

# Halo Template Bots

You can customize the Halo template bots for your own business needs. In this article, you will read about the published or alpha versions of Kaseya Halo template bots, including how they work, are accessed and are customized.

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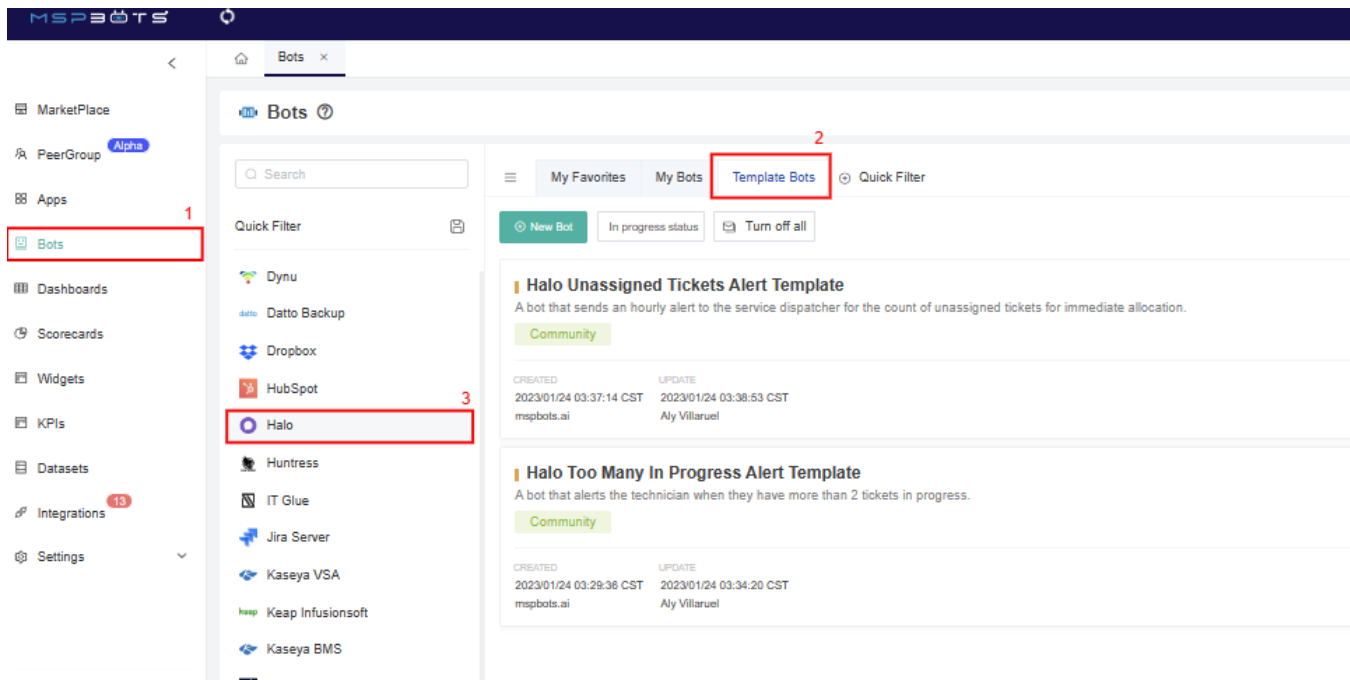
## Descriptions, triggers, and alert messages of the bots

No	Bot Name	Description	Default Trigger	Default Alert Message
1	<a href="#">Halo Unassigned Tickets Alert Template</a>	This bot sends the service dispatcher an hourly alert for the count of unassigned tickets that needs immediate allocation.	Unassigned Ticket Count > 0  Alerts every hour between 08:00 AM and 05:00 PM on Monday, Tuesday, Wednesday, Thursday, and Friday	Dear Dispatcher,  There are {Ticket Count} <a href="#">unassigned tickets</a> that need your attention.  <b>Why should you care?</b> This alert helps you ensure that all tickets are assigned to technicians. It will also help prevent missed or unmonitored tickets.  <b>What you should do</b> Assign tickets promptly and ensure the ticket information is complete and correct.
2	<a href="#">Halo Too Many In Progress Alert Template</a>	This bot alerts technicians when they have more than 2 tickets in the In Progress status.	Ticket In Progress Count > 2  Alerts every 5 minutes between 08:00 AM and 05:59 PM on Monday, Tuesday, Wednesday, Thursday, and Friday	Hi, {Technician}!  You currently have {Ticket Count} tickets in progress. Technicians can only have up to 2 tickets in the In Progress status.  Please finish working on your In Progress tickets before working on a new one.  You may check the details in the drill through <a href="#">here</a> .

## Where to find the Halo template bots

To locate the Kaseya BMS template bots:

1. Login to the MSPbots app and navigate to [Bots](#) on the menu.
2. Click the **Templates Bots** tab.
3. Select Halo from the integration groups section to view the list of Halo template bots.



## How to clone a template bot

Read [How to Clone a Bot Template](#) for the guided steps in cloning a bot template.