

How to Edit the Bot Message for the nt Command

What's in this article:

- [Introduction](#)
- [Required Permissions](#)
- [Prerequisites](#)
- [How to Edit the Message of the TeamsCommand nt Bot](#)
- [Related Topic](#)

Introduction

This article primarily guides admins on how to **customize** the bot **message** returned by **TeamsCommand nt** bot when a user types the **nt** command in **Teams** or **Slack**.

Required Permissions

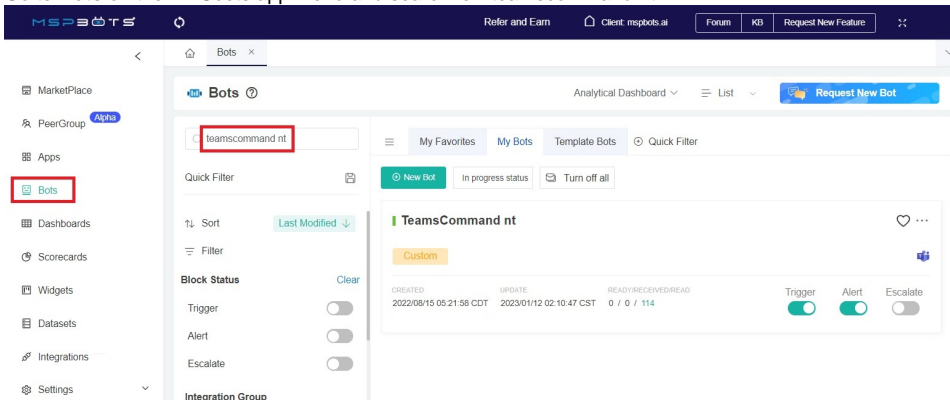
This operation guide is applicable to users with an **admin** role.

Prerequisites

- Currently, using the nt command can obtain information about **NextTicket for Autotask**, **NextTicket for ConnectWise Manage**, **NextTicket for Kaseya BMS**, **NextTicket for Syncro**, or **NextTicket for Halo** apps.
- Successfully connected **Teams** integration or **Slack** integration to MSPbots.

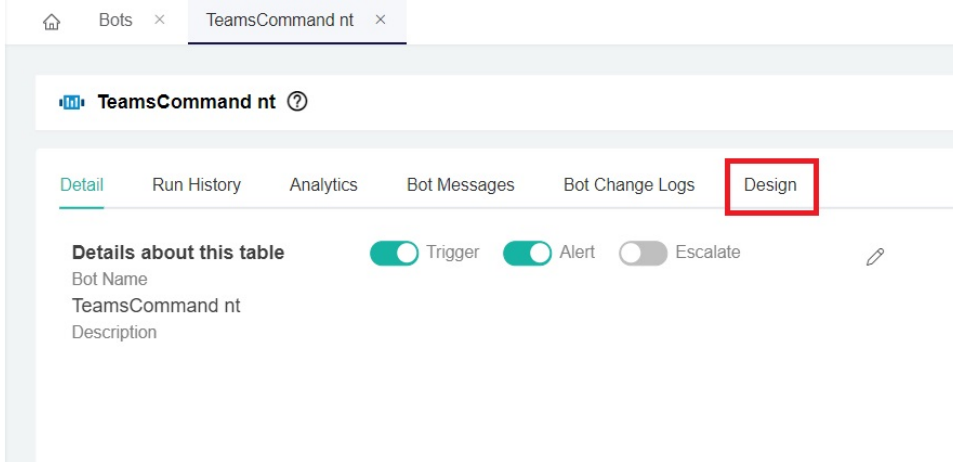
How to Edit the Message of the TeamsCommand nt Bot

1. Go to **Bots** on the MSPbots app menu and search for "teamscommand nt".



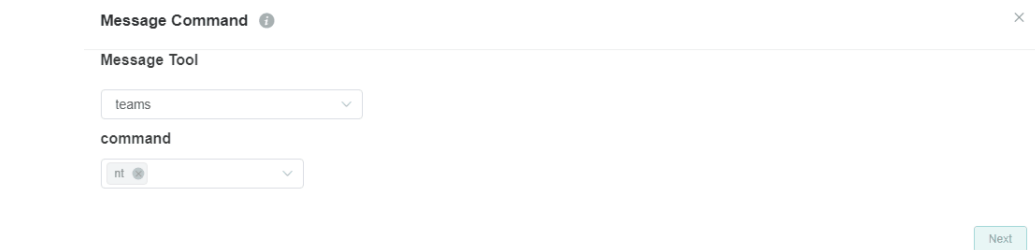
2. Click the **TeamsCommand nt** bot.

3. When the **TeamsCommand nt** window opens, click **Design**.

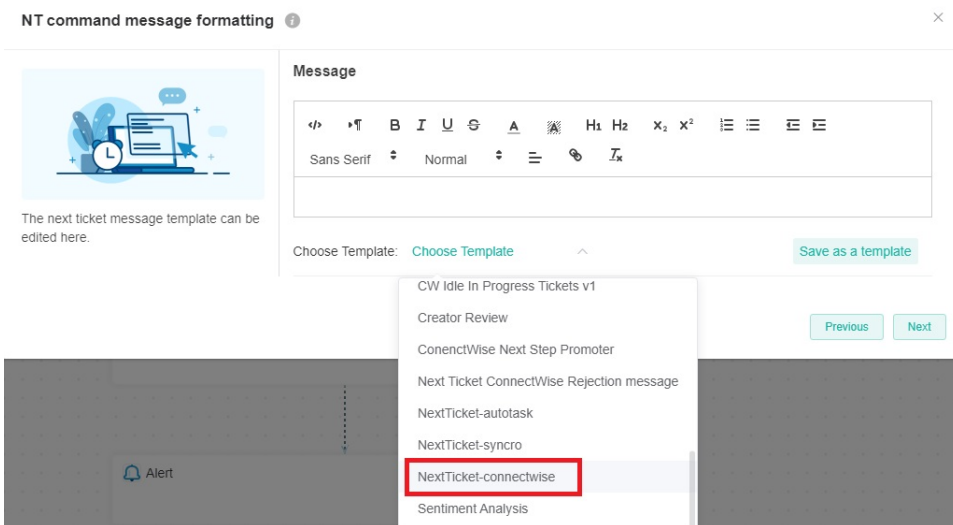


4. Configure the following two fields. Once you have made your selection, click **Next** on the Message Command window.


- **Message Tool** - Select **Teams** or **Slack**, the selected app is when you send the **nt** command in this application and receive the **next ticket** information sent by the TeamsCommand nt bot.
- **Command** - Specify the command you want to send to trigger the bot. In most cases, keeping the default **nt** is recommended, but custom commands are also supported.



5. The NT command message formatting window should now open. Click on the **Choose Template** link and select a template. If you are using ConnectWise, select **NextTicket-connectwise** template.



6. Go through the message template that appears and delete the fields to be removed from the bot message. Click **Next** when done.



The next ticket message template can be edited here.

Message

🔍 ⌂ B I U 🌐 A 🖨️ H₁ H₂ x₂ x² ≡ ≡ ≡ ≡

Sans Serif ▾ Normal ▾ ≡ 🔄 ℑ_x

Ticket ID: {{ticketLink}}

Ticket Title: {{summary}}

Ticket Details:


- Board: {{board}}
- Status: {{status}}
- ClosedFlag: {{closedFlag}}
- Type: {{ltype}}
- Subtype: {{subType}}
- Item: {{subType}}
- Ticket Owner: {{owner}}
- Ticket Budget: {{ticketBudget}}
- Initial Description: {{initialDescription}}
- SLA: {{sla}}
- Agreement: {{agreement}}
- Predecessor: {{predecessor}}
- Estimated Start Date: {{estimatedStartDate}}
- Due Date: {{dueDate}}
- Duration: {{duration}}
- Impact: {{impact}}
- Urgency: {{urgency}}
- Priority: {{priority}}
- SLA Status: {{slaStatus}}

Company Details:

Previous
Next

7. Then click **Finish.**

Alert



Define the messaging specifications (Who, What, When, Where) for intended recipients. Customize the template, or compose your own message for notifying to make corrections to a previous action, to perform tasks, or inform/ commend the results of their work.

Microsoft Teams Private Chat

Toggle switch (On)

Add and edit the content you want to send, and select the teams chat to receive the content.

☐ Hide the message footer

To Select Recipient

B Bold I Italic U Underline S Strikethrough L List M Bulleted List R Right Align C Center Align J Justify Align D Decrease Indent I Increase Indent E Exit Full Screen F Full Screen Preview T Table H Header P Paragraph B Blockquote Q Quote X Subscript X Superscript Y Link Z Unlink < > { } A Font Color Background Color Font Size

Font Sizes

Verdana

{{message}}

1 WORDS

☐ Preview

Choose Template: Choose Template

Save as a template

Microsoft Teams Public Channel

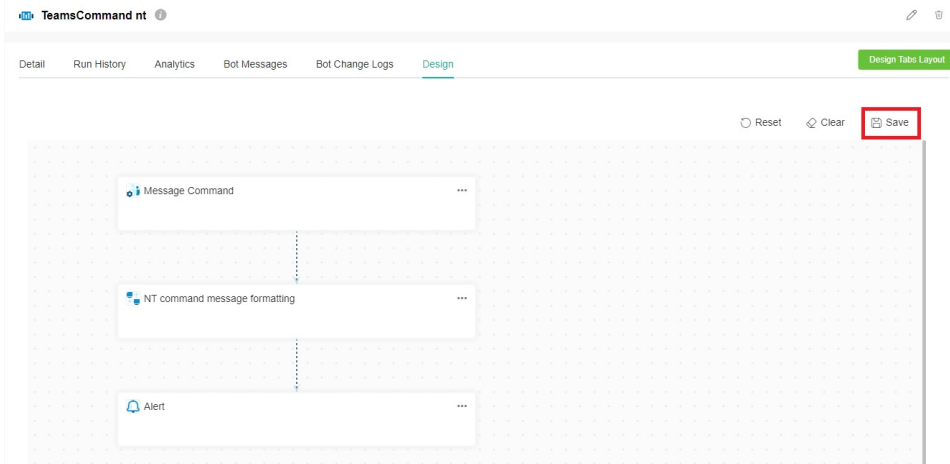
Toggle switch (Off)

Add and edit the content you want to send, and select the teams channel to receive the content.

Previous

Finish

8. Lastly, click **Save** on the TeamsCommand nt tab.



9. Testing in Teams' MSPbots or testing in the Slack workspace connected to MSPbots.

- *Not selecting a template in Step 5 will include all fields in the message.*
- *You do not have to use the **Save as a template** button unless you want to have a template that's ready for future use.*
- *You can only delete or restore deleted fields; you cannot add new fields.*

Related Topic

- [NextTicket Manager for Halo](#)
- [Slack Service Integration Setup](#)
- [How to Create an Advanced Rule for NextTicket Manager](#)
- [NextTicket for ConnectWise Manage](#)
- [Halo Integration Setup](#)
- [Chat Commands Are Not Working Properly in the MSPbots App in Slack](#)
- [What is the NextTicket Manager](#)
- [What are the chat commands for the Attendance Manager?](#)
- [API Data Synchronization Failure or Pending in Halo Integration](#)
- [NextTicket Manager: Frequently Asked Questions](#)
- [Typing "nt" in Teams shows an error message](#)
- [How to Assign and Remove a License for NextTicket Manager](#)
- [Adding MSPbots to the Teams Global Policy](#)
- [How to Add the MSPbots Assistant to Microsoft Teams](#)
- [Halo Public Datasets](#)