

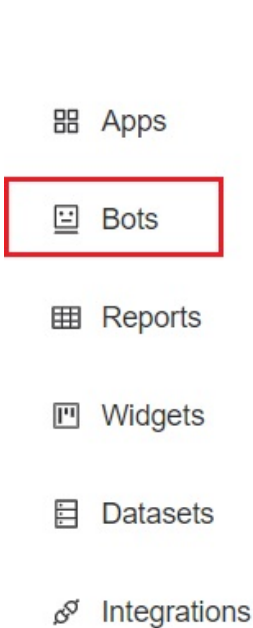
How to change the URL used by bots to send alerts

Clients sometimes need to use a custom URL for bots and widgets. The steps in this guide apply to both:

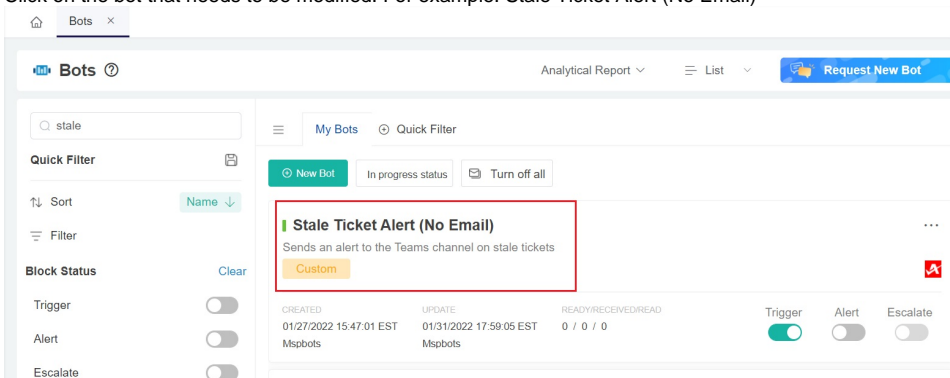
- Assigning a specific URL for bots when sending alerts
- Using custom URLs for widgets and column datasets

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)



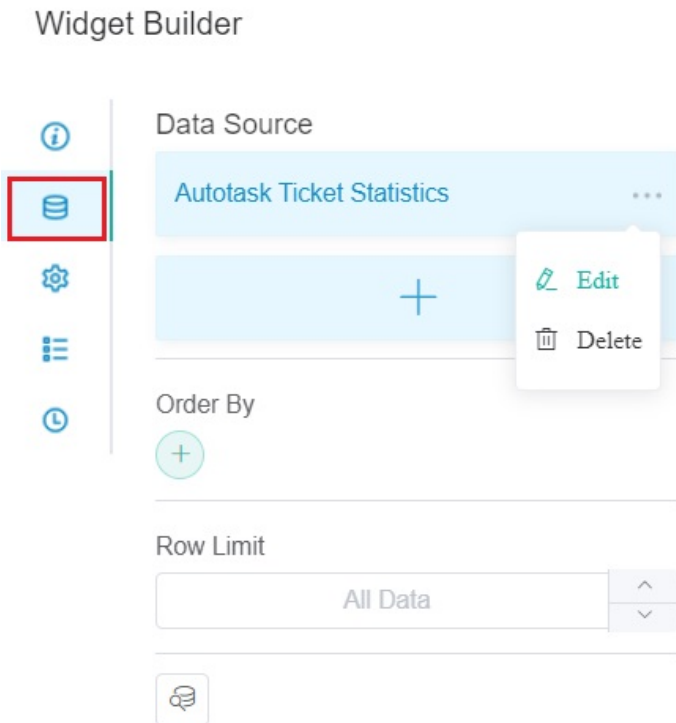
4. When the bot-Stale Ticket Alert (No Email) tab opens, click **Design**.

The screenshot shows the configuration page for a bot named 'bot-Stale Ticket Alert (No Email)'. The 'Design' tab is highlighted with a red box. The page includes a sidebar with tabs: Detail, Run History, Analytics, Bot Messages, and Design. The main content area shows details about the table, including the bot name, description, and a list of triggers (Trigger, Alert, Escalate) with toggle switches.

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

The screenshot shows the 'Trigger' configuration window. The 'Design' icon is highlighted with a red box. The window is divided into sections: 'From' (Widget, Dataset), 'Filters' (AND, OR), 'Schedule' (Setting time and frequency), and 'Starting'. The 'From' section shows 'Autotask / Stale Tickets Grid - Autotask' as the data source. The 'Filters' section shows two conditions: 'Email' is empty and 'Current Day' is not in the selected range. The 'Schedule' section shows the process will run every 2 hours starting from 01/28/2022 00:00:00 EST. The 'Starting' section has a dropdown menu.

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.

Dataset

Dataset:

Autotask / Autotask Ticket Statistics

Name

Columns Display:

Select All Clear All

Column Name	Alias	Business Type	
client	Client	Text	
ticket_number	Ticket #	Hyperlinks	
ticket_id	Ticket Link	Hyperlinks	
title	Title	Text	
status	Status	Text	

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

Columns Display:

Select All Clear All

Column Name	Alias	Business Type	
client	Client	Text	
ticket_number	Ticket #	Hyperlinks	
ticket_id	Ticket Link	Hyperlinks	

Format

https://www.abc-company.net/Autotask/AutotaskExtend/E

Open on current page

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

Close Save

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

Format

land.aspx?Code=OpenTicketDetail&TicketId={Ticket Link} (x)

Data Columns Placeholder

{Client}

{Ticket #}

{Ticket Link}

{Title}

{Status}

{Tech}

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](#)