

Integrations

Use this guide to set up your integrations with MSPbots and check if your connectors are working or have errors.

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1. How do the integrations work?

Integrations or data connectors are applications that provide the information that our bots feed on. These apps supply the data that help us create reports and widgets that will give you better visibility of your business status. Generally, the more information you provide our bots, the better they can work for your needs.

On the **Get Started** step of your signup with MSPbots, you have the option to set up an integration for the apps that you would like to use. If you already have an existing integration with an app on the list and like to have it disabled, the page will allow you to do so.

The MSPbots integrations available for use are under **Integrations** in the MSPbots app menu. The list of integrations is also found below in this article.

The screenshot shows the MSPbots application interface. On the left, there is a sidebar with various menu items: MarketPlace, PeerGroup (Alpha), Apps, Bots, Dashboards, Scorecards, Widgets, Datasets, and Integrations. The 'Integrations' item is highlighted with a red box. The main content area is titled 'Integrations' and shows a list of connected integrations. Each entry includes the integration name, a success status badge (e.g., Success, Pending), the last success auth date, and the type. There are also icons for each integration and options to edit or delete them.

Integration	Status	Last success auth	Type	Action
Time Doctor	Success	01/04/2023 08:45 CST	Attendance	More
Dynu	Success	01/04/2023 08:47 CST	Others	More
ConnectWise command (continuum)	Success	01/04/2023 08:56 CST	RMM	More
Dropbox	Success	01/04/2023 08:59 CST	Others	More
Customer Thermometer	Success	01/04/2023 09:02 CST	CSAT	More

2. How to set up and verify a successful integration

2.1. To set up an integration with MSPbots

- Fill out the [Get Started form](#). When done, your apps will be added to the list of available **Integrations** under the section Waiting to be Connected.

The screenshot shows the 'Integrations' page with a search bar and filters for 'Last success auth' and 'All Integrations'. Below these, there are three sections: 'Connected', 'Waiting to be Connected', and 'HubSpot'. The 'Waiting to be Connected' section contains two items: 'Sophos' and 'QuickBooks ON-PREMISE', which are highlighted with a red box.

Section	App	Status
Connected	Teams	Success
Waiting to be Connected	Sophos	
Waiting to be Connected	QuickBooks ON-PREMISE	
HubSpot	HubSpot	

- Next, connect your apps to MSPbots by clicking the corresponding **Config** icon to set them up. You will be asked to provide information like an API key and to sync the integration.

The screenshot shows the configuration screen for the 'Sophos' app. A large blue 'Config' button is highlighted with a red arrow. Below it, there's a 'Details' section with a 'Sync' button.

Different apps will have different requirements. For specific setup instructions, please refer to the [Integrations setup](#) page in our Help Center.

- When the setup is complete, your apps will appear under the Connected section.

The screenshot shows the 'Connected' section of the Integrations page, which now includes the 'Sophos' app along with 'Teams'.

Section	App	Status
Connected	Teams	Success
Connected	Sophos	Success

2.2. To validate the success of your app's integration

Check for the following indicators:

- A Success status
- Connected status - Your app is under the Connected section.
- Green play button - This means that your app's connection to MSPbots is running.

The screenshot shows the configuration screen for the 'ConnectWise Manage' app. A green play button is highlighted with a red arrow. Below it, there's a 'Details' section with a 'Sync' button.

On the other hand, your integration is not properly configured if you observe any of the following:

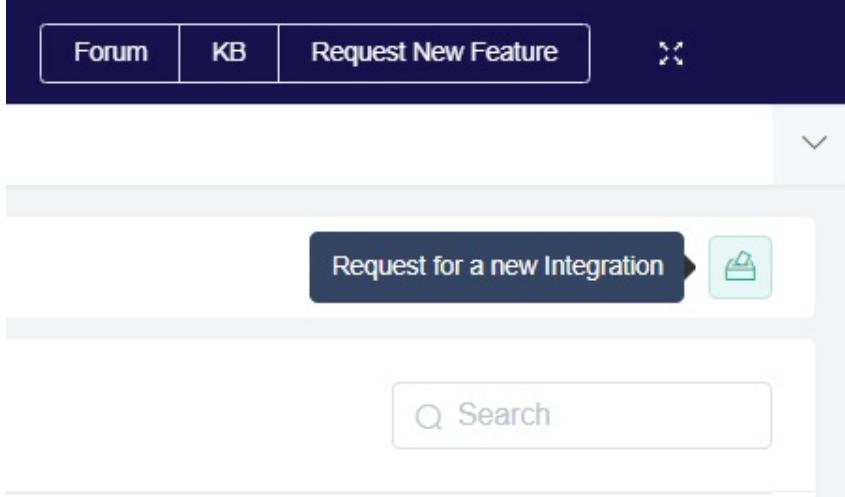
- A red number beside Integrations
- Red icon for API errors
- Error or warning message

The screenshot shows the 'Integrations' page with several items in the 'Waiting to be Connected' section. Each item has a red error or warning icon next to its name and a detailed status message below it. A tooltip 'API errors, click for details' points to the error icons.

App	Status	Message
QuickBooks ON-PREMISE	Warning	Data sync stopped more than 24 hours ago
Halo	Warning	Data sync stopped more than 24 hours ago
HubSpot	Success	Last success auth: 01/04/2023 07:23 CST Type: CRM
ConnectWise Manage	Success	Last success auth: 01/04/2023 07:25 CST Type: PSA

Some errors and warnings have a brief description of what is causing the error. To resolve integration errors, go to [How can I fix the red number alert on Integrations?](#)

If you use tools or apps not on our list, click on the **Request for a new integration** icon in the upper right corner of the screen, or reach out to us at support@mspbots.ai.



3. What data does MSPbots collect once these tools are configured?

Connecting your apps to MSPbots will require you to allow MSPbots to collect some of your company's data. The data and permissions that you will grant to MSPbots are limited to tickets, time entries, user data, ad other data that will help us create reports and bots for your company. Once the integration is successfully set up, MSPbots will start data sync and use the data to generate [Datasets](#), [Widgets](#), [Dashboards](#), and [Bots](#).

4. List of integrations with setup instructions

The full list of MSPbots integrations is found at <https://app.mspbots.ai/Integrations>.

5. The IP addresses of the MSPbots servers

To give MSPbots secure access to your data, allow the following IP addresses through your firewall when setting up the API connection:

192.34.22.4

192.34.22.53-62

For most API connections, we recommend using ports 80 and 443.