

NextTicket Manager Priority Rules

Priority Rules determine the priority tickets out of all the tickets pooled by the NextTicket Filters. To apply these rules, use your admin access to prioritize tickets by assigning positive points to high-priority scenarios and deprioritize tickets by assigning less or negative points to low-priority cases.

What's in this article?

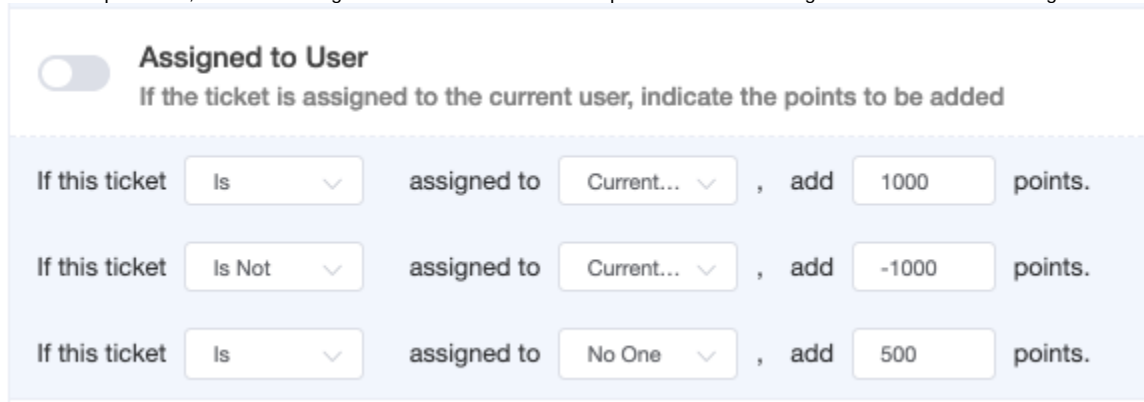
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What is the format of a Priority Rule?

The format of priority rules is

if <condition/scenario>, then add or deduct points.

In the example below, the tickets assigned to the current user will be prioritized over unassigned tickets and those assigned to other technicians.



Assigned to User
If the ticket is assigned to the current user, indicate the points to be added

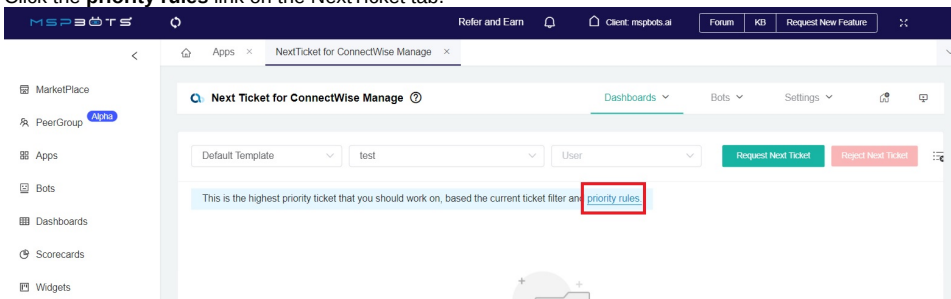
Condition	Points
If this ticket Is assigned to Current... , add 1000 points.	1000
If this ticket Is Not assigned to Current... , add -1000 points.	-1000
If this ticket Is assigned to No One , add 500 points.	500

Activating a Priority Rule

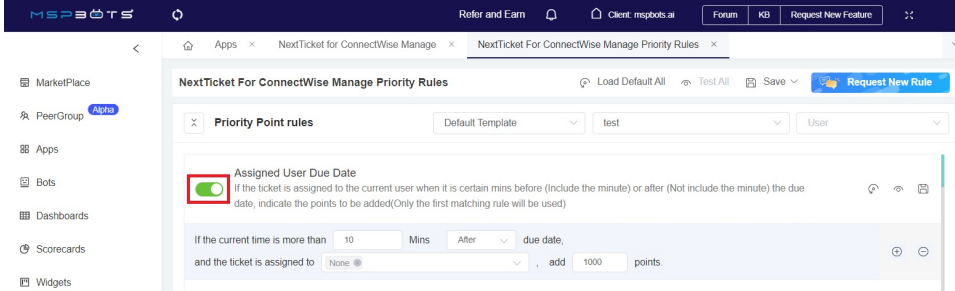
You can activate a priority rule by enabling the corresponding toggle switch. Do this after creating rule conditions and adding points to it.

To enable a priority rule:

1. Launch the MSPbots app. Navigate to **Apps** and open **NextTicket**.
2. Click the **priority rules** link on the NextTicket tab.



3. When the NextTicket Priority Rules tab opens, find the rule that needs to be activated and enable the corresponding switch.



The switch is enabled when it is green and disabled when it is grey.

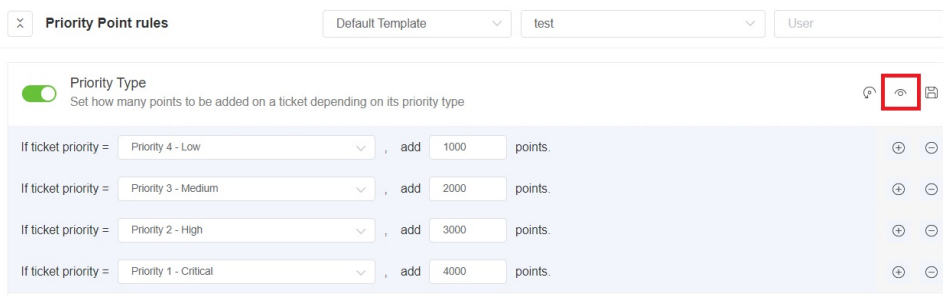


Testing the Priority Rules

You can test the priority rules and verify if the resulting prioritization shows your expected outcome. You can test individually or all the rules together.

A. To test a priority rule

1. Do [Steps 1 and 2](#) above.
2. Click the eye icon corresponding to the priority rule for testing. This will preview the tickets list when the rule is applied.



3. In the Test Passed Data window, review if the previewed ticket list shows your expected outcome. Below is an example of a ticket list that applies a priority rule.

Test Passed Data

Excel Export PDF Export CSV Export						
Ticket ID	Ticket Name	Pts	Resource	Priority	Status Name	Priority Pts
53976	Unable to login	1000	Jeffery	Priority 4 - Low	Auto Closed	1000
53964	Forward all wharfish emails and add access to his inbox	1000	Jeffery	Priority 4 - Low	Auto Closed	1000
53962	Please create a new General Delivery Mailbox	1000	Jeffery	Priority 4 - Low	Auto Closed	1000
53949	Post Installation and configuration	1000	Jeffery	Priority 4 - Low	Completed	1000
53661	Unable to connect to cloud	1000	Jeffery	Priority 4 - Low	Auto Closed	1000
53657	Outgoing rule renewal OH:CLERMNT and OH:RCP	1000	Jeffery	Priority 4 - Low	Auto Closed	1000
53654	Alert coolbraces WINDC offline	1000	Jeffery	Priority 4 - Low	>Closed	1000
53274	Complete sync error from AH OC	1000	Jeffery	Priority 4 - Low	Auto Closed	1000

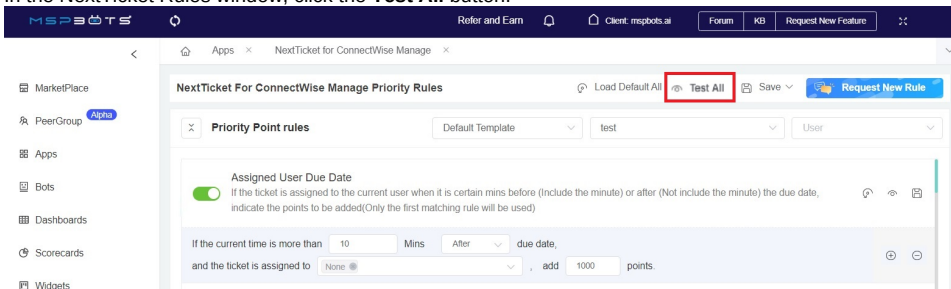
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B. To test all enabled priority rules

The **Test All** button previews the prioritization of tickets based on the points assigned to all enabled priority rules. Click this button to verify if all the rules work together to show your expected prioritization. If the rules are not working as expected, review the points and continue adjusting until you achieve your desired outcome.

To test all priority rules:

1. Do [Steps 1 and 2](#).
2. In the NextTicket Rules window, click the **Test All** button.



Below is an example of a ticket list that applies all enabled priority rules.

Test Passed Data

Excel Export PDF Export CSV Export									
Ticket ID	Ticket Name	Pts	Entered	Ticket Age	Ticket Age Pts	Ticket Owner	Ticket Owner Pts		
43328	RE: Rule Sets	460193	18/02/08 07:32:34 CST	41453	414530		0		
43668	Warning - Hard Disk is running out of space on [redacted]	459753	18/02/10 03:28:07 CST	41409	414090	[redacted]	0		
46772	Computer [redacted]	455343	18/02/28 12:07:46 CST	40968	409680	[redacted]	0		
47432	[redacted] server not responding	453883	18/03/06 14:42:41 CST	40822	408220	[redacted]	0		
47628	Computer rule renewal	453153	18/03/09 15:14:48 CST	40749	407490	[redacted]	0		
48125	Agent is offline on [redacted]	451773	18/03/15 10:17:40 CDT	40611	406110	[redacted]	0		
48444	new rule renewal request	451523	18/03/16 11:20:23 CDT	40586	405860	[redacted]	0		
49661	[redacted] chicago.ser [redacted] offline	449803	18/03/23 15:51:33 CDT	40414	404140	[redacted]	0		
	Virus cleaning on [redacted]								

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Saving a Priority Rule

To save a Priority Rule from the NextTicket Priority Rule window, click the **Save** icon corresponding to the rule.

The screenshot shows the 'NextTicket For ConnectWise Manage Priority Rules' window. The 'Assigned User Due Date' rule is active. The configuration shows: 'If the current time is more than 10 Mins After due date, and the ticket is assigned to None, add 1000 points.' A red box highlights the 'Save' icon (a floppy disk) in the top right corner of the rule configuration area.

Alternatively, you can navigate to **Save** on the upper right section of the page and select **Save All**.

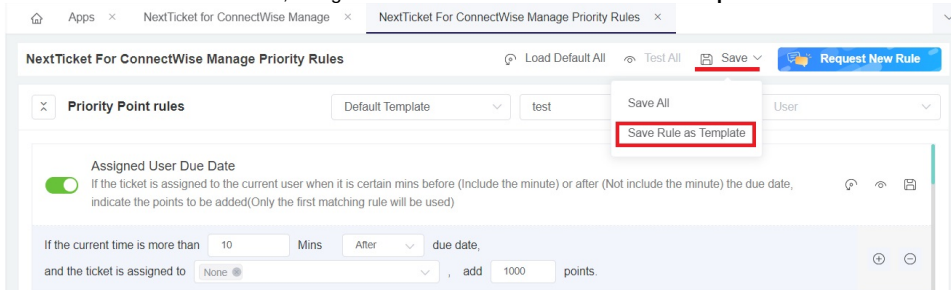
The screenshot shows the 'NextTicket For ConnectWise Manage Priority Rules' window. The 'Save' button is highlighted in the top right corner. A dropdown menu is open, showing 'Save All' and 'Save Rule as Template' options. 'Save All' is highlighted with a red box.

Saving a Priority Rule as a Template

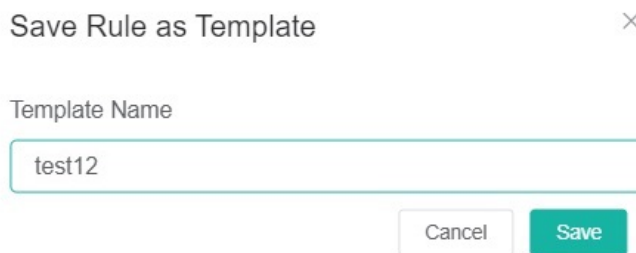
You can save priority rules as templates in the NextTicket Priority Rule window.

To save a priority rule as a template:

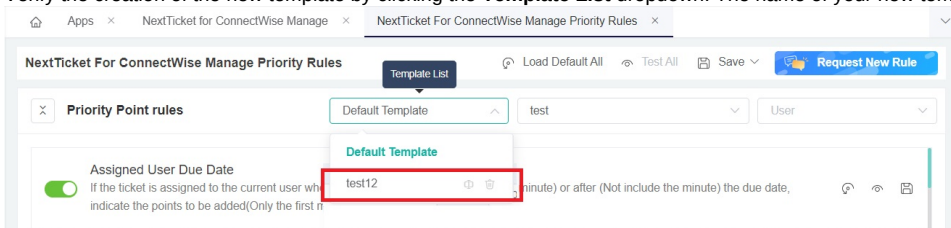
1. Do [Steps 1 and 2](#) at the start of this article.
2. In the NextTicket Rules window, navigate to **Save** and select **Save Rule as Template**.



3. In the Save Rule as Template pop-up window, type a **Template Name** and click **Save**.



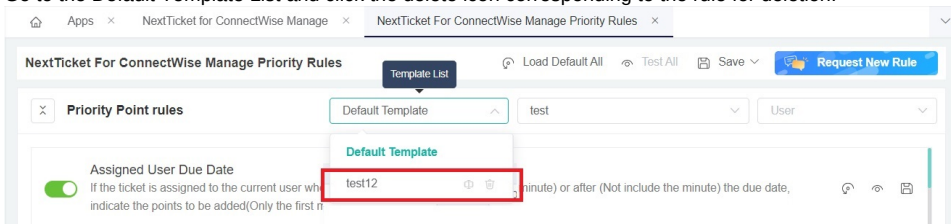
4. Verify the creation of the new template by clicking the **Template List** dropdown. The name of your new template should now be on the list.



Deleting a Priority Rule Template

This is how to delete a priority rule template:

1. Do [Steps 1 and 2](#) at the start of this article.
2. Go to the Default Template List and click the delete icon corresponding to the rule for deletion.

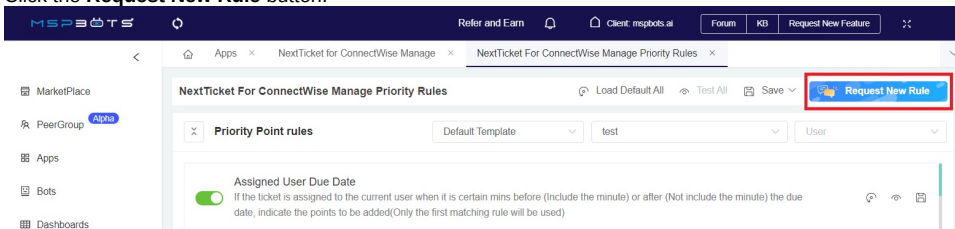


3. Click **OK** when asked to confirm your deletion.



Requesting a new Priority Rule

1. Do [Steps 1 and 2](#) at the start of this article.
2. Click the **Request New Rule** button.



3. Fill out the Request New Rule form then click **Submit**. Your request will be forwarded to the MSPbots Support Team.

A screenshot of the 'Request New Rule' form. The form has a title 'Request New Rule' and a subtitle 'Help you solve problems efficiently'. It contains two input fields, each with an information icon and a red asterisk. The first field is labeled 'Please enter Description'. The second field is empty. At the bottom of the form is a blue 'SUBMIT' button.

Related Topics

- [Setting Up the Point System for NextTicket Priority Rules](#)
- [Configuring NextTicket Priority Rules According to Requirements](#)
- [Assigned User Due Date Priority Rule for NextTicket](#)