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.

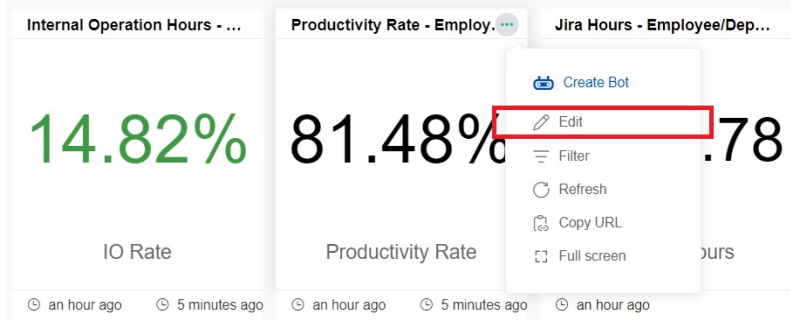This article has the steps for designing the bot to delete SyncroMSP tickets:

1. Create a new bot.

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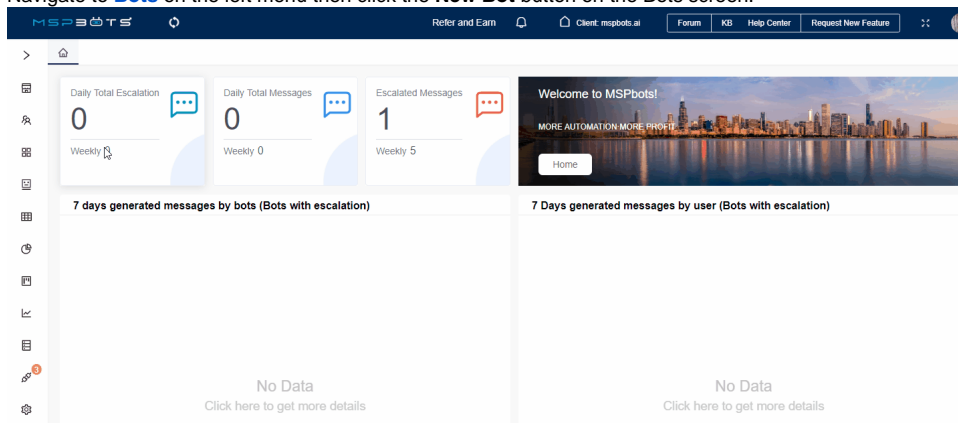
You can also start creating a bot from a widget on your dashboard. Hover over the ellipsis icon on the widget and select ***Create Bot***.

     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 ⑦   ✕

* 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:

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.

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**.

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

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.
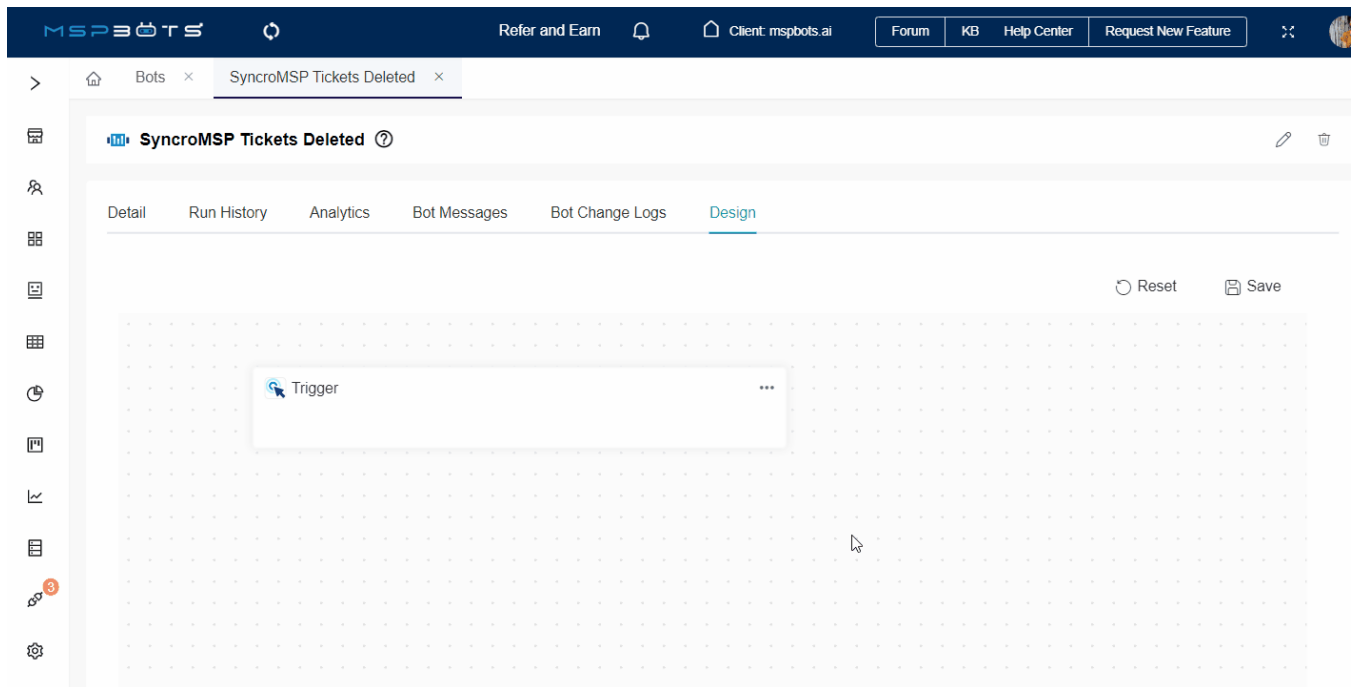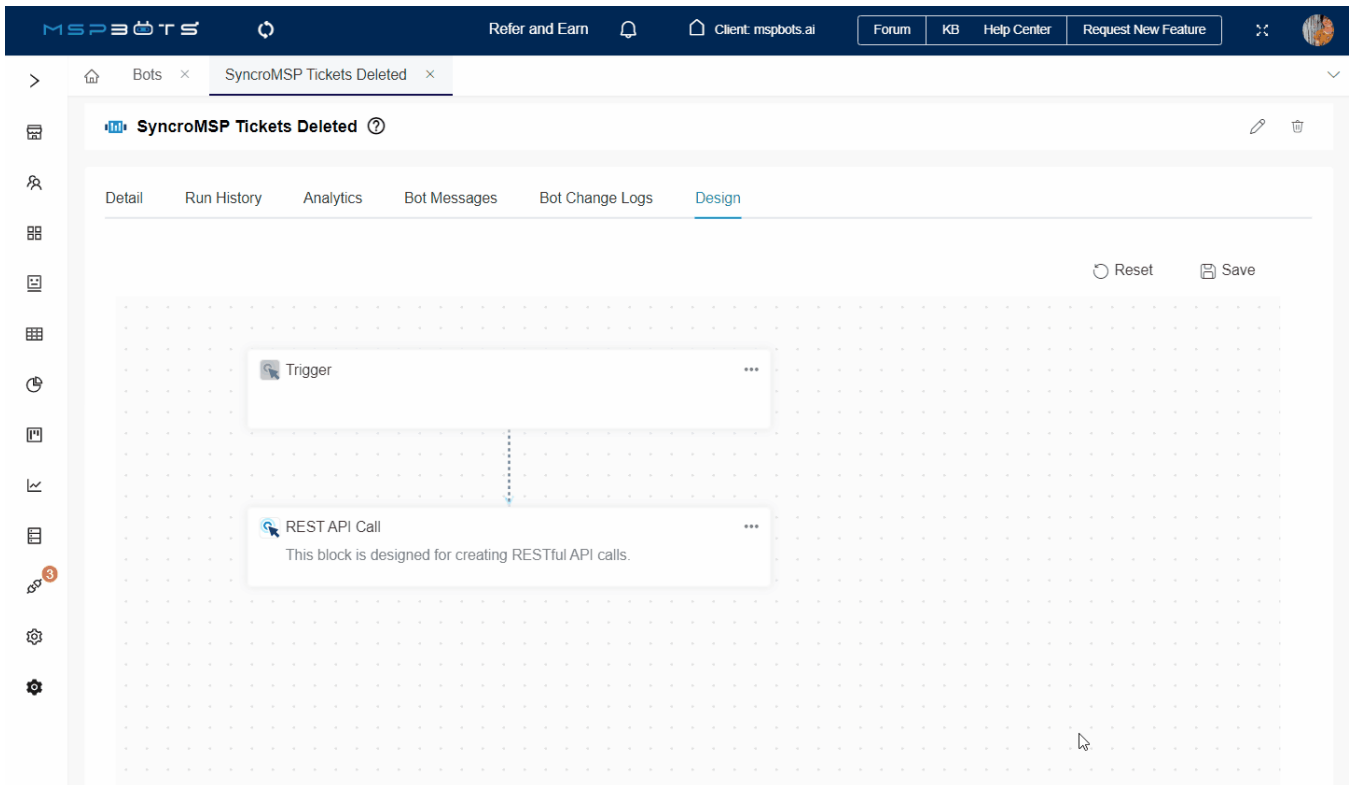

iv. When done, click the **Finish** button. You will be back to the screen with the bot's details.
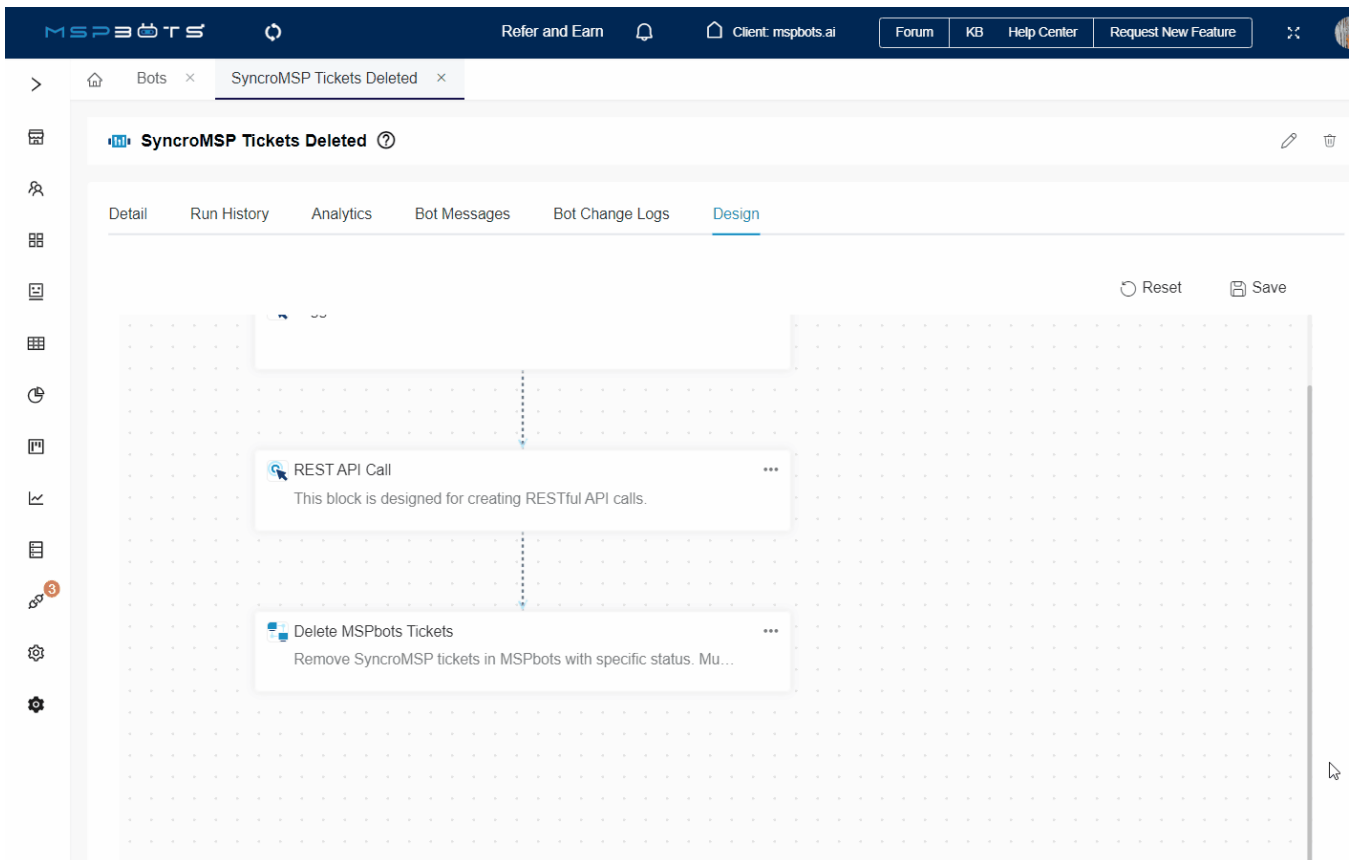
3. Add a REST API Call block.

a. Click on the **Trigger** block, then click on the plus icon, and select **Add a Block**.
b. Select the new blank block.
c. 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.

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.
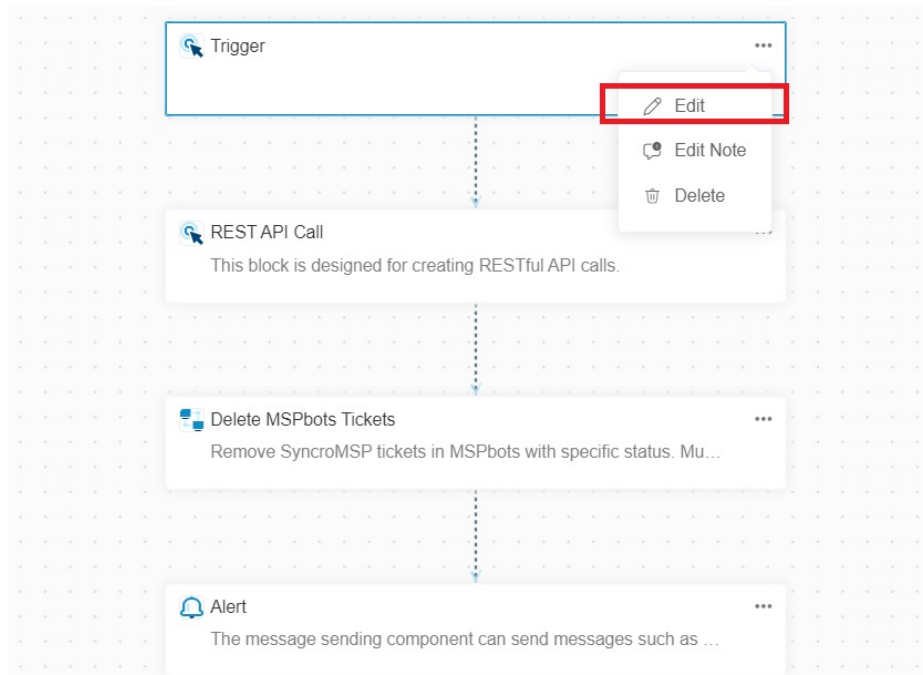
5. Create the Alert block.

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**.

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

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.

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.

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.

Related Topics

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