

Configuring NextTicket Priority Rules According to Requirements

Setting the priority rules for NextTicket is different for every MSP and depends on how a business wants to prioritize tickets. It is also not a one-shot procedure wherein the tickets fall into place in one go. Instead, you have to tweak the settings until you get the list that follows your required prioritization. This page shows an example of how to do this.

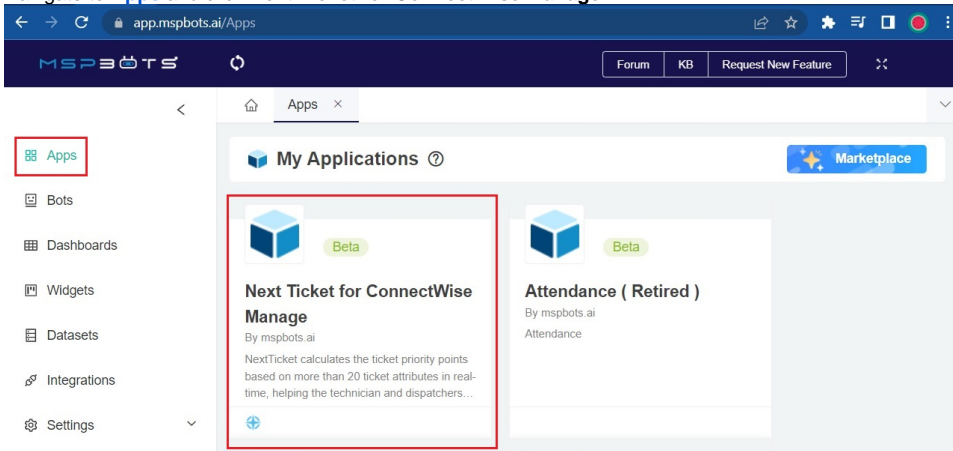
Important: This information applies to NextTicket for ConnectWise Manage only.

User case requirement: Configure NextTicket to give the highest priority to the following:

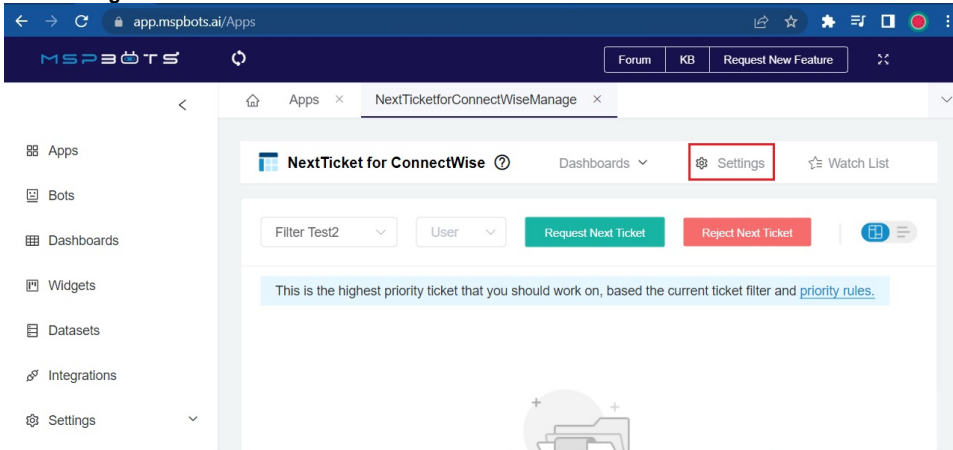
- Tickets assigned to users
- Unassigned tickets

Do the following procedure to set up the priority rules:

1. Navigate to **Apps** and click **Next Ticket for ConnectWise Manage**.



2. Click **Settings**.



- Go to the user dropdown menu on the upper right side of the app's screen. Select a user for testing the new rule.

- Go to the Priority Point rule **Assigned to User**. Use the following values for this rule:
If this ticket **Is** assigned to **Current User**, add **20000** points.
If this ticket **Is** assigned to **No One**, add **20000** points.

- Click the **eye icon** on the right side. This will save the modification and test how the change will affect prioritization.
- Review the updated list of priority tickets that come up on the **Test Passed Data** window. It should now show tickets that follow new the rule you have set. For this page's example, it will look like the list below:

Ticket ID	Ticket Name	Pts	Company Name	Resource	User Assigned	User Assigned Pts
418366	Scheduling Teams Meetings in Outlook	20000	NYCOM Inc.			20000
418341	FW: Your DigCert certificate expires in 60 days (Order # 138546366)	20000	Creative Technology Group			20000
418320	Jailyn Maddox computer	20000	Richmond SPCA			20000
417973	Alert for Putnam Morrisville NC - appliances went down	20000	Meraki, Inc.			20000
416168	Gravity	20000	Chesdin Animal Hospital			20000
409643	RE: Error Message when trying to connect NAV	20000	OXCO Inc			20000
418360	Disable User's Email Account	0	Emporia Police Department	anagle	anagle	0
418351	Need help with Outlook	0	Creative Technology Group	diewis	diewis	0
418345	Cannot Access Portal	0	Creative Technology Group	anagle	anagle	0
418343	Please review	0	Leafspring Ballantyne	bkeel	bkeel	0

The new rule that you have applied may be affected by the other existing priority rules. To test how other rules affect your new rule:

- Select the user for whom you are testing the rule.
- Click **Test All** on the upper right-hand corner of the screen. This will apply all the rules in the configuration.

- Check the new list on the **Test Passed Data** window. It should apply the new rule that you have just set. If there are tickets that seem to be misplaced or are not prioritized correctly, scroll to the right and check which existing rule could possibly be overwriting your new rule.

For this page's example, the first two entries on the list are prioritized more than the third entry.

Test Passed Data

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Ticket ID	Ticket Name	Pts	Company Name	Resource	User Assigned	User Assigned Pts	Company Status	Company S
417721	Lease machine installation - David Acree	100100	Meadows Urquhart Acree & Cook, LLP	mbowles	mbowles	0	Active	0
416606	Creative walkthrough with Buddy	100100	Creative Technology Group	mbowles	mbowles	0	Active	0
416773	FW Shortel	40227	Architectural Products of Virginia (APV)	bkeel	bkeel	20000	Active	0
418343	Please review	33396	Leafspring Ballantyne	bkeel	bkeel	20000	Active	0
413001	Maury Street Cameras - Ryan Murray	32000	James River Petroleum	bkeel, twatkins	bkeel, twatkins	20000	Active	0
418333	need computer name for remote desktop scanner	23100	Creative Technology Group	bkeel	bkeel	20000	Active	0
417814	New Power Cord - Bill Riley	23100	Oyster Consulting LLC	bkeel	bkeel	20000	Active	0
416168	Gravity	23100	Chesdin Animal Hospital			20000	Active	0
412456	Computer quote - Buddy Davis	23100	Creative Technology Group	bkeel	bkeel	20000	Active	0
418006	No connectivity on mouse and key board - Susan Bishop	23000	Leafspring Corporate/Three Chopt	bkeel	bkeel	20000	Active	0

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After scrolling to the right to check, you will see that the **Schedules Status** Priority Rule is set to prioritize all expired tickets above everything else. The third ticket on the list is thus deprioritized.

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Ticket ID	Ticket Name	Pts	Schedules Status	Resources	Start Time	End Time	Schedules Status Pts	Expected Resolution Ex
417721	Lease machine installation - David Acree	100100	Exp	mbowles	2022/04/19 09:30:00 EDT	2022/04/19 12:00:00 EDT	100000	
416606	Creative walkthrough with Buddy	100100	Exp	mbowles	2022/04/06 20:00:00 EDT	2022/04/06 20:00:00 EDT	100000	
416773	FW Shortel	40227		bkeel			0	2022/04/20 13:56:45 EDT
418343	Please review	33396		bkeel			0	2022/04/26 08:48:57 EDT

- Once you have identified the overwriting rule, go to its corresponding section in the **Priority Point rules** to view and adjust accordingly.
- Click **Test All** again to check. Do steps 1 to 4 until the priority list shows your desired prioritization.

Related Topics

- [NextTicket Manager Priority Rules](#)
- [Setting Up the Point System for NextTicket Priority Rules](#)
- [Assigned User Due Date Priority Rule for NextTicket](#)