

How to Exclude Users from Receiving Bot Notifications

You can configure bots to stop sending notifications to identified team members. This is done by adding a filter that will exclude the user from receiving bot messages.

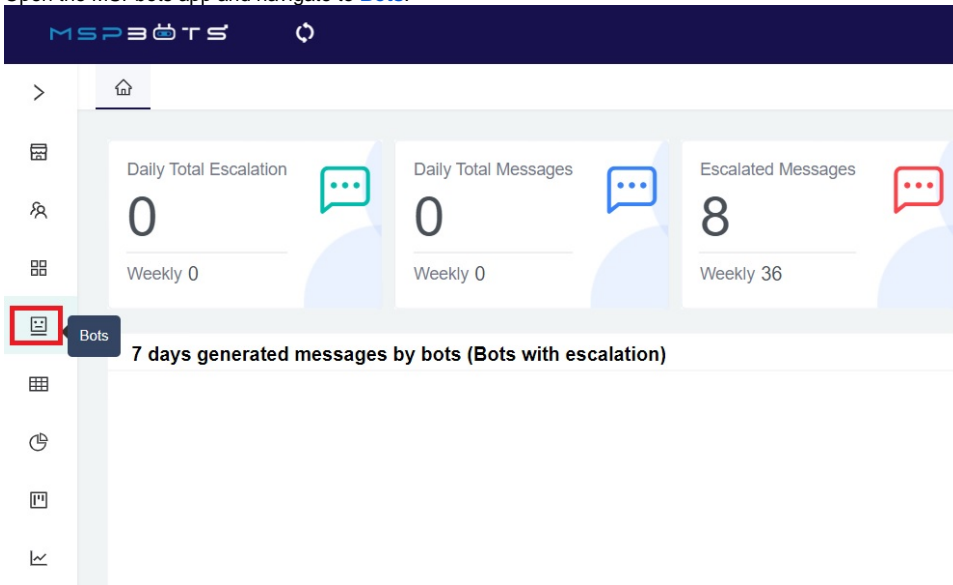
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- [How to view the user email in User Management](#)

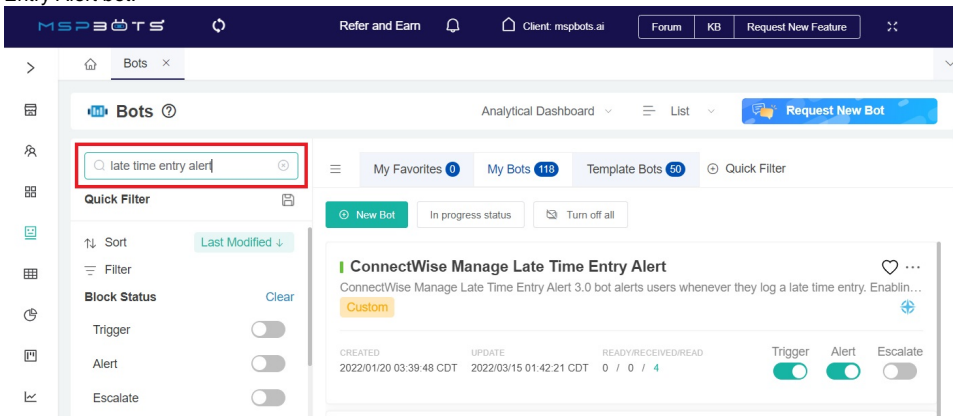
Only an admin with editing privileges can exclude individuals from receiving bot messages.

Excluding a user from the bot notifications

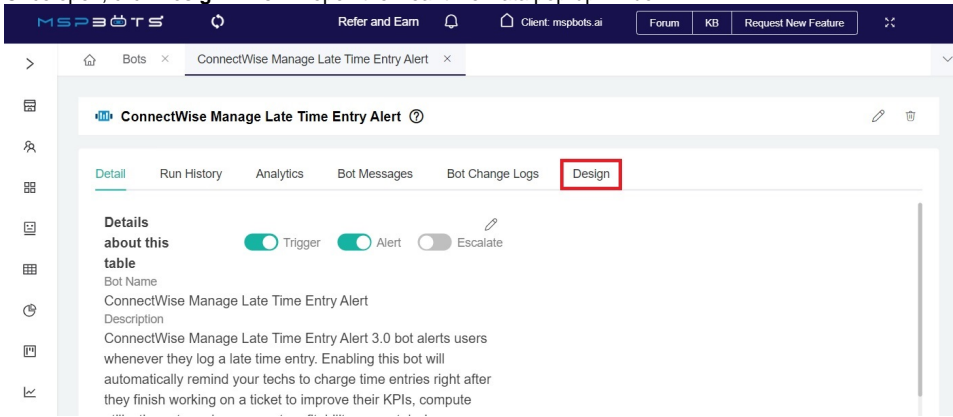
1. Open the MSPbots app and navigate to [Bots](#).



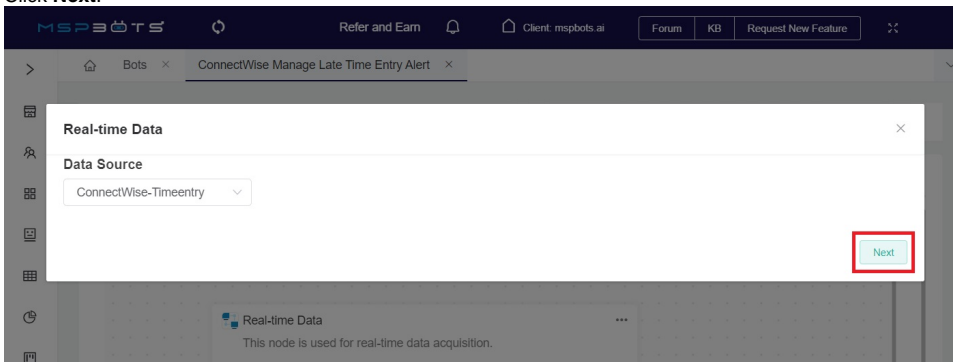
2. Search for the bot where the user needs to be excluded and click it to open. For our example, we will use the ConnectWise Manage Late Time Entry Alert bot.



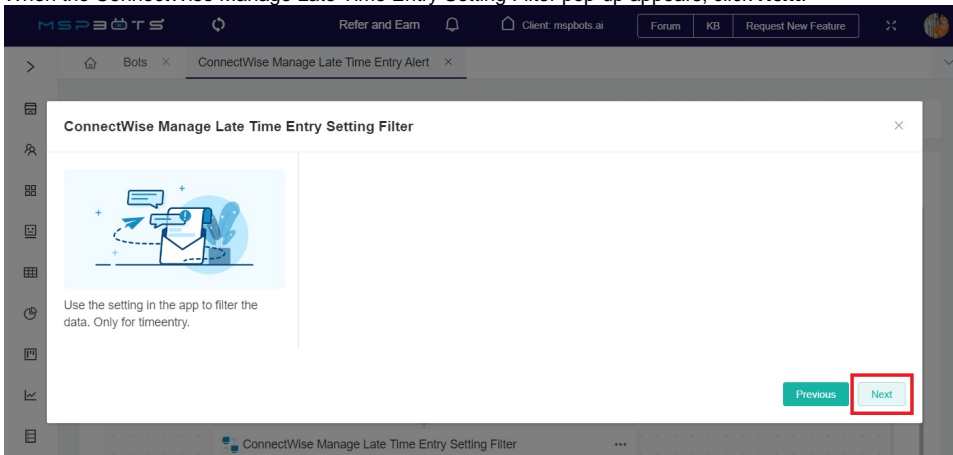
3. Once open, click **Design**. This will open the Real-time Data pop-up window.



4. Click **Next**.




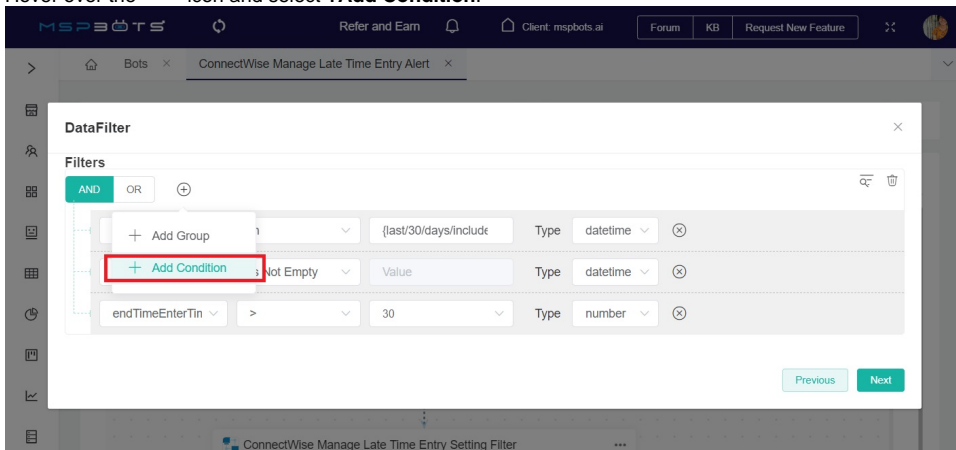
5. When the ConnectWise Manage Late Time Entry Setting Filter pop-up appears, click **Next**.



6. Check if you see the **DataFilter** window. If you do, follow the succeeding procedure on how to create a new filter that will exclude the user. If the DataFilter window is not available, you need to create the DataFilter block before you can proceed. For this, refer to the section on [Adding the Data Filter block](#).

To create a new filter on the DataFilter block:

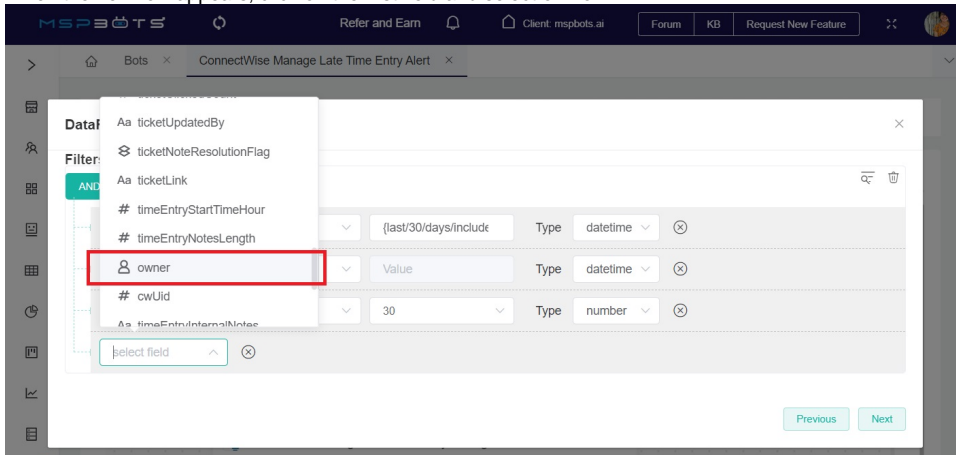
- a. Hover over the  icon and select **+Add Condition**.



The screenshot shows the 'DataFilter' dialog box in the ConnectWise Manage interface. The dialog has a 'Filters' section with a list of filters. A red box highlights the '+ Add Condition' button. The filters are as follows:

Field	Operator	Value	Type
timeEntryDateEn	In	{last/30/days/include	datetime
timeEntryTimeEr	Is Not Empty	Value	datetime
endTimeEnterTin	>	30	number
owner			

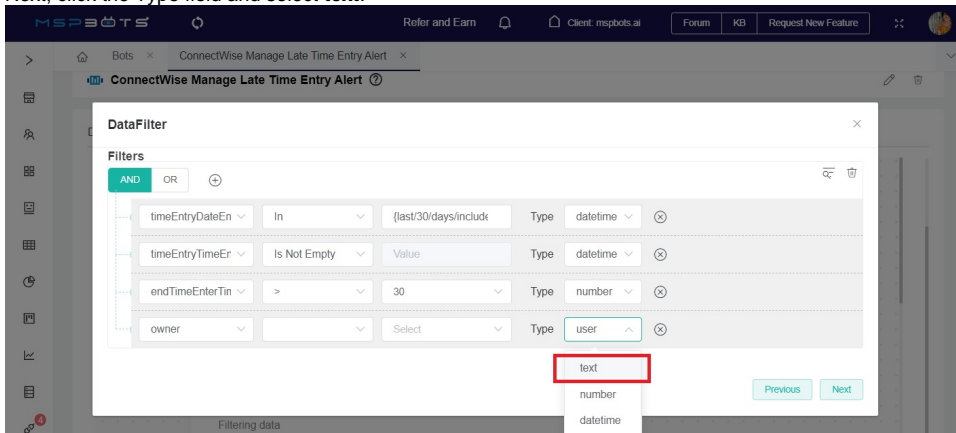
- b. When the new row appears, click on the first field and select **owner**.



The screenshot shows the 'DataFilter' dialog box in the ConnectWise Manage interface. The dialog has a 'Filters' section with a list of filters. A red box highlights the 'owner' field in the first row. The filters are as follows:

Field	Operator	Value	Type
timeEntryDateEn	In	{last/30/days/include	datetime
timeEntryTimeEr	Is Not Empty	Value	datetime
endTimeEnterTin	>	30	number
owner			

- c. Next, click the Type field and select **text**.



The screenshot shows the 'DataFilter' dialog box in the ConnectWise Manage interface. The dialog has a 'Filters' section with a list of filters. A red box highlights the 'text' option in the Type field dropdown. The filters are as follows:

Field	Operator	Value	Type
timeEntryDateEn	In	{last/30/days/include	datetime
timeEntryTimeEr	Is Not Empty	Value	datetime
endTimeEnterTin	>	30	number
owner			text

- d. Click the second field on the row and select **Not Equals**.

- e. Lastly, type the user's email address on the third field in the row. This email should match the one listed in [User Management](#). To verify if the email you are about to use is correct, see the section on [Checking the user's email](#).

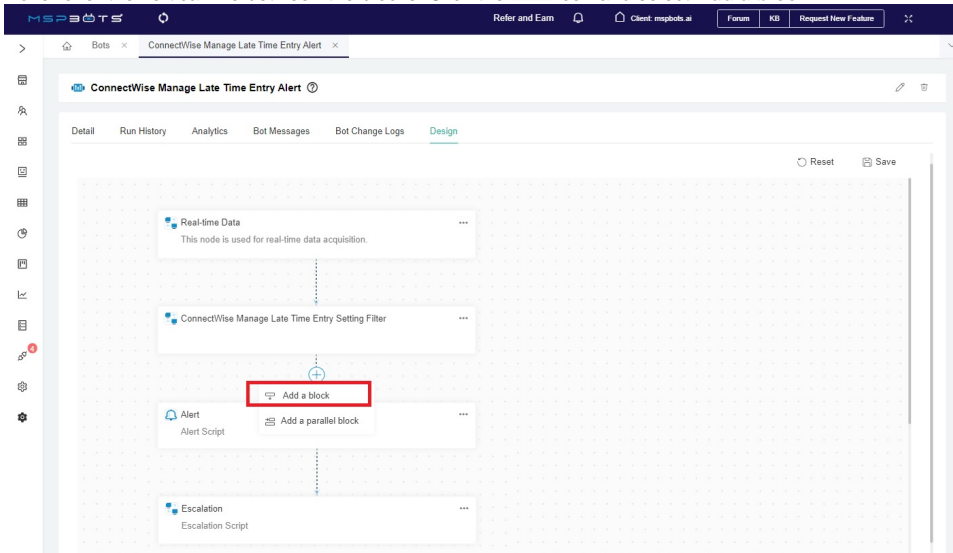
The field where you type the email is case-sensitive. Incorrectly spelled email addresses and those that do not match the entry in [User Management](#) will make the exclusion unsuccessful.

- f. Click **Next** after typing the user email.
g. Keep clicking **Next** on the pop-up windows until you reach the last window, where you have to click **Finish**.
For our example, the ConnectWise Manage Late Time Entry Alert bot, click **Next** on the Alert and Escalation windows, then click **Finish**.
h. When the bot's tab reappears, click **Save** to keep the new settings.

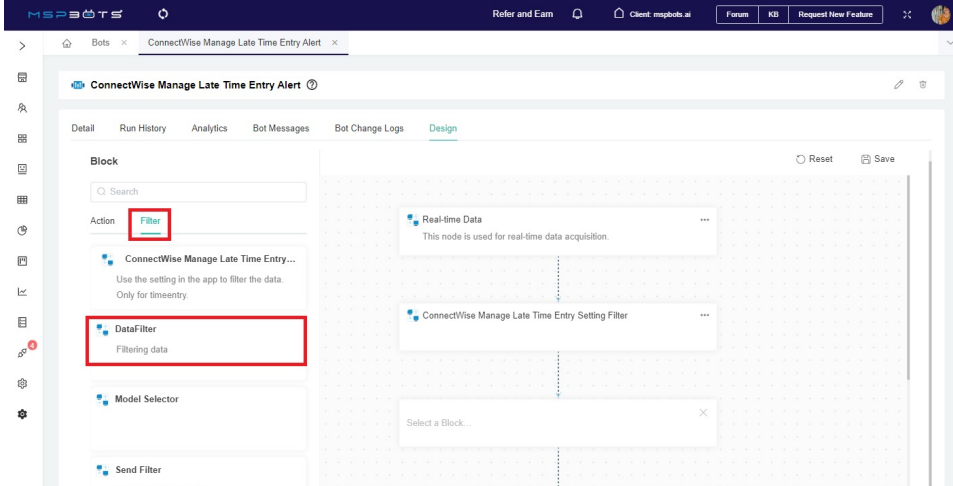
Adding the DataFilter block


1. Follow Steps 1 to 3 of the section on [Excluding a user from the bot notifications](#). If a pop-up window comes up, close it.

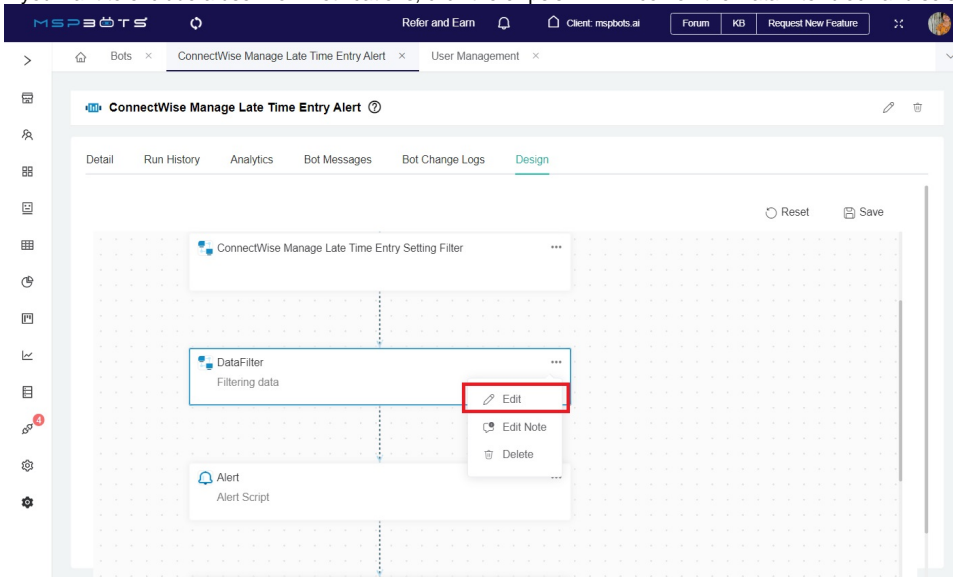
2. Hover over the vertical line between the blocks. Click the  icon and select **Add a block**.



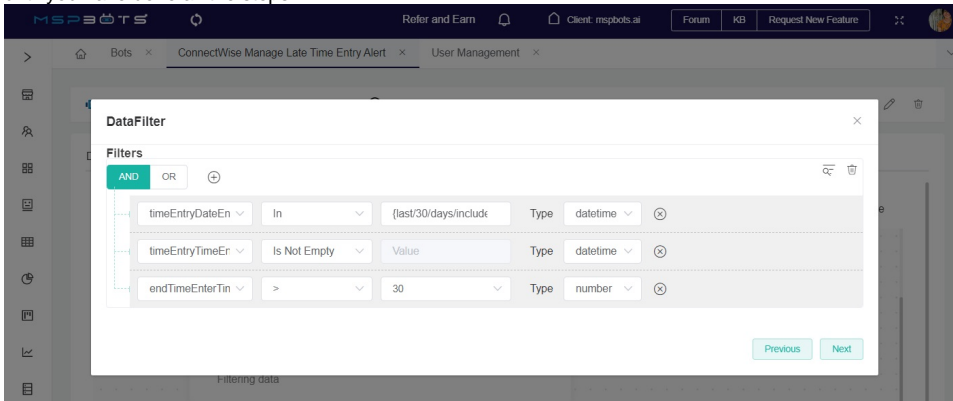
3. When the Block options appear on the left, click **Filter** then **DataFilter**. This action will create the DataFilter block.




4. If you want to exclude a user from notifications, click the ellipsis  icon on the DataFilter block and select **Edit**.

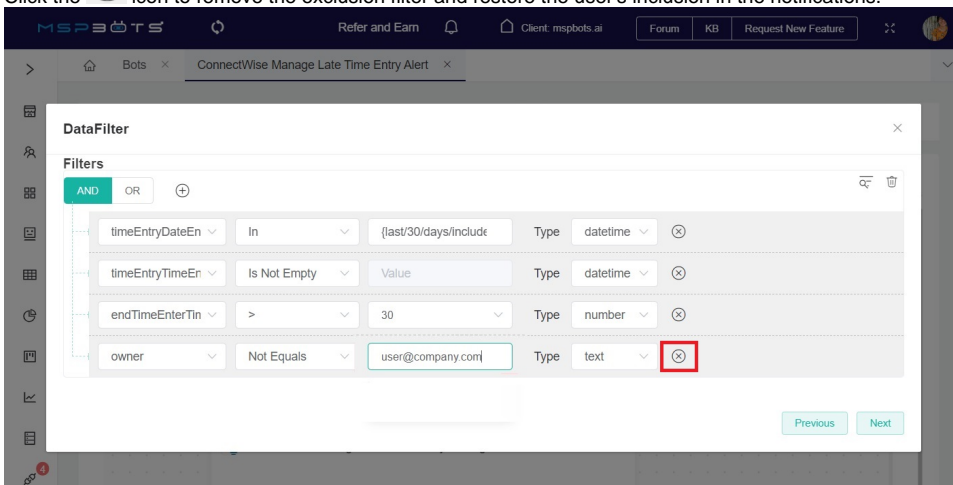


- When the DataFilter pop-up window (shown below) appears, follow Step 6a in the section [Excluding a user from the bot notifications](#). Continue until you have done all the steps.



Restoring an excluded user

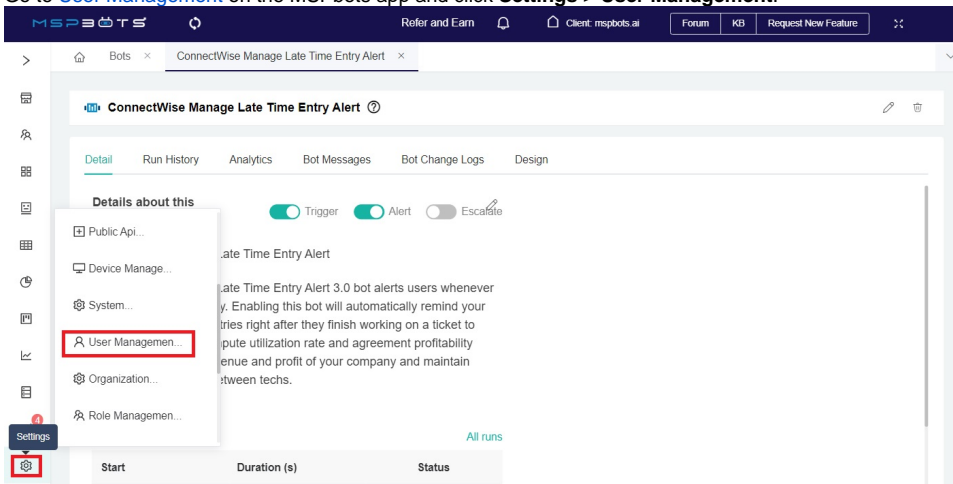
- On the MSPbots app, navigate to **Bots** and open the bot where the user's inclusion in the notification recipients needs to be restored.
- Go to **Design** then open the **DataFilter** block.
- Click the  icon to remove the exclusion filter and restore the user's inclusion in the notifications.



- Click **Next** until you reach the last window where you have to click **Finish**.
- Save your modification.

How to view the user email in User Management

- Go to [User Management](#) on the MSPbots app and click **Settings > User Management**.



- On the User Management tab, find the name of the user in the **User Name** column.

3. Once located, scroll to the right and find the **Email** column. Take note of the corresponding user email and use this to configure the bot notification exclusion.

MSPBOTS

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Bots ConnectWise Manage Late Time Entry Alert User Management

User Management

Disable Enable Delete Free User: 0 Billable Users: 108 Account Status Enable New User

Excel Export PDF Export CSV Export Search Columns

Message Switch	Role	Manager	Status	Department	Mobile	Email	Job Title
<input checked="" type="checkbox"/>	Consultant,CS,User,Internal		Enabled	mspbotsai		mspbotsai@mspbots.ai	Data Analyst
<input checked="" type="checkbox"/>	Consultant,CS,User,Internal		Enabled	mspbotsai		mspbotsai@mspbots.ai	Data Analyst

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