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.

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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.

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

 $\boldsymbol{d}.$ Fill the fields in the Create a new bot window.

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Enter Bot Name	0/70
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More Edit R	eselect 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 * Status Туре Custom Requested * DA Client C(-1) = C(-1)mspbots.ai * PO * Jira Number PO \sim Jira Number Shared Default Install Save

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

Cancel

2. Configure the trigger.

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

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b. Do the following in the Trigger window:

Trigger

	I want the bot to trigger when Widget SyncroMSP / SyncroMSP T Ø					
	meets the following critieria:	ា				
Trigger Script:	AND OR 🕀 🖨	2				
Define the bot and the conditions for when it will execute.	Select Fields V					
	I want the bot to run based on this schedule:					
	● Starting at					
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	from hour 💿 to 💿 on day of week Select 🗸					
	○ 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.

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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.

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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.

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	a. Click on the Tri	gger block, then cli	ck on the plus ic	on, and	select Add a Block.				
	c. Enter REST AF	PI Call in the search	bar, and click th	ne actior	REST API Call to a	dd the block.			

4. Add a Delete MSPBots Tickets block.

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

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5. Create the Alert block.

a. Click on the Delete MSPbots Tickets block, then click on the plus icon, and select Add a Block.
b. Select the new blank block. Enter

- c. Alert in the search bar, and click the action Alert to add the block.

6. Review the trigger.

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

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Detail Run History Analytics Bot Messages Bot Change Logs Design							
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			🕅 Delete				
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	🕵	REST API Call					
		This block is designed for creating RESTful API calls.					
		Delete MSPbots Tickets	***				
		Remove SyncroMSP tickets in MSPbots with specific sta	tus. Mu				
	а с Д	Alert	***				
		The message sending component can send messages s	uch as				

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

Trigger

	I want the bot to trigger when Widget SyncroMSP / SyncroMSP T Ø									
	meets the following critieria:	q- t								
Frigger Script: Define the bot and the conditions for when it will execute.	Select Fields V 🛞									
	I want the bot to run based on this schedule:									
	Starting at 06/08/23 O 11:54:36 Asia/Shanghai Repeat every 5 Minute									
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	Advanced Scheduler	Setting →								

Next

c. 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.
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creating RESTful API calls.:	key		value	Ad	d		
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				Previous	Next		
 Click Next to proceed to the Delete MS Click Next in the Delete MSPbots Ticket 	Pbots Ticket	ts window o open th	<i>ı.</i> e Alert settings.				
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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.

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Related Topics

- How to Fix the Deleted Ticket Issue in ConnectWise Manage
 How to Delete Tickets Using the API Tool