

NextTicket Manager Priority Rules

Priority Rules determine the priority tickets out of all the tickets pooled by the NextTicket Filters. To apply these rules, use your admin access to prioritize tickets by assigning positive points to high-priority scenarios and deprioritize tickets by assigning less or negative points to low-priority cases.

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What is the format of a Priority Rule?

The format of priority rules is

if <condition/scenario>, then add or deduct points.

In the example below, the tickets assigned to the current user will be prioritized over unassigned tickets and those assigned to other technicians.

The screenshot shows a configuration interface for priority rules. At the top, there is a toggle switch labeled "Assigned to User" which is currently turned off. Below the toggle, a text label reads: "If the ticket is assigned to the current user, indicate the points to be added". Below this, there are three rule entries, each with a condition, an action, and a point value.

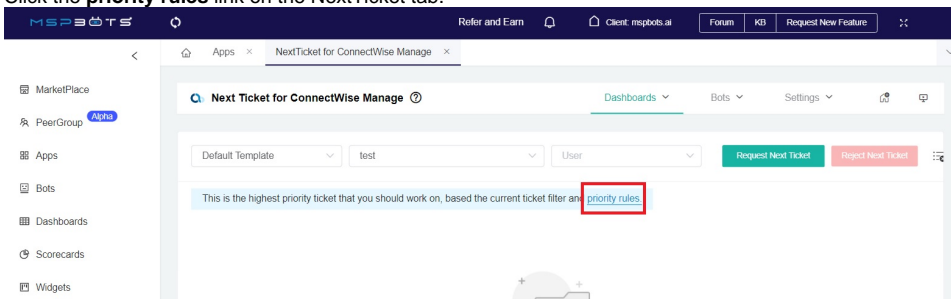
| Condition | Action | Points |
|--|--------|--------|
| If this ticket is assigned to Current... | add | 1000 |
| If this ticket Is Not assigned to Current... | add | -1000 |
| If this ticket Is assigned to No One | add | 500 |

Activating a Priority Rule

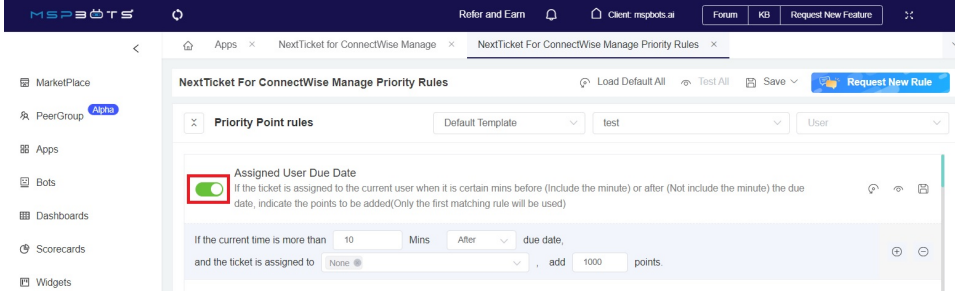
You can activate a priority rule by enabling the corresponding toggle switch. Do this after creating rule conditions and adding points to it.

To enable a priority rule:

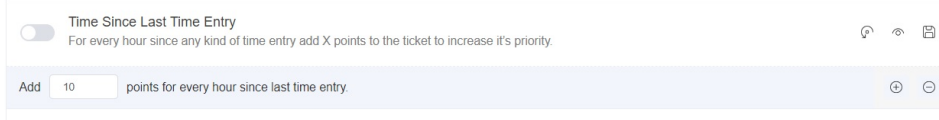
1. Launch the MSPbots app. Navigate to **Apps** and open **NextTicket**.
2. Click the **priority rules** link on the NextTicket tab.



- When the NextTicket Priority Rules tab opens, find the rule that needs to be activated and enable the corresponding switch.



The switch is enabled when it is green and disabled when it is grey.

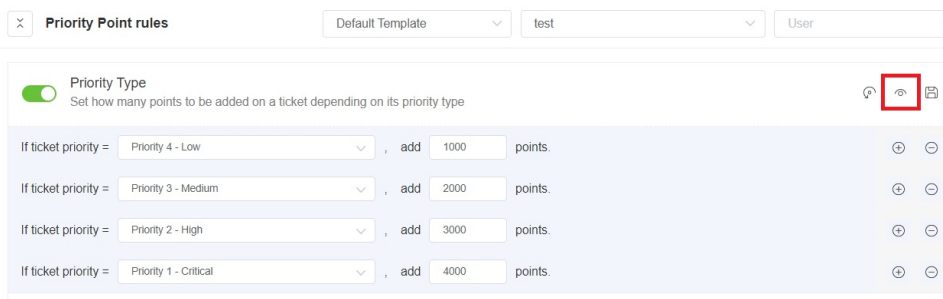


Testing the Priority Rules

You can test the priority rules and verify if the resulting prioritization shows your expected outcome. You can test individually or all the rules together.

A. To test a priority rule

- Do [Steps 1 and 2](#) above.
- Click the eye icon corresponding to the priority rule for testing. This will preview the tickets list when the rule is applied.



- In the Test Passed Data window, review if the previewed ticket list shows your expected outcome. Below is an example of a ticket list that applies a priority rule.

Test Passed Data

| Excel Export PDF Export CSV Export | | | | | | |
|--|---|------|----------|------------------|-------------|--------------|
| Ticket ID | Ticket Name | Pts | Resource | Priority | Status Name | Priority Pts |
| 53976 | Unable to login | 1000 | Jefferya | Priority 4 - Low | Auto Closed | 1000 |
| 53964 | Forward all wharfishon emails and add access to his inbox | 1000 | Jefferya | Priority 4 - Low | Auto Closed | 1000 |
| 53962 | Please create a new General Delivery Mailbox | 1000 | Jefferya | Priority 4 - Low | Auto Closed | 1000 |
| 53949 | Post Installation and configuration | 1000 | Jefferya | Priority 4 - Low | Completed | 1000 |
| 53661 | Jefferya unable to connect to cloud | 1000 | Jefferya | Priority 4 - Low | Auto Closed | 1000 |
| 53657 | Outgoing rule renewal OH:CLERMNT and OH:RCP | 1000 | Jefferya | Priority 4 - Low | Auto Closed | 1000 |
| 53654 | Alert coolbraces WINDC offline | 1000 | Jefferya | Priority 4 - Low | >Closed | 1000 |
| 53274 | Completed sync error from AH OC | 1000 | Jefferya | Priority 4 - Low | Auto Closed | 1000 |

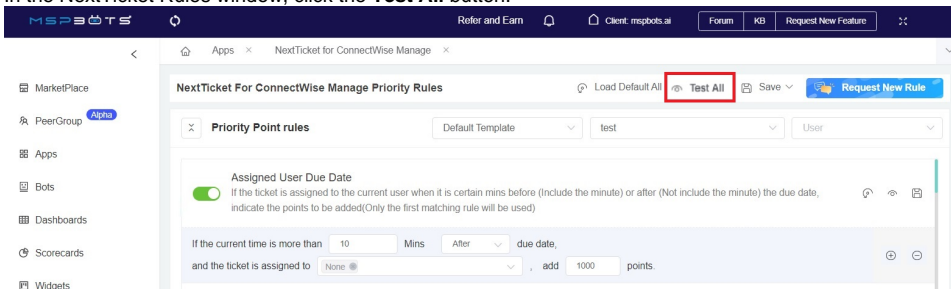
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B. To test all enabled priority rules

The **Test All** button previews the prioritization of tickets based on the points assigned to all enabled priority rules. Click this button to verify if all the rules work together to show your expected prioritization. If the rules are not working as expected, review the points and continue adjusting until you achieve your desired outcome.

To test all priority rules:

1. Do [Steps 1 and 2](#).
2. In the NextTicket Rules window, click the **Test All** button.



Below is an example of a ticket list that applies all enabled priority rules.

Test Passed Data

| Excel Export PDF Export CSV Export | | | | | | | | | |
|------------------------------------|---|--------|-----------------------|------------|----------------|--------------|------------------|--|--|
| Ticket ID | Ticket Name | Pts | Entered | Ticket Age | Ticket Age Pts | Ticket Owner | Ticket Owner Pts | | |
| 43328 | RE: Rule Sets | 460193 | 18/02/08 07:32:34 CST | 41453 | 414530 | | 0 | | |
| 43668 | Warning - Hard Disk is running out of space on [redacted] | 459753 | 18/02/10 03:28:07 CST | 41409 | 414090 | [redacted] | 0 | | |
| 46772 | Computer [redacted] | 455343 | 18/02/28 12:07:46 CST | 40968 | 409680 | [redacted] | 0 | | |
| 47432 | [redacted] server not responding | 453883 | 18/03/06 14:42:41 CST | 40822 | 408220 | [redacted] | 0 | | |
| 47628 | Computer rule renewal | 453153 | 18/03/09 15:14:48 CST | 40749 | 407490 | [redacted] | 0 | | |
| 48125 | Agent is offline on [redacted] | 451773 | 18/03/15 10:17:40 CDT | 40611 | 406110 | [redacted] | 0 | | |
| 48444 | new rule renewal request | 451523 | 18/03/16 11:20:23 CDT | 40586 | 405860 | [redacted] | 0 | | |
| 49661 | [redacted] chicago.ser [redacted] offline | 449803 | 18/03/23 15:51:33 CDT | 40414 | 404140 | [redacted] | 0 | | |
| | Virus cleaning on [redacted] | | | | | | | | |

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Saving a Priority Rule

To save a Priority Rule from the NextTicket Priority Rule window, click the **Save** icon corresponding to the rule.

The screenshot shows the 'NextTicket For ConnectWise Manage Priority Rules' window. The 'Priority Point rules' section is active. A red box highlights the 'Save' icon (a floppy disk) in the top right corner of the rule configuration area.

Alternatively, you can navigate to **Save** on the upper right section of the page and select **Save All**.

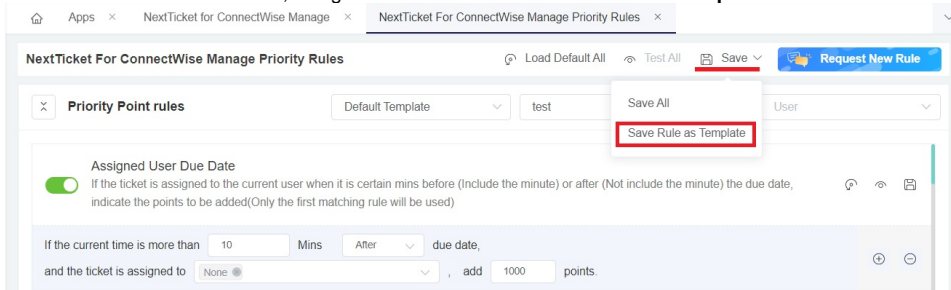
The screenshot shows the 'NextTicket For ConnectWise Manage Priority Rules' window. The 'Save' button is highlighted in the top right corner. A dropdown menu is open, showing 'Save All' and 'Save Rule as Template' options. 'Save All' is highlighted with a red box.

Saving a Priority Rule as a Template

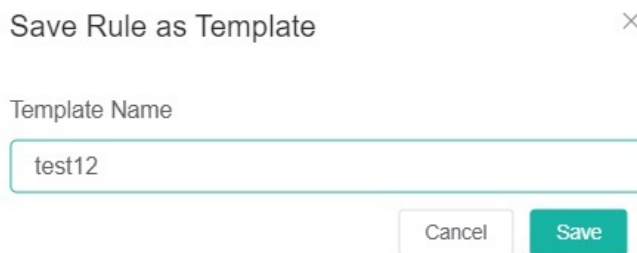
You can save priority rules as templates in the NextTicket Priority Rule window.

To save a priority rule as a template:

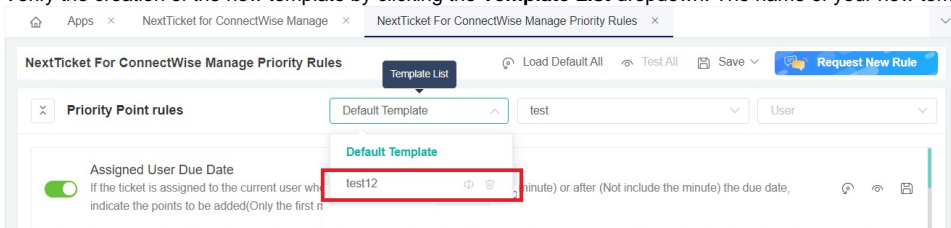
1. Do [Steps 1 and 2](#) at the start of this article.
2. In the NextTicket Rules window, navigate to **Save** and select **Save Rule as Template**.



3. In the Save Rule as Template pop-up window, type a **Template Name** and click **Save**.



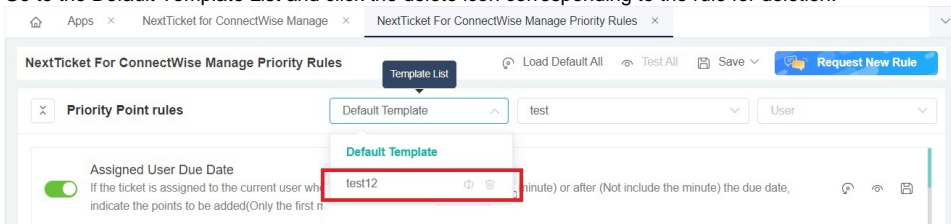
4. Verify the creation of the new template by clicking the **Template List** dropdown. The name of your new template should now be on the list.



Deleting a Priority Rule Template

This is how to delete a priority rule template:

1. Do [Steps 1 and 2](#) at the start of this article.
2. Go to the Default Template List and click the delete icon corresponding to the rule for deletion.

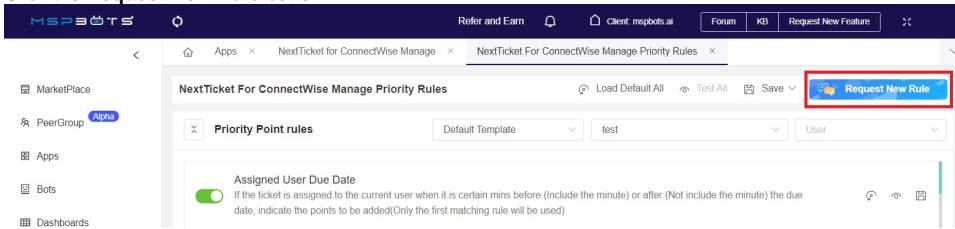


3. Click **OK** when asked to confirm your deletion.



Requesting a new Priority Rule

1. Do [Steps 1 and 2](#) at the start of this article.
2. Click the **Request New Rule** button.



3. Fill out the Request New Rule form then click **Submit**. Your request will be forwarded to the MSPbots Support Team.

A screenshot of the 'Request New Rule' form. The form has a title 'Request New Rule' and a subtitle 'Help you solve problems efficiently'. It contains two input fields: a large text area for 'Please enter Description' and a smaller text field. Both fields have an information icon (i) to their left. Below the input fields is a blue 'SUBMIT' button.

Related Topics

- [Setting Up the Point System for NextTicket Priority Rules](#)
- [Configuring NextTicket Priority Rules According to Requirements](#)
- [Assigned User Due Date Priority Rule for NextTicket](#)