How to Request a New Rule for NextTicket

Most of the existing NextTicket priority rules were created or updated upon a client's request. You can request a new rule or an update to an existing one by sending the information below to the MSPbots Support Team at support@mspbots.ai.

What is needed for my Rule Update Request?

- The name or description of the current rule that needs to be updated
- A screenshot of the rule
- Details of the modification or update needed
- Why are the existing rules not working for you?

What is needed for my New Rule Request?

- An exact and descriptive name for the new rule
- A clear description of what you want to achieve
- Tickets or scenarios that need more points
- Tickets or scenarios that should get fewer points
- A mock-up or business use case

What happens after I send my request?

Your request will undergo the following process:

1. Our design team will acknowledge your request and make an assessment.
2. If the request details are complete, the development will begin. If not, a representative will reach out to you for clarification.
3. Development starts.
4. The new rule or update undergoes QA.
5. Alpha testing is done.
6. Your new rule or update is approved for release.

If you have more questions, please reach out to support@mspbots.ai.