

Kaseya BMS Template Bots

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

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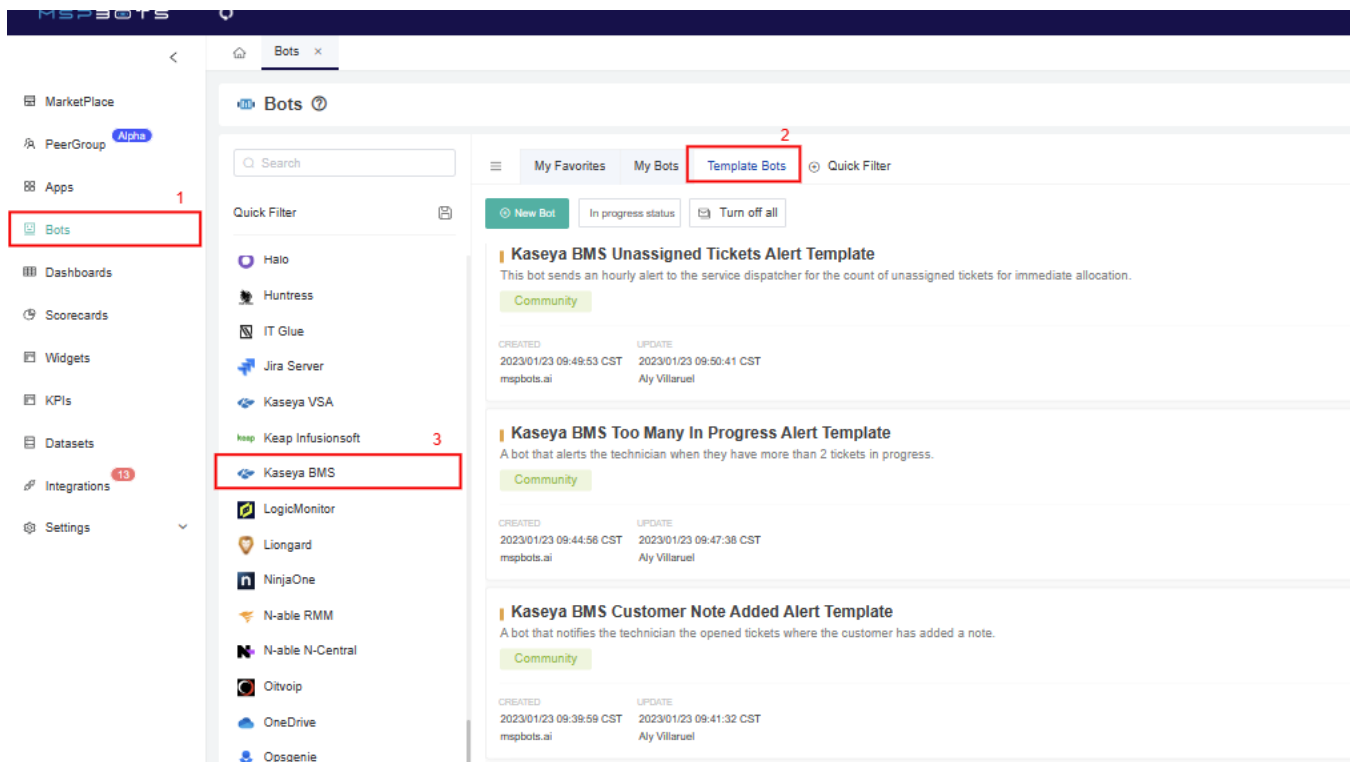
Descriptions, triggers, and alert messages of the bots

No.	Bot Name	Description	Default Trigger	Default Alert Message
1	Kaseya BMS Unassigned Tickets Alert Template	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} unassigned tickets that need attention. Why should you care? This alert helps you ensure that all tickets are assigned to technicians. It will also help prevent missed or unmonitored tickets. What you should do Assign tickets promptly and ensure the ticket information is complete and correct.
2	Kaseya BMS Too Many In Progress Alert Template	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 here .
3	Kaseya BMS Customer Note Added Alert Template	This bot notifies the technician of the list of opened tickets where the customer added a note.	The ticket has had the status "Customer Reply" since yesterday. Alerts every 30 minutes past the hour between 08:00 AM and 05:59 PM on Monday, Tuesday, Wednesday, Thursday, and Friday	Hey there, {Technician} ! Please review the ticket: {Ticket Number} - {Title} . The customer recently added a note to it. You may also view Customer Responded Tickets for the list of tickets where the customers added notes.

Where to find the Kaseya BMS template bots

To locate the Kaseya BMS template bots:

1. Navigate to [Bots](#) on the MSPbots menu.
2. Click the **Templates Bots** tab.
3. Click any of the integration groups to Kaseya BMS.



How to clone a template bot

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