

# NextTicket Bots for ConnectWise Manage

The volume of rejected tickets and the utilization rate are two of the measures that are valuable to MSPs. Insights from these data help managers and business owners streamline ticketing, improve technicians' skill sets, and assess and plan resource requirements. NextTicket for ConnectWise Manage has bots that help users and managers monitor ticket rejection and utilization rates more proactively. These are the Reject Alert, Rejected Ticket Summary Alert, and Daily Utilization Alerts bots.

This article discusses the following:

- [Descriptions and Features](#)
- [Where can I find the NextTicket for ConnectWise Manage Bots?](#)
- [What is Trigger and where can I edit the Trigger Script?](#)
- [What is Alert and how can I edit the Alert Script?](#)
- [What is Escalate and how can I edit the Escalation Script?](#)
- [Related Topics](#)

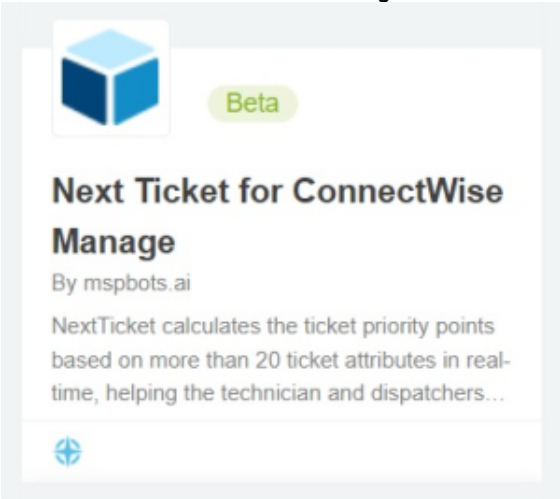
## Descriptions and Features

Name of the Bot	Description	Trigger	Alert Message	Escalation
<b>ConnectWise Manage NextTicket Rejected Alert</b>	This bot sends an alert to the member and the manager when a member rejects the next ticket. The alert also indicates the reason for rejecting the ticket.	Runs every 15 minutes	To: {Manager Email}; {Member Email}  {Member} has rejected a next ticket.  Ticket: {Ticket}  Client: {Client}  Summary: {Summary}  Reason: {Reason}  Date Rejected: {Date Rejected}	Weekly  Threshold: The alert is sent on the 3rd, 6th, and 9th time of ticket rejection.
<b>ConnectWise Manage NextTicket Rejected Ticket Summary Alert</b>	This bot sends managers alerts containing the summary of rejected tickets for the week.	Runs weekly, every Friday at 7:00 PM	Hi {Manager},  Total Number of Tickets Rejected: {Number of Tickets Rejected}  The following members who rejected Next Tickets.  {Ticket Rejectors}  Reasons:  {Reasons}  If you think you shouldn't be receiving this alert please click here.	Weekly  Threshold: The alert is sent on the 3rd, 6th, and 9th time of ticket rejection.
<b>ConnectWise Manage NextTicket Daily Utilization Alert</b>	This bot sends alerts to users who have below 60% NextTicket utilization at the end of their shift.	Runs daily at 5:00 PM	To: Member Email  Hi {Member},  Good Job on handling {Number of ConnectWise Updated Tickets} tickets! However, you used NextTicket only {Number of Worked Tickets from NextTicket} times (lower than your company's preferred rate of 60%).  Remember that NextTicket improves your efficiency by helping you work on the most important tickets first and helping you avoid missing any ticket. Your company prefers that you use NextTicket for at least 10 tickets.	Weekly  Threshold: The alert is sent on the 3rd, 6th, and 9th time of ticket rejection.

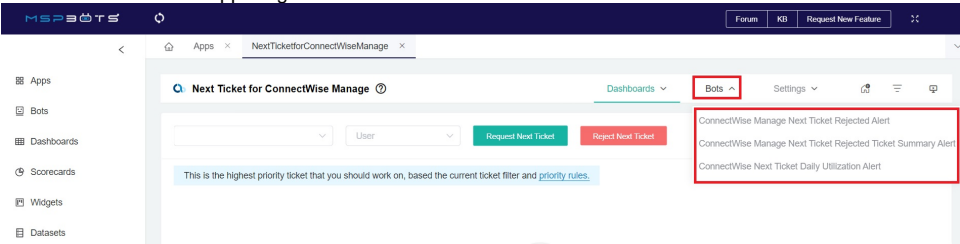
## Where can I find the NextTicket for ConnectWise Manage Bots?

1. Navigate to [Apps](#) on the MSPbots menu.

2. Click **Next Ticket for ConnectWise Manage**.



3. Hover over **Bots** in the upper right corner to show the NextTicket bots.



## What is Trigger and where can I edit the Trigger Script?

The Trigger is one of the toggle switches for bots that are found in the **Detail** tab. Switching the **Trigger** ON makes the bot available and running.

ConnectWise Manage Next Ticket Rejected Alert

Detail

Run History

Analytics

Bot Messages

Bot Change Logs

Design

ConnectWise Manage Next Ticket Rejected Alert

Alerts the member and manager when member rejected a next ticket

Trigger

Alert

Escalate

This switch is also found in the Bots tab under Grid or List view. It is enabled by default

To edit the trigger script, click **Design**, follow the prompts, and click **Finish** to save. Below is the table of screenshots for setting up the trigger.

	Trigger Script	Advance Scheduler Setting
N a m e o f t h e B o t		

## Trigger



## Trigger Script:

Define the Bot and the conditions of when it will be executed.

## I want the bot to trigger when

Widget ⌵ Please Select A Widget ⌵

## meet following criteria:

AND OR + ⌵

Date Rejected ⌵ In ⌵ {last/15/minutes/ur ⌵ ⌵

## I want the bot to run base on this schedule:

☒ Starting at 02/20/22 10:00:00 America/Chicago  
Repeat every 15 ⌵ Minute ⌵  
☐ Repeat every 1 ⌵ minutes  
from hour ⌵ to ⌵ on day of week Select ⌵  
☐ Advanced Scheduler 900 Setting →

[Next](#)

## Advanced Scheduler

## Minutes

- ☐ Every minute
- ☐ Every 5 ⌵ minute(s) starting at min
- ☐ Specific minute (choose one or many) Select ⌵
- ☐ Every minute between minute 1 ⌵

## Hours

## Day

## Month

## Year

0 \* \* \* \* ? \*

## Trigger



## Trigger Script:

Define the Bot and the conditions of when it will be executed.

## I want the bot to trigger when

Widget ⌵ Please Select A Widget ⌵

## meet following criteria:

AND OR + ⌵

Number of Tickets Reje ⌵ I= ⌵ 0 ⌵

## I want the bot to run base on this schedule:

☐ Starting at 06/08/22 09:44:10 America/Chicago  
Repeat every 1 ⌵ Hour ⌵  
☐ Repeat every 5 ⌵ minutes  
from hour ⌵ to ⌵ on day of week Select ⌵  
☒ Advanced Scheduler 0 0 19 ? \* FRI \* Setting →

[Next](#)

## Advanced Scheduler

## Minutes

- ☐ Every minute
- ☐ Every 5 ⌵ minute(s) starting at mir
- ☒ Specific minute (choose one or many) 0 ⌵
- ☐ Every minute between minute 1 ⌵

## Hours

## Day

- ☐ Every day
- ☐ Every 1 ⌵ day(s) starting on 1 ⌵
- ☐ Every 1 ⌵ day(s) starting at the ⌵
- ☒ Specific day of week (choose one or many) Fri ⌵
- ☐ Specific day of month (choose one or many) S ⌵
- ☐ On the last day of the month
- ☐ On the last weekday of the month
- ☐ On the last Sunday ⌵
- 0 0 19 ? \* FRI \*

Name of Bot	Alert Script
ConnectWise Manage Next Ticket Rejected Alert	

X



## Microsoft Teams Chat



Manager Email... x

Manager Email... x



{Member} has rejected a next ticket.

Ticket: {Ticket}

Client: {Company}

Summary: {Summary}

Reason: {Reason}

Date Rejected: {Date Rejected}

☐ Preview

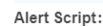
Choose Template: [Choose Template](#)

Save as a template

☐[Previous](#)

Next

## X



## Microsoft Teams Chat

☒

Hi {Manager} ,

Total Number of Tickets Rejected: {Number of Tickets Rejected}

The following members

Reasons: {Reasons}

For more details please click [here](#).

☐ Preview

Choose Template: [Choose Template](#)

Save as a template

☐

Email

☐[Previous](#)

Next

## ConnectWise Next Ticket Daily Utilization Alert



ConnectWise Manage NextTicket Rejected Ticket Summary Alert

Time Frame ⓘ

Set a cycle for the escalation program.

Week

Escalation Step 1

If the bot trigged 3 times this cycle, send the following message to users( who selected in Alert) User.

Escalation Threshold

3

+ Add Message

Select send to: User

Sans Serif Normal

Dear {USER\_FIRSTNAME}, you have triggered {BOT\_NAME} {ESCALATION\_TIME} times this week. If you need help to fix this issue, please reach out to {MANAGER\_NAME} . The system will notify {MANAGER\_NAME} after 6 times.

Preview

Choose Template: Escalation-User(Lv1)

Save as a template

Select send to: User

Sans Serif Normal

Dear {USER\_FIRSTNAME}, you have triggered {BOT\_NAME} {ESCALATION\_TIME} times this week. If you need help to fix this issue, please reach out to {MANAGER\_NAME} . The system will notify {MANAGER\_NAME} after 6 times.

Preview

Choose Template: Escalation-User(Lv1)

Save as a template

Select send to: User

Sans Serif Normal

Dear {USER\_FIRSTNAME}, you have triggered {BOT\_NAME} {ESCALATION\_TIME} times this week. If you need help to fix this issue, please reach out to {MANAGER\_NAME} . The system will notify {MANAGER\_NAME} after 6 times.

Preview

Choose Template: Escalation-User(Lv1)

Save as a template

ConnectWise Manage NextTicket Daily Utilization Alert

Time Frame ⓘ

Set a cycle for the escalation program.

Week

Preview

Ch

Select send to: Manager

Sans Serif

Dear {MANAGER\_N times this week. Please after 9 times.

Preview

Ch

Escalation Step

If the bot trigged 6 ti Manager.

Escalation Threshold

6

Select send to: User

Sans Serif

Dear {USER\_Fi manager {MAN

Preview

Select send to: Ma

Sans Serif

Dear {MANAG times this wee after 9 times.

Preview

## Related Topics

- [How to Create or Modify Halo Tickets using a Rest API-based Bot](#)
- [Bots: Types, Functions, and FAQs](#)
- [Bots](#)
- [MSPbots 3.0 Bots for ConnectWise Manage](#)
- [Bots: How-to Guides](#)