# How to change the URL used by bots to send alerts

Clients sometimes need to use a custom URL for bots and widgets. The steps in this guide apply to both:
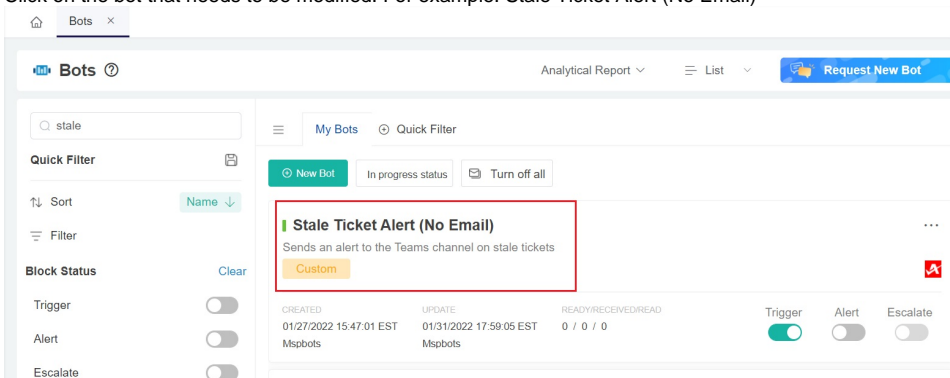
- Assigning a specific URL for bots when sending alerts
- Using custom URLs for widgets and column datasets

Do the following steps to change a bot's URL:

1. Log in to the MSPbots app as an administrator.
2. Navigate to **Bots** on the menu.
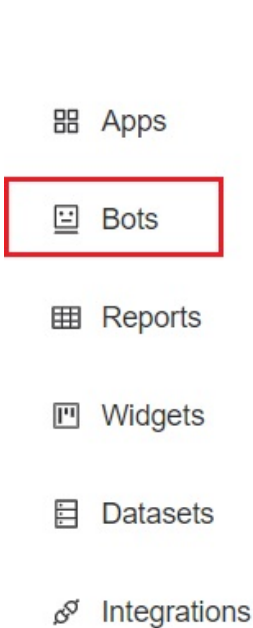
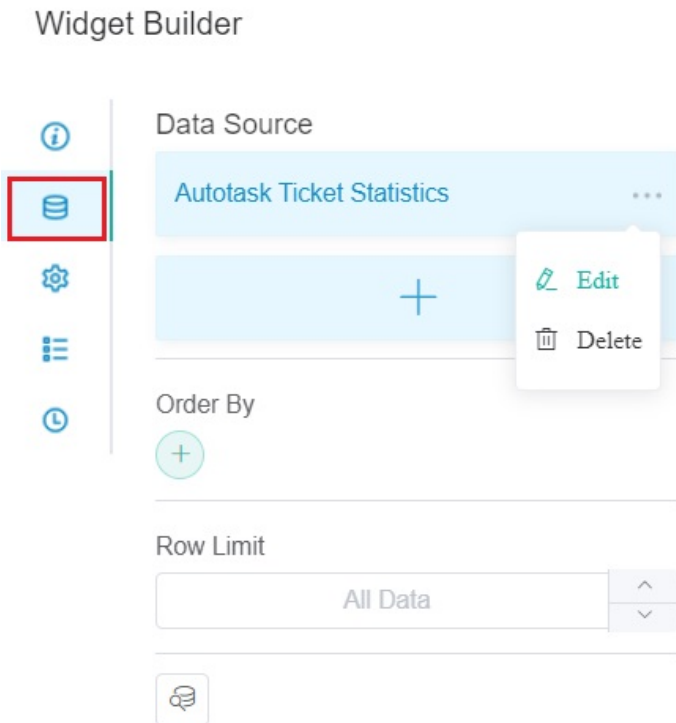3. Click on the bot that needs to be modified. For example: Stale Ticket Alert (No Email)

4. When the bot-Stale Ticket Alert (No Email) tab opens, click **Design**.

5. On the Trigger window that opens, click the design icon to open the Widget Builder.

6. On the Widget Builder window, click the icon for Dataset to show Data Source. Then click the **ellipsis** button > **Edit**.

7. When the Dataset window opens, locate the row with **Ticket Link** as Alias and **Hyperlink** as Business Type.

8. Click the **paintbrush** button on the same row and enter the new URL for the bot in the **Format** field.

9. Select **{Ticket Link}** as Data Columns Placeholder and click **Save**.

10. Click the **Save** button on the Dataset window.
11. Click **Apply** on the Widget Builder window.
12. Click **Save**.
13. Click **Confirm** on the prompt that appears.
14. Click **Next**, then **Next.**
15. Click **Finish**, then **Save**.
16. Click **Apply** on the Widget Builder window.
17. Click **Save** on the bot-Stale Ticket Alert (No Email) tab.
18. Verify if the settings have been successfully applied. To verify:
    a. Perform steps 1 to 4. Click **Bot Messages.**
    b. Go to the list of generated Bot Messages and hover to a specific ticket. You should see the new URL appear in the lower-left corner of the window. Alternatively, you can check the data on the widget and click a ticket link. This should redirect to a new tab where the new URL is reflected.

Related Topics

- Setting Up the Point System for NextTicket Priority Rules
- How to Create or Modify Halo Tickets using a Rest API-based Bot
- Does MSPbots have a dark mode?
- How to Add PSA Hyperlinks to Ticket Numbers in MSPbots - Autotask
- How to Add PSA Hyperlinks to Ticket Numbers in a Widget