

What is Alpha vs Published status?

The Bots, Dashboards, and Widgets in the MSPbots app display the status Alpha or Published. What are these statuses and what is the difference between the two?

MSPbots classify assets in the app according to where the asset is in the product development process. Assets in the alpha stage are tagged **Alpha** when they have passed the MSPbots' QA process and are available for clients' use.

Alpha

ConnectWise Manage Service Tickets KPIs

A report containing several widgets showing the count of open, closed, or resolved tickets. This also displays the averages of time to acknowledge, to resolutio...

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On the other hand, assets in the published stage are tagged **Published** because, other than passing QA, these assets are approved by the requesting Product Owner or manager.

Published

Team Utilization - Summary

The Summary dashboard shows key KPIs and highlights the resulting Utilization, Realization, and Billable Utilization for the selected date range. It also has col...

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Clients can readily use or clone assets in both Alpha and Published statuses. Assets created by MSPbots clients are immediately tagged as Published.