

# OpenAI Ticket Sentiment Analysis Bot for ConnectWise Manage

The MSPbots OpenAI Ticket Sentiment Analysis Bot is designed to analyze the sentiment or overall tone of a ticket summary. This analysis is useful when your MSP receives multiple tickets in a day. By returning negative sentiments and sending alerts directly or via messages in chat channels, the bot helps service managers and technicians to be aware of any negative sentiment in a ticket. They can then prioritize and work on such tickets immediately, ensuring prompt and efficient resolution.

What's on this page

- [What are the benefits of using OpenAI Ticket Sentiment Analysis?](#)
- [Required applications and permissions](#)
- [How to use the OpenAI Sentiment Analysis Bot](#)
  - [Before using the OpenAI Sentiment Analysis Bot](#)
  - [Accessing the OpenAI Sentiment Analysis Bot](#)
  - [Cloning the OpenAI Sentiment Analysis Bot template](#)
  - [Viewing the bot blocks and settings](#)
- [What are the bot settings and filters?](#)
- [Pricing for MSPbots OpenAI Sentiment Analysis Bot](#)
- [Related Topics](#)

## What are the benefits of using OpenAI Ticket Sentiment Analysis?

Sentiment analysis is valuable in gauging customer satisfaction, improving service delivery, and maintaining a positive brand image. Using the OpenAI Ticket Sentiment Analysis Bot is beneficial in the following areas and more:

- Proactive identification and resolution of issues before they escalate
- Service improvement opportunities from recurring issues or pain points
- Programs for refining customer retention and loyalty programs
- Customer satisfaction measurement and monitoring

The sentiment from the MSPbots OpenAI Sentiment Analysis Bot is generated through the [OpenAI](#) integration using specific prompts and returns if a ticket's summary is categorized as any of the following:

- Slightly Negative
- Negative
- Very Negative

## Required applications and permissions

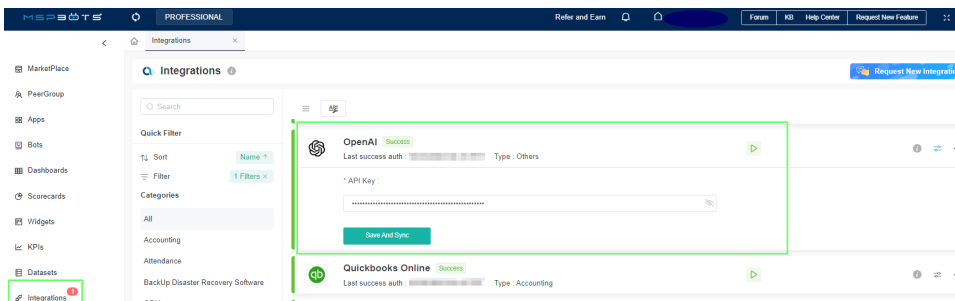
Ensure that you have the following before you start using this bot:

- Admin role for setting up bots
- [ConnectWise Integration](#)
- [OpenAI integration](#)
- [Working bots](#)

## How to use the OpenAI Sentiment Analysis Bot

### Before using the OpenAI Sentiment Analysis Bot

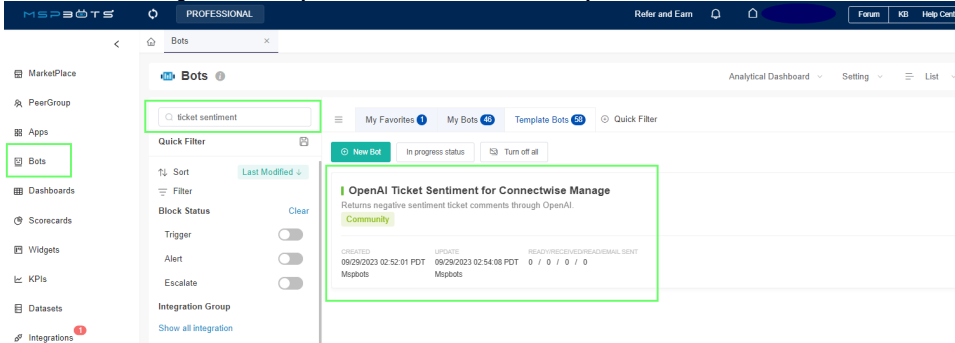
1. Set your billing limit with OpenAI.
2. [Set up and complete the API setup for the OpenAI Integration with MSPbots.](#)



### Accessing the OpenAI Sentiment Analysis Bot

Once the OpenAI integration is completed and verified, open the bot with the following steps:

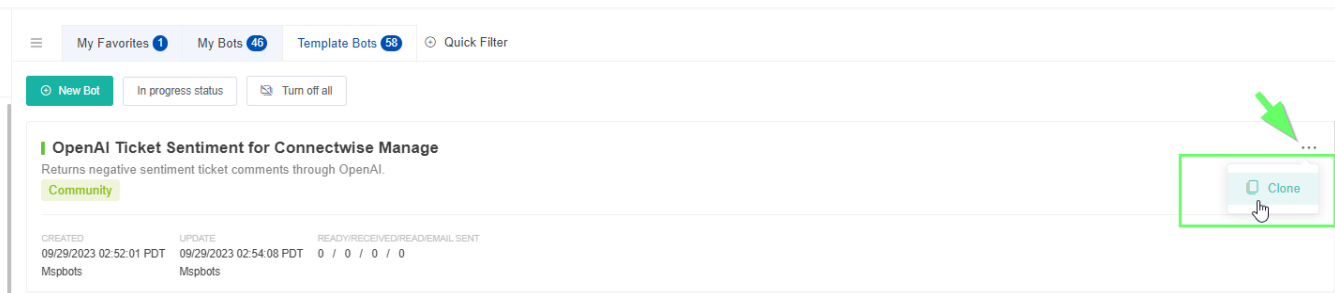
1. Navigate to the **Bots** section in the MSPbots app.
2. In the Bots screen, go to the **Template Bots** tab and search for **OpenAI Ticket Sentiment Bot for ConnectWise Manage**.



If you want to view the bot and its details only, click **No, view only** on the Tips pop-up window.  
If you want to clone it and create your own copy of it, click **Yes** on the Tips pop-up window.

## Cloning the OpenAI Sentiment Analysis Bot template

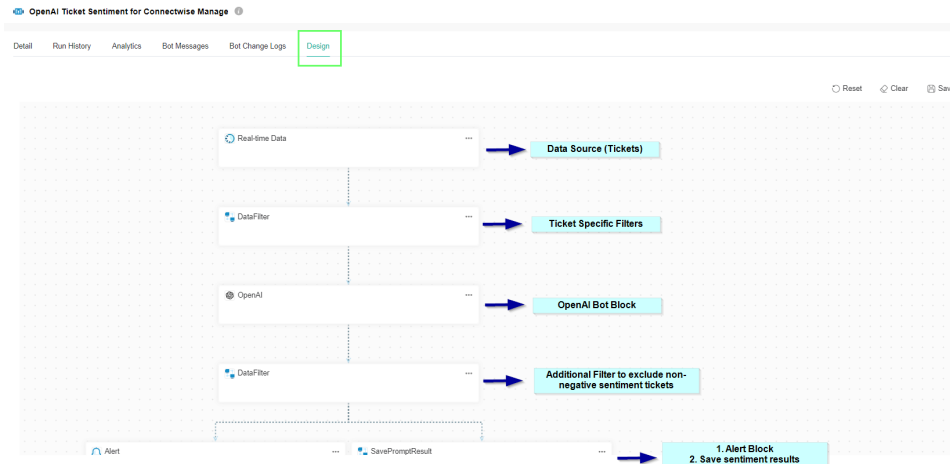
After accessing the bot, click the ellipsis icon and click **Clone** to automatically add the cloned copy of the bot to the **My Bots** tab. For more information on cloning a template bot, refer to [How to Clone a Bot Template](#).



## Viewing the bot blocks and settings

To see the bot design:

1. Go to the **My Bots** tab and click the **OpenAI Ticket Sentiment Bot** to open it.
2. Once the OpenAI Ticket Sentiment Bot is open, click **Design** to view the bot blocks containing the bot configurations similar to the example shown below.



## What are the bot settings and filters?

You can tweak the OpenAI Sentiment Analysis Bot until it returns the correct result for your requirements. Do this by creating filters for specific Ticket Types, Boards, Statuses, and others on the bot blocks.

Please note that currently, the OpenAI Sentiment Analysis Bot is the only bot that is supported by the OpenAI bot block. We advise against using the bot block for any other purposes at this time. We are continuously working on developing new features and assets that will be available for the OpenAI bot block in the near future. If you have any questions or requests regarding the use of the OpenAI bot block, contact the MSPbots Product Team at [product@mspbots.ai](mailto:product@mspbots.ai).

Below are the bot settings and filters for the OpenAI Sentiment Analysis Bot.

- **DataFilter** bot block - This block has specific filters that qualify sentiments for analysis. The default filters for tickets for sentiment analysis are the following:

```
ticketNoteResolutionFlag
ticketStatusName
ticketBoardName
ticketAction
```

The DataFilter bot block window below shows how each filter works.

**DataFilter** ⓘ

**Filters**

AND OR +

ticketNoteResolu Equal False Type boolean × **1. Excludes tickets that are tagged as resolved**

AND OR + ×

ticketStatusNar Not contains Resolve Type text ×

ticketStatusNar Not contains Closed Type text ×

ticketStatusNar Not contains Complete Type text ×

ticketStatusNar Not contains Duplicate Type text ×

ticketStatusNar Not contains Child Type text ×

ticketStatusNar Not contains PTO Type text × **2. Ticket Status exclusions**

AND OR + ×

ticketBoardNam Not contains Project Type text ×

ticketBoardNam Not contains Admin Type text × **3. Board exclusions - internal boards**

ticketAction Contains added Type text × **4. Selects only newly added tickets**

You can add and remove custom filters using the + and × buttons. The other available filters are below.

```
ticketCwUid, ticketCompanyName, ticketOwner, minutesTicketInProgress, priorityName, and ticketTypeName
```

- **OpenAI** bot block - This block contains the settings and prompts for OpenAI to return sentiment on the ticket summary. Use the settings below to fine-tune the AI model.

Setting	Default	Description
Model	-	<p>The Model setting is to select the OpenAI model you want to use. The options for the Model from the available models in your OpenAI integration, including GPT-4. If you haven't connected OpenAI integration to MSPbots yet or if MSPbots is unable to fetch the available GPT models from your OpenAI integration, the option will be empty.</p> <p>If you want to know how to connect OpenAI integration, please refer to <a href="#">OpenAI Integration Setup</a>.</p> <p>If you have previously configured the Open AI bot block's model as GPT-3.5-turbo, then the model will still be GPT-3.5-turbo.</p>
Temperature	0.2	<p>The Temperature setting is common to all ChatGPT functions and is used to fine-tune the sampling temperature by a number between 0 and 1. Use 1 for creative applications and 0 for well-defined answers.</p> <p>Example:</p> <p>If you would like to return factual or straightforward answers such as a country's capital, then use 0. For tasks that are not as straightforward such as generating text or content, a higher temperature is required to enable the capture of idiomatic expressions and text nuances.</p>
Max Length	120	<p>Max Length represents the maximum number of tokens used to generate prompt results. Tokens can be likened to pieces of words that the model uses to classify text.</p> <p>Examples:</p> <p>1 token ~= 4 characters  1 token ~= 3/4 words  100 tokens ~= 75 words</p> <p>For more information, refer to <a href="#">What are tokens and how to count them?</a></p>
Top P	0.2	<p>Top-p sampling, also known as nucleus sampling, is an alternative to temperature sampling. Instead of considering all possible tokens, GPT-3 considers only a subset or a nucleus whose cumulative probability mass adds up to a threshold which is set as the top-p.</p> <p>Example:</p> <p>If the Top P is set to 0.2, GPT-3 will only consider the tokens that make up the top 20% of the probability mass for the next token, allowing for dynamic vocabulary selection based on context.</p>
Frequency Penalty	0	<p>Frequency Penalty is mostly applicable to text generation. This setting tells the model to limit repeating tokens like a friendly reminder to not overuse certain words or phrases. Since this is mostly not applicable to sentiment analysis, it is set to 0.</p>
Presence Penalty	0	<p>The Presence Penalty parameter tells the model to include a wider variety of tokens in generated text and, like the frequency penalty, is applicable to text generation as compared to sentiment.</p>

The screenshot of the OpenAI bot block window below shows these settings.

Utilize the {{OpenAIResult}} token as a parameter in any insertable token location within the next block to leverage its output.

Event

Model

Send Prompt

gpt-4

Prompt

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Font Sizes

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Decide whether a customer feedback sentiment is: positive, neutral, or negative.  
The answer is only one word. The output must be in lower case. if no customer feedback, reply neutral.  
customer feedback:

32 WORDS

Choose Template: Open AI Prompt

Save as a template

Temperature

Max Length

—

0.2

+

The maximum number of tokens to generate. Requests can use up to 2,048 or 4,000 tokens shared between prompt and completion. The exact limit varies by model. (One token is roughly 4 characters for normal English text)

Controls randomness: Lowering results in less random completions. As the temperature approaches zero, the model will become deterministic and repetitive.

Top P

Frequency Penalty

Presence Penalty

—

0.2

+

How much to penalize new tokens based on their existing frequency in the text so far. Decreases the model's likelihood to repeat the same line verbatim.

Controls diversity via nucleus sampling: 0.5 means half of all likelihood-weighted options are considered.

—

0

+

How much to penalize new tokens based on whether they appear in the text so far. Increases the model's likelihood to talk about new topics.

You are ready to activate the OpenAI Sentiment Analysis Bot after the additional filters and settings are applied.

To activate the bot, refer to [Activating a Bot on the MSPbots App](#).

To verify activation, [How to Check if a Bot Is Activated.](#)

To modify or set new alert and/or escalation messages, refer to section "4. Define the alert script" in the article [How to Create a Bot](#).

## Pricing for MSPbots OpenAI Sentiment Analysis Bot

The pricing for OpenAI ChatGPT 3.5 Turbo is based on a per 1,000 token model. You may need to confirm the context through your OpenAI billing.

GPT 3.5 Turbo	Model	Input	Output
	4K Context	\$0.0015 per 1,000 tokens	\$0.002 per 1,000 tokens
	16K Context	\$0.003 per 1,000 tokens	\$0.004 per 1,000 tokens

For more information, refer to the [OpenAI ChatGPT pricing page](#).

## Related Topics

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- [How to Configure the OpenAI Bot Block](#)
- [OpenAI Integration Setup](#)