What is the NextTicket Manager

The **NextTicket Manager** is an app that aims to save 80% of the ticket dispatchers' time by providing faster dispatching and prioritization that is more accurate and consistent prioritization than one done by a human. When the technician requests the next ticket, NextTicket Manager calculates the highest priority ticket based on the filters and rules set on the app by the admin or dispatcher.

What's in this article?

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- How does the NextTicket Manager work?
- How can I access NextTicket Manager?
- How can I request my next ticket?
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 - B. To get your next ticket from MS Teams
- Can I reject the next ticket?
- Related Topics

Filter Name Filter A

NextTicket Manager is available to Autotask, ConnectWise Manage, Kaseya BMS, and Syncro users. Log in to the MSPbots app to access any of these versions of the NextTicket Manager.

Why should I use the NextTicket Manager?

- 1. Flexible prioritization system The Filters and Priority Point Rules make NextTicket Manager adaptable to various complex dispatching processes.
- Accurate and consistent dispatching You can rest assured tickets are prioritized objectively and not based on the dispatcher's judgment alone.
- 3. Time and Cost Efficient Dispatchers save 80% of the time allocated to manual dispatching. No time-offs and less training are needed.
- 4. Eliminates cherry-picking Technicians can no longer choose to work on easy tickets or clients to handle.
- 5. Increases utilization Technicians focus more on resolving the tickets self-triaging and self-dispatching.

How does the NextTicket Manager work?

1. The NextTicket Manager app defines the ticket pool using Filters where dispatchers set conditions based on various PSA fields. The commonly used filters are Service Boards/Queue, Ticket Status, and Closed Flag. Dispatchers can create multiple filters for different teams or boards.

- Service Board		IN	~	Reactive Support1 (8)	×		
Status	~	IN	~	Reactive Suppo 🛞 + 5	~	8	

Total priority points sort the tickets under Filters, and tickets earn points for every priority rule they satisfy. Dispatchers set Priority Rules that work together to determine which tickets should have more or fewer priority points. They can create multiple Rule Templates (groups of rules) to implement different prioritization systems.

× Priority	Point r	ules						Default Template	• ~
Ass	i gned to e ticket is	User assigne	ed to the current	user, indicate th	ne points to	be added			
If this ticket	ls	~	assigned to	Current 🗸	, add	1000	points.		
If this ticket	Is Not	~	assigned to	Current 🗸	, add	-1000	points.		
If this ticket	Is	~	assigned to	No One 🔍	, add	500	points.		

3. NextTicket follows the Filter and Rule Template assigned to each technician. The app uses this default setting to provide the technician with the highest priority ticket. Technicians can request their next tickets from the NextTicket app or MS Teams.

How can I access NextTicket Manager?

To access, log in to the MSPbots app, navigate to Apps on the menu, and select NextTicket for your PSA on the Apps tab.



How can I request my next ticket?

You can request your next ticket from both the NextTicket app and MS Teams.

A. To get your next ticket from the NextTicket app

1. On the Next Ticket for ConnectWise Manage tab, click the **Request Next Ticket** button to show the next ticket.

Default Template	V Daniel Wang	Request Next Ticket	Reject Next Ticket	(B) =
This is the highest priority ticket that you should work on, based the current tic	cket filter and priority rules.			
♦ 0 (#395947) - test		🛞 🗸 🍈 Total Poi	ints: 0	801156 ×

2. Click the ticket ID link to show the ticket details.

B. To get your next ticket from MS Teams

1. On the MS Teams chatbox, type nt and send.



2. You will receive your next ticket and its details. Click the ticket ID to start working on your next ticket. You will be redirected to your PSA's web client.

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icket Title: C	V Ticket	
icket Details	THEREE	
Board: A	counting	
Status: In	Progress - Send email	
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Can I reject the next ticket?

You can reject the next ticket. To reject the ticket, click the Reject Next Ticket button and provide a valid reason.

Q Next Ticket for ConnectWise Manage ⑦			Dashboards ~	Bots 🗸	Settings 🗸	G	Ģ
Default Template	VUser	~	Request Next Ticket	Reject Next Tick	ket :=0	•	=
This is the highest priority ticket that you should work on, bas	ed the current ticket filter and priority rules.						

Your dispatcher will receive a bot alert with the details of the ticket rejection, review your reason for rejection, and modify the Filters or Priority Rules as needed. Below is the template for the rejection alert.

{Member} has rejected a next ticket. Ticket: {Ticket} Client: {Company} Summary: {Summary} Reason: {Reason} Date Rejected: {Date Rejected}

Related Topics

- How to Create an Advanced Rule for NextTicket Manager
- NextTicket Manager for Halo
- NextTicket for ConnectWise Manage
- NextTicket Manager: Frequently Asked Questions
- Typing "nt" in Teams shows an error message