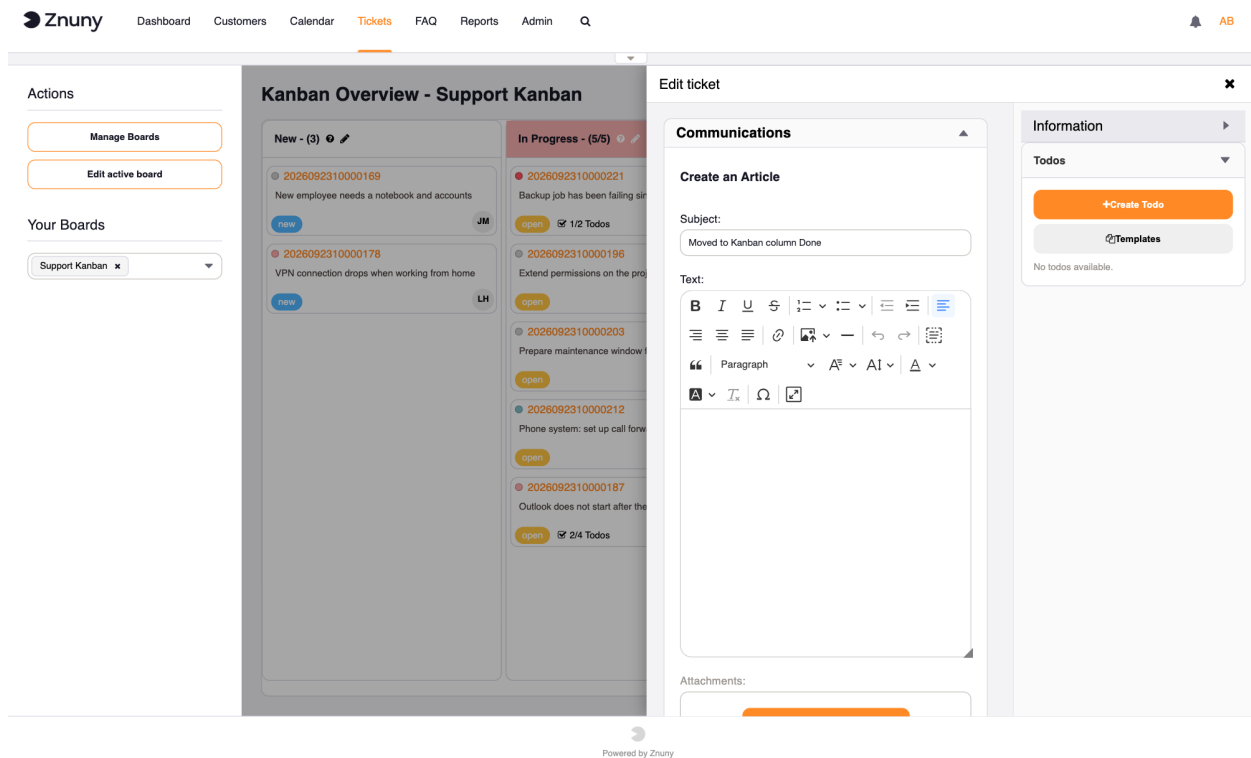
Confirmation for a reached ticket limit

Figure 11: confirmation for a reached soft ticket limit

If one of the configured ticket changes fails, the move is not stored, the card is reset and an error message is displayed.

### 3.6 Mandatory note when moving

If a mandatory note is configured for the target column, the ticket screen opens in the side panel with a prefilled subject after the card has been dropped (figure 12). The on move action and the new position are only applied after the note has been saved successfully; closing without saving returns the card to its previous position.



Mandatory note when moving

Figure 12: enforced note when moving a ticket into the column "Done"

## 4. Interfaces

### 4.1 Web service operations

The add-on provides the following provider operations in the Generic Interface:

- **Kanban::BoardGet**: get a board by **BoardID** or **BoardName**
- **Kanban::ColumnGet**: get a column by **ColumnID** or **ColumnName**

The column lookup by name can be restricted through **BoardID** or **BoardName**. The operations use the standard Znuny authentication and respect the board permission of the agent. Ambiguous names return an error.

### 4.2 Event and invoker

After a card has been moved successfully, the event **KanbanColumnEnterAction** is triggered with the following data:

```
BoardID
ColumnID
TicketData
```

The invoker **Kanban::OnEnter** can send this data to an external web service.

Example files:

- **scripts/webservices/KanbanBoardREST.yml**
- **scripts/postman/KanbanBoard.postman\_collection.json**

The target **/kanban-on-enter** in the example configuration is a placeholder and has to be adjusted before use. Example credentials must not be used on production systems; external connections should use TLS.

## 4.3 Process transition action

The transition action

`Kernel::System::ProcessManagement::TransitionAction::KanbanColumnEnterAction` also executes the on move action of a Kanban column from within a process. It requires the following configuration:

```
BoardID = 1
ColumnID = 2
```

`BoardID` and `ColumnID` have to be positive numeric IDs. By default the `TicketID` of the current process ticket is used; optionally another positive numeric ticket ID can be provided through `TicketID`. Ticket attribute placeholders such as `<OTRS_TICKET_TicketID>` are supported. Board and column have to be valid and the column has to belong to the given board. After a successful execution the event `KanbanColumnEnterAction` is triggered as well.

The transition action only applies the on move action configured for the target column; it does not move the Kanban card and does not change any stored column mapping.

For manual testing the example process `otrs/scripts/processes/KanbanColumnEnterActionTest.yml` can be imported in the process management. Afterwards `BoardID` and `ColumnID` in the transition action have to be adjusted to an existing test board and one of its target columns; the `TicketID` is left empty so that the current process ticket is used.

## 5. Operation and troubleshooting

| Problem                    | Check                                                                                                  |
|----------------------------|--------------------------------------------------------------------------------------------------------|
| Changes are missing        | Rebuild the configuration, delete the cache, restart processes if required and clear the browser cache |
| A board is missing         | Check validity, owners, group <code>rw</code> permission and the system log                            |
| A ticket is missing        | Check the base filter, the column filter, the ticket state as well as queue and search permissions     |
| A move fails               | Check board and ticket permissions, the target column, the on move actions and the server message      |
| The presentation is broken | Check the loaded JavaScript and CSS resources and the browser console                                  |

A stored position cannot keep a ticket in a column if the ticket no longer matches the current filters or permissions.

## 6. Backup and production use

- Back up the database before installation, reinstallation, uninstallation and manual cleanup.
- Test package changes on a test system first.
- Replace web service credentials and example configurations before using them in production.
- Do not bypass normal Znuny ticket permissions with more generous board permissions.
- Use base and column filters that are as specific as possible with large ticket volumes.

## Document information

|                  |                   |                   |
|------------------|-------------------|-------------------|
| © Copyright 2026 | Sector Nord AG    | www.sectornord.de |
| Package          | KanbanBoard 7.1.8 | Znuny 7           |

|                            |                       |                                        |
|----------------------------|-----------------------|----------------------------------------|
| Revision                   | 1.0                   |                                        |
| Author                     | Lukas Bröring         | lukas.broering@sectornord.de           |
| Created                    | 2026/09/23            |                                        |
| ChangeLog                  | 2026/09/23            | English documentation with screenshots |
| Remarks and corrections to | service@sectornord.de |                                        |

## Filelist

- File
  - Permission 644
  - Filepath **Custom/Kernel/Modules/AgentTicketKanban.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Modules/AgentTicketNoteKanban.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Modules/AdminKanbanBoard.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Modules/AdminKanbanBoardEdit.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Modules/AdminKanbanColumn.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/GenericInterface/Operation/Kanban/BoardGet.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/GenericInterface/Operation/Kanban/ColumnGet.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/GenericInterface/Invoker/Kanban/BoardGet.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/GenericInterface/Invoker/Kanban/ColumnGet.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/GenericInterface/Invoker/Kanban/OnEnter.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/System/Kanban/Board.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/System/Kanban/Column.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/System/Kanban/TicketMap.pm**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/AgentTicketKanban.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/AgentTicketNoteKanban.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/AdminKanbanBoard.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/AdminKanbanBoardEdit.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/AdminKanbanColumn.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/ColumnTicket.tt**

- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/TicketPreview.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/DynamicField.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/Filter.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/FilterHidden.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/NextFields.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/Templates/Standard/Kanban/TodolistWidget.tt**
- File
  - Permission 644
  - Filepath **Custom/Kernel/Output/HTML/TicketActionCommon/KanbanTodolist.pm**
- File
  - Permission 644
  - Filepath **Kernel/Config/Files/XML/AgentTicketKanban.xml**
- File
  - Permission 644
  - Filepath **Kernel/Config/Files/XML/AgentTicketNoteKanban.xml**
- File
  - Permission 644
  - Filepath **Kernel/Config/Files/XML/AdminTicketKanban.xml**
- File
  - Permission 644
  - Filepath **Kernel/System/ProcessManagement/TransitionAction/KanbanColumnEnterAction.pm**
- File
  - Permission 644
  - Filepath **Kernel/System/Ticket/Event/KanbanColumnEnterAction.pm**
- File
  - Permission 644
  - Filepath **Kernel/Language/de\_KanbanBoard.pm**
- File
  - Permission 644
  - Filepath **var/httpd/htdocs/js/Core.Agent.TicketKanban.js**
- File
  - Permission 644
  - Filepath **var/httpd/htdocs/js/Core.Agent.TicketNoteKanban.js**
- File
  - Permission 644
  - Filepath **var/httpd/htdocs/js/Core.Agent.KanbanTodo.js**
- File
  - Permission 644
  - Filepath **var/httpd/htdocs/js/Core.Agent.KanbanBoard.js**
- File
  - Permission 644
  - Filepath **var/httpd/htdocs/skins/Agent/default/css/Core.Agent.TicketKanban.css**
- File
  - Permission 644
  - Filepath **var/httpd/htdocs/skins/Agent/default/css/Core.Agent.KanbanBoard.css**
- File

- Permission 644
  - Filepath **var/httpd/htdocs/skins/Agent/default/css/Core.Agent.KanbanTodo.css**
- File
  - Permission 644
  - Filepath **var/packages/setup/KanbanBoard.pm**
- File
  - Permission 644
  - Filepath **scripts/test/Kanban/Board.t**
- File
  - Permission 644
  - Filepath **scripts/test/Kanban/Column.t**
- File
  - Permission 644
  - Filepath **scripts/test/Kanban/ColumnPosition.t**
- File
  - Permission 644
  - Filepath **scripts/test/Kanban/TicketMap.t**
- File
  - Permission 644
  - Filepath **scripts/test/Kanban/TransitionAction.t**
- File
  - Permission 644
  - Filepath **scripts/processes/KanbanColumnEnterActionTest.yml**

## Changelog

- Version: **6.0.0** Date: **2019-06-05 22:00:00**
  - Initiale Paket-Erstellung
- Version: **6.0.1** Date: **2020-10-28 17:00:00**
  - Layout Anpassungen
- Version: **7.0.0** Date: **2026-01-22 10:59:00**
  - Update to 7
- Version: **7.1.0** Date: **2026-08-18 00:00:00**
  - Complete portable Kanban board implementation and access control
- Version: **7.1.1** Date: **2026-08-24 11:47:00**
  - Refresh ticket cards after successful Kanban moves, add TicketActionCommon in the board
- Version: **7.1.2** Date: **2026-08-24 16:09:32**
  - Add optional TodolistWidget integration with ticket card progress, editable sidebar todos, todo templates, and persisted sidebar states
- Version: **7.1.3** Date: **2026-08-31 11:20:00**
  - Add TransitionAction
- Version: **7.1.4** Date: **2026-09-02 11:33:00**
  - Add custom ticket templates, update layout for descriptions, add quicklink to edit board
- Version: **7.1.5** Date: **2026-09-15 00:00:00**
  - Issue #16: Add mandatory ticket notes for Kanban column moves using AgentTicketNoteKanban
- Version: **7.1.6** Date: **2026-09-16 11:29:00**
  - Issue #18: Add board-specific AgentTicketNoteKanban configuration overrides
- Version: **7.1.7** Date: **2026-09-17 13:40:00**
  - Issue #17: Add per-column soft and hard ticket limits and (#20) support multiple board owners.
- Version: **7.1.8** Date: **2026-09-17 16:20:00**
  - Issue #19: Add an improved no-board view with accessible board selection.