

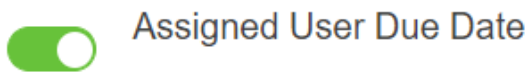
Assigned User Due Date Priority Rule for NextTicket

NextTicket for ConnectWise Manage has a new rule that allows clients to add or subtract priority points to tickets based on a specified due date and an identified user. This will prioritize tickets assigned to particular a technician and expiring on a set amount of time before or after the due date.

To configure the Assigned User Due Date priority point rule:

1. Open the **NextTicket for ConnectWise** app by navigating to **Apps > NextTicket**.
2. Next, click **Settings** and select **Priority Rules**.
3. Find the **Assigned User Due Date** priority rule and provide the following settings:
Due Date - Select After or Before the due date
Mins - Input the amount of time (in minutes) before or after the due date
Assigned to - Select the user to whom the ticket is assigned to
Points - Input the number of points you want to give for this rule.

4. Slide the switch for Assigned User Due Date to turn it ON.



5. Click the **eye icon** to save the new rule. This will also open a window where you could test how the new settings will affect prioritization.



6. Review the updated list of priority tickets that come up on the **Test Passed Data** window. It should now show tickets that follow new the rule you have set and should look like the following:

Test Passed Data

Ticket ID	Ticket Name	Pts	Company Name	Resource	Due Date	User Assigned	Time Over
395885	In Progress - Send email	1000	ConnectWise Management	Resource	2022/09/15 08:00:00 CST	John Doe	1000
395836	Backup Monitoring and Troubleshooting	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395265	CW Ticket	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395264	CW Ticket	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395263	CW Ticket	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395262	CW Ticket	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395261	CW Ticket	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395260	CW Ticket	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395213	For Test	0	ConnectWise Management	Resource	2021/11/14 08:00:00 CST	John Doe	0
395207	CW manager	0	ConnectWise Management	Resource	2021/10/27 08:00:00 CST	John Doe	0
389276	qbd	0	Test Case	Resource		John Doe	0
389256	abc123abc1234567	0	Test Case	Resource		John Doe	0
389248	test12345678912	0	ConnectWise Management	Resource		John Doe	0

Notice that the first ticket on the list now has 1000 points assigned to it compared to the others with zero points. You are done once you confirm that the tickets list already shows the prioritization that you require.

You can also assign multiple rules to refine prioritization. Do the following:

1. Add new rules by clicking the **+** icon.
2. Provide a new set of conditions.
3. Click the **eye icon** to save and test again.

Related Topics

- [NextTicket Manager Priority Rules](#)
- [Setting Up the Point System for NextTicket Priority Rules](#)
- [Configuring NextTicket Priority Rules According to Requirements](#)

