

How to Create a Bot to Delete Specific SyncroMSP Tickets

You can create bots that will remove SyncroMSP and MSPbots tickets when specific criteria are met. When creating the bot, you will add blocks for the REST API Call and for deleting the tickets.

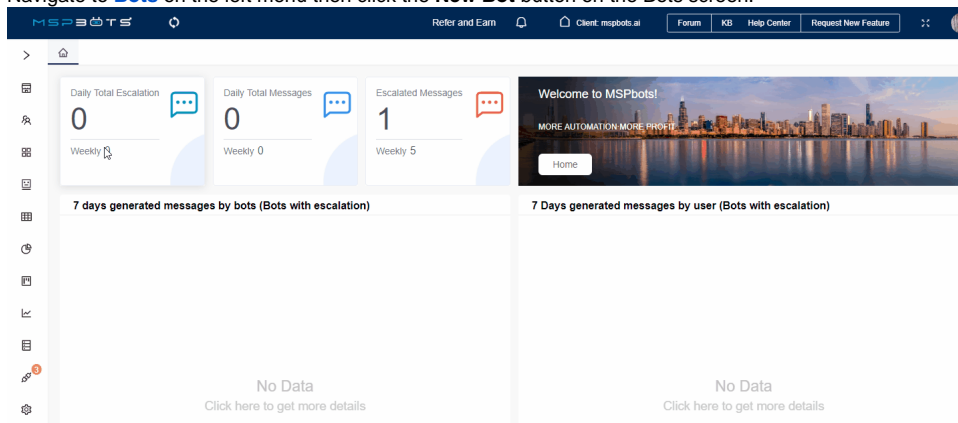
You need a successful Syncro MSP integration with MSPbots before performing the steps below. Refer to the article [SyncroMSP Integration Setup](#) for help connecting SyncroMSP to MSPBots.

This article has the steps for designing the bot to delete SyncroMSP tickets:

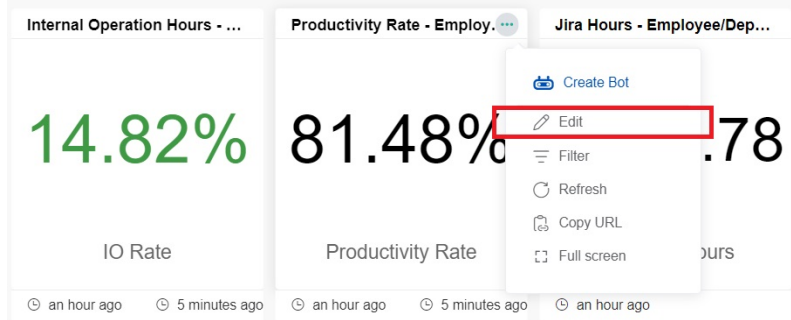
1. Create a new bot.
2. Configure the trigger.
3. Add a REST API Call block.
4. Add a Delete MSPBots Tickets block.
5. Create the Alert block.
6. Review the trigger.
7. Configure the REST API Call settings.
8. Configure the Alert settings.
9. Save your Settings.

1. Create a new bot.

- a. Log in to the [MSPbots](#) app using your Office 365 account.
- b. Navigate to [Bots](#) on the left menu then click the **New Bot** button on the Bots screen.



You can also start creating a bot from a widget on your dashboard. Hover over the ellipsis icon on the widget and select **Create Bot**.



- c. When the Create a new bot window appears, select **Start From Blank > Trigger**.

d. Fill the fields in the Create a new bot window.

Create a new bot ?

×

* Bot Name

Enter Bot Name

0/70

* Role

Admin ×

+ 1

▼

Tag

Tag

▼

Description

Description

0/500

More Edit

Reselect

Continue

- Enter a name in the **Bot Name** field.
- Identify the **Role** that will have access to the bot. You can select multiple roles.
- Add a clear **Description** of the bot. (Recommended)

- Click **More Edit** and fill out the required fields.

More Edit

×

Template Type

Quality Assurance Bot

Type

Custom


* Status

Requested

Client

mspbots.ai

* DA



* PO

PO

* Jira Number

Jira Number

Shared

☐

Default Install

☐


Cancel

Save

- e. When done, click the **Save** button. This action opens the screen with the details and settings for your new bot.

2. Configure the trigger.

- a. On the screen with the bot details, click the **Design** tab to open the Trigger window.

 Syncromsp Tickets Deleted ?

Detail

Run History

Analytics

Bot Messages

Bot Change Logs


Design

Details about this table

☐ Trigger ☐ Alert ☐ Escalate

Bot Name

Description




Recent run history

All runs

Start	Duration (s)	Status
No Data		


b. Do the following in the **Trigger** window:

Trigger ×






Trigger Script:
Define the bot and the conditions for when it will execute.


I want the bot to trigger when

Widget SyncroMSP / SyncroMSP T 

meets the following criteria:

AND OR  

Select Fields 

I want the bot to run based on this schedule: 

☒ Starting at

Repeat every


☐ Repeat every minutes

from hour to on day of week


☐ Advanced Scheduler [Setting →](#)

- i. Under the section **I want the bot to trigger when**, identify the bot trigger by selecting **Widget** and **SyncroMSP / SyncroMSP Ticket Status is to be deleted.** from the dropdown menus.

Trigger ×







I want the bot to trigger when


Widget SyncroMSP / SyncroMSP T 


ii. Next, define the trigger criteria in the **meets the following criteria** section. Hover over the plus icon and select **+Add Group** or **+Add Condition**.

meets the following criteria:

AND OR  



 Add Group 


 Add Condition

I want to run this schedule: 


If you want to preview the data, click the **Data Inspector** icon.

meets the following




AND OR  



Select Fields 




- iii. Then go to the **I want the bot to run based on this schedule** section and set the time and frequency for running the bot.

I want the bot to run based on this schedule: America/Chicago 

☒ Starting at 05/09/22 07:14:06

Repeat every 1   Hour 

☐ Repeat every 1   minutes

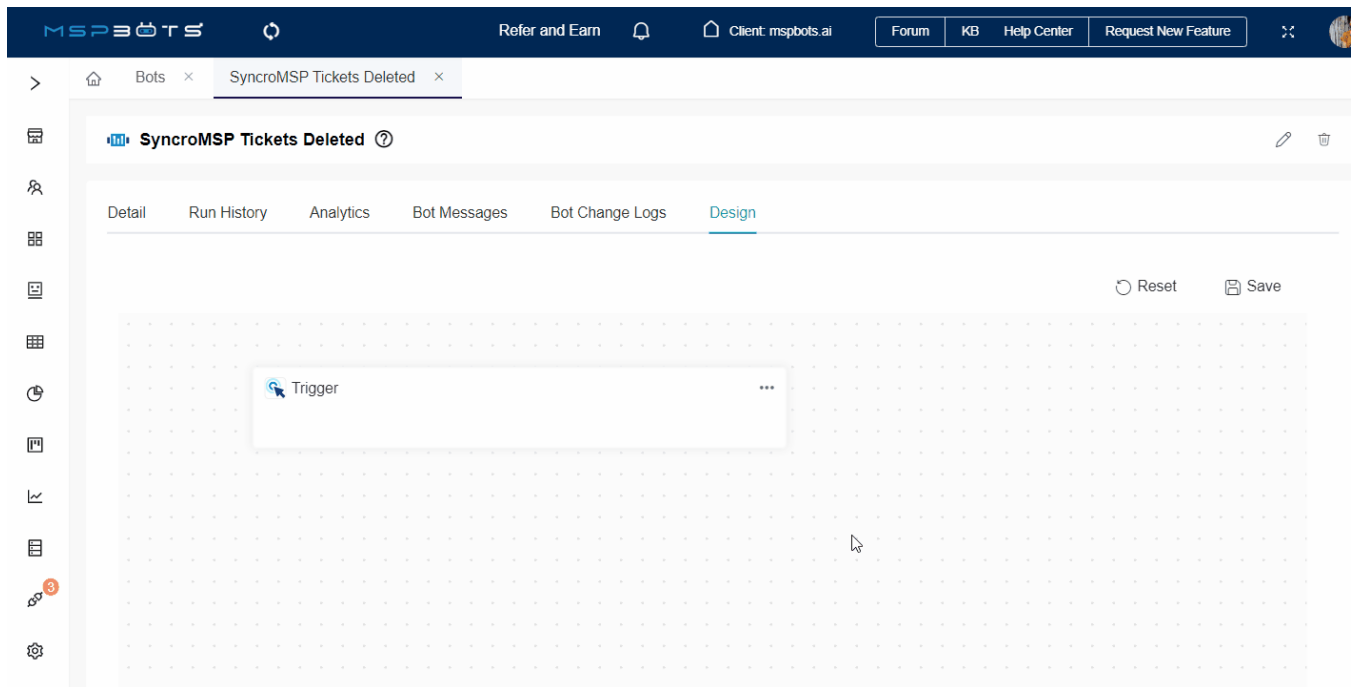
from hour  to  on day of week Select 

☐ Advanced Scheduler Setting →

Finish

- iv. When done, click the **Finish** button. You will be back to the screen with the bot's details.

3. Add a REST API Call block.



- Click on the **Trigger** block, then click on the plus icon, and select **Add a Block**.
- Select the new blank block.
- Enter **REST API Call** in the search bar, and click the action **REST API Call** to add the block.

4. Add a Delete MSPBots Tickets block.

MSPBOTS Refer and Earn Client: mspbots.ai Forum KB Help Center Request New Feature

Bots x SyncroMSP Tickets Deleted x

SyncroMSP Tickets Deleted ?

Detail Run History Analytics Bot Messages Bot Change Logs Design

Reset Save

Trigger

REST API Call
This block is designed for creating RESTful API calls.

- Click on the **REST API Call** block, then click on the plus icon, and select **Add a Block**.
- Select the new blank block.
- Enter **Delete MSPbots Tickets** in the search bar, and click the action **Delete MSPbots Tickets** to add the block.

5. Create the Alert block.

MSPBOTS Refer and Earn Client: mspbots.ai Forum KB Help Center Request New Feature

Bots x SyncroMSP Tickets Deleted x

SyncroMSP Tickets Deleted ?

Detail Run History Analytics Bot Messages Bot Change Logs Design

Reset Save

Trigger

REST API Call
This block is designed for creating RESTful API calls.

Delete MSPbots Tickets
Remove SyncroMSP tickets in MSPbots with specific status. Mu...

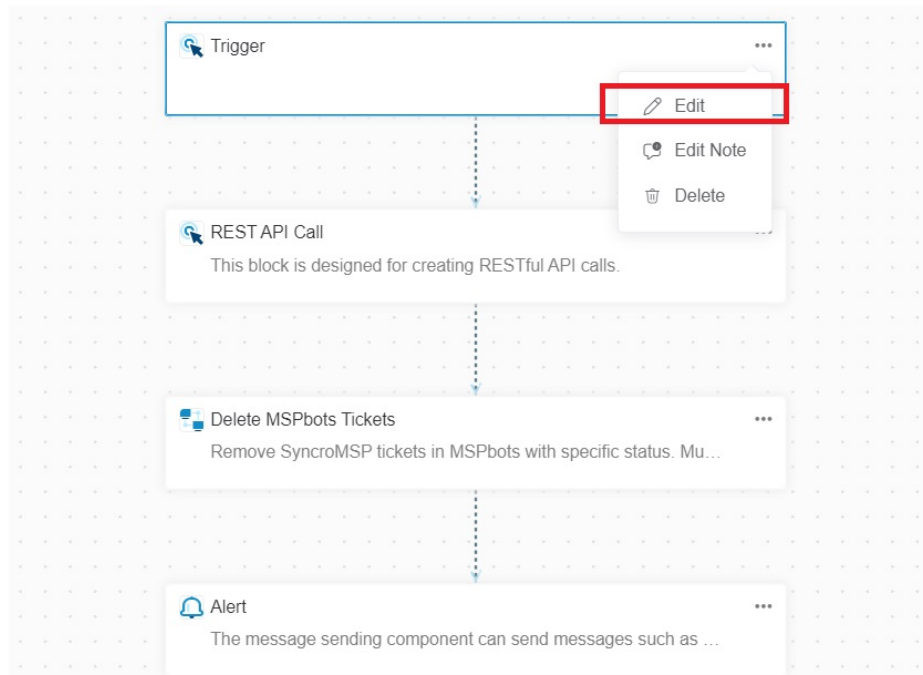
- Click on the **Delete MSPbots Tickets** block, then click on the plus icon, and select **Add a Block**.
- Select the new blank block. Enter
- Alert** in the search bar, and click the action **Alert** to add the block.

6. Review the trigger.

- Click the ellipsis icon ******* in the upper-right corner of the **Trigger** block and select **Edit**.

SyncroMSP Tickets Deleted ?

Detail Run History Analytics Bot Messages Bot Change Logs **Design**



- Verify if the details in the **Trigger** settings are correct.

Trigger



Trigger Script:

Define the bot and the conditions for when it will execute.

I want the bot to trigger when

Widget SyncroMSP / SyncroMSP T

meets the following criteria:

AND OR

Select Fields

I want the bot to run based on this schedule:

Starting at 06/08/23 11:54:36 Asia/Shanghai

Repeat every 5 Minute

Repeat every 1 minutes

from hour to on day of week Select

Advanced Scheduler

Setting →

Next


- If the details are correct, click **Next** to proceed with configuring the REST API settings.

7. Configure the REST API Call settings.

a. Enter the following information in the **REST API Call** configuration window:

- **URL** - Enter your SyncroMSP URL. Example: `https://yourdomain.syncromsp.com/(TicketId)`.
- **Integration** - Select **Syncro**.
- **Method** - Select **delete**.
- **Headers** - No need to add data.
- **Params** - No need to add data.

REST API Call



This block is designed for creating RESTful API calls.:
http client

uri:

integration:

method:

headers:

key	value
No Data	

query body

params:

key	value
No Data	

Previous Next

b. Click **Next** to proceed to the Delete MSPbots Tickets window.

c. Click **Next** in the Delete MSPbots Tickets window to open the Alert settings.

Delete MSPbots Tickets

Previous Next

8. Configure the Alert settings.

To set up the bot alert, follow Step 4 in the article [How to Create a Bot](#).

9. Save your Settings.

Click **Save** in the upper-right corner of the bot settings window to save your settings.

Syncromsp Tickets Deleted

Detail Run History Analytics Bot Messages Bot Change Logs Design Design Tabs Layout

Reset Clear Save

Trigger
Trigger Script

REST API Call
This block is designed for creating RESTful API calls.

Delete MSPbots Tickets

Alert

Related Topics

- [How to Fix the Deleted Ticket Issue in ConnectWise Manage](#)
- [How to Delete Tickets Using the API Tool](#)