

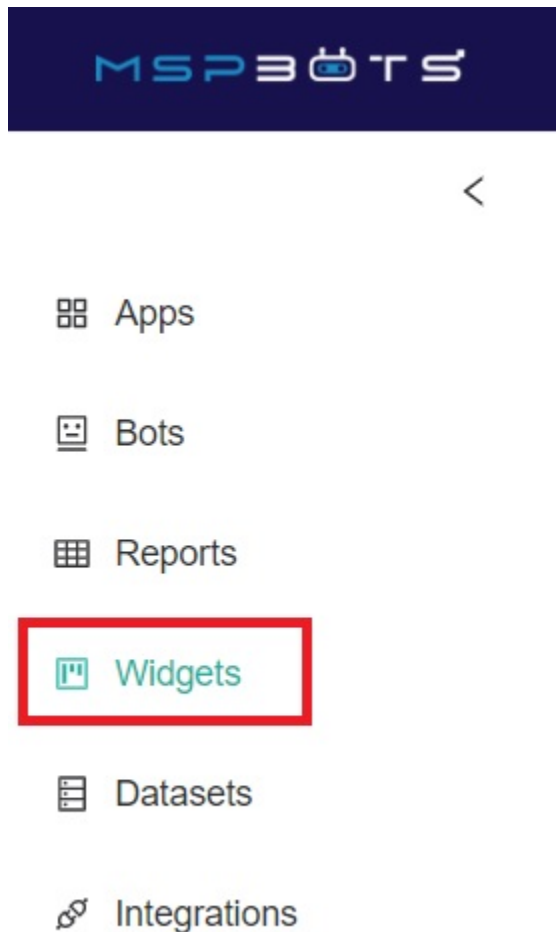
How to Add PSA Hyperlinks to Ticket Numbers in MSPbots - Autotask

You can hyperlink the tickets on the MSPbots widgets to the corresponding tickets. This is done by editing the columns in the data source settings.

This procedure is for Autotask users.

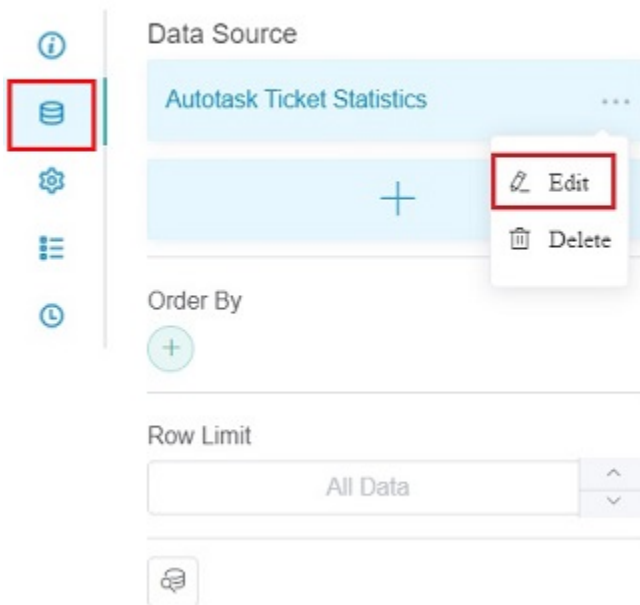
To hyperlink tickets

1. Log in to the MSPbots dashboard and navigate to **Widgets** on the menu.



2. Search for the widget that you want to modify and open it.
3. On the Widget Builder window, click the **Dataset**.

Widget Builder



4. Click the **ellipsis** button, then click **Edit**.

5. Add the ticket ID to the dataset settings.

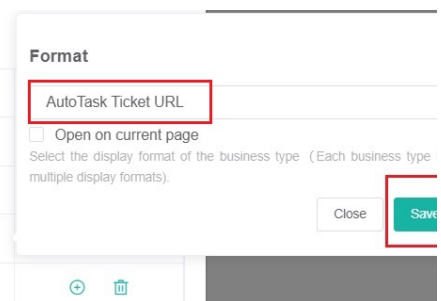
Columns Display:

Select All Clear All

Column Name	Alias	Business Type
ticket_number	Ticket #	Text
client	Client	Text
ticket_id	ticket_id	Hyperlinks
create_date	Date Created	Date Time

Row Limit

All Data



- Add a new column by clicking **+**.
- Select **ticket_id** from Column Name and Alias dropdown lists.
- Select **Hyperlinks** for Business Type.
- Click the **paintbrush** icon and select **Autotask Ticket URL** from the **Format** dropdown list.
- Click **Save**.

6. Add the ticket number to the dataset settings.

Dataset: Autotask / Autotask Ticket Statistics

Name:

Columns Display: Select All Clear All

Column Name	Alias	Business Type
ticket_number	Ticket #	Hyperlinks
client	Client	Text
create_date	Date Created	Date Time

Format

AutoTask Ticket URL

☐ Open on current page

Select the display format of the business type. (Each business type has multiple display formats).

Close Save

- Click **+** to add a new column.
- Select **ticket number** for Column Name and **Ticket #** for Alias.
- Select **Hyperlinks** for Business Type.
- Click the **paintbrush** icon and select **Autotask Ticket URL** from the **Format** dropdown list.
- Click **Save**.

7. Click **Save** to apply the new settings. When you drill down on a widget, you will see that the entries on the **Ticket #** column are now hyperlinked.

Ticket #	Title
T20220221	Reboot ABS tonight
T20220222	Bootable Screenshot for CLOUD02
T20220223	Manual Windows Server Updates
T20220225	Manual Windows Server Updates
T20220228	Bootable Screenshot for ABS-DC02
T20220235	Bootable Screenshot for ABS-EX02
T20220241	Bootable Screenshot for XE2102