

# MSPbots Setup Report

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## What is the MSPbots Setup Report?

The MSPbots Setup Report contains widgets that show the overall health of your MSPbots setup. It highlights the areas that require action and those that need to be fixed so that MSPbots can be fully functional.

## How is the MSPbots Setup Report helpful?

This report helps the admin to identify the possible issues in the MSPbots Setup in real-time.

## Where can I access the MSPbots Setup Report?

This report can be accessed under **Settings** and may only be viewed with admin permissions. To access the report, navigate to Settings on the MSPbots menu and go to [MSPbots Setup Report](#).

## What are the widgets included in the report?

The widgets available in the MSPbots Setup Report are listed and described below. Data that are displayed in green font indicate a good status. Data in red, however, indicates that action is required for that widget info.

Widget Name	Description	Solution
Sync Error Integration	A sync error will result in inaccurate reports. This widget shows the number of integrations that are currently having sync errors.	Please go to the <a href="#">Integrations</a> page to fix the errors.
Unconnected Integration	Connecting to integrations allows you to maximize the benefits of MSPbots. This widget shows the number of available integrations that are not connected and ready for setting up.	Please go to the <a href="#">Integrations</a> page to link those integrations.
Azure AD Authorization	Syncing the AAD to MSPbots eliminates the need to manually update and sync the user directory. This widget shows whether or not AAD authorization is complete and successful.	Please go to the <a href="#">Integrations</a> page, search for <b>Teams</b> and click the <b>Sync</b> button.
Main Bot Switch	Bots need to be activated for the alerts to work. This widget shows if the main bot switch is on or off.	The <b>Turn off all</b> button on the <a href="#">Bots</a> section is a master switch that disables all bots from sending messages to users. This works like a quick "disable all" button that should be used when you encounter massive errors from the bots and you can't turn off the bot that is generating errors.
Missing Manager Info	Manager info is important for escalation. This widget shows how many users do not have corresponding manager info in their accounts.	To add or complete manager info, view <a href="#">How to Set Up Manager and Job Title Info for Employees</a> .
Users Missing Job Titles	Having job title information is important because some bots use job titles as a filter. This widget shows how many users do not have job title information.	To add missing job titles, view <a href="#">How to Set Up Manager and Job Title Info for Employees</a> .
Not Guest User with PSA Account	Users with PSA accounts may get disabled accidentally. This widget flags admin to ensure that accounts do not get disabled by mistake. Users that are disabled in the AAD are excluded.	Go to <a href="#">User Management</a> and select the <b>Show Disabled users</b> checkbox. Search for the users with PSA accounts but are disabled. Tick the check box in front of the users and click the <b>Enable</b> button.

Ticket "In Progress" Status Setting	This widget shows if the "in progress" setting is already set up.	Go to <a href="#">Apps</a> and open the Attendance app. Click the <b>In progress status</b> button and select your in-progress status name.
Bot Messages Count Last 7 Days	When the bots are enabled, this widget shows how many bots were generated in the last 7 days. It also shows how many have been received and read over the same period.	
PSAU without Home Channel	This shows how many PSAU (PSA Users) do not have the home channel setting.	Go to <a href="#">User Management</a> . Select the user, click <b>Edit</b> then select a <b>Home Channel</b> . This parameter can be used in the bot channel alert.
Number of users have no work schedule	This widget shows the number of users without assigned work schedules. A work schedule is needed to trigger the attendance alert and Tech Stat Reviewer bot, which sends the utilization and ticket in progress alerts 10 minutes before the scheduled off time	Go to <a href="#">Work Schedule</a> and add a schedule to each user, or use the template function to add to multiple users.
Users with messages switch off	This displays the number of users whose message is switched off. The user won't receive any messages from the bot if this switch is off.	Go to <a href="#">User Management</a> . Find the user and turn on the message switch.

## Related Topics:

- [How to Create a Target Card Widget](#)
- [ConnectWise Automate Integration Setup](#)
- [Creating a Scorecard Dashboard](#)
- [What Filter Conditions and Formats are Available for Creating Widgets](#)
- [How to Create Slicers in Widgets](#)