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

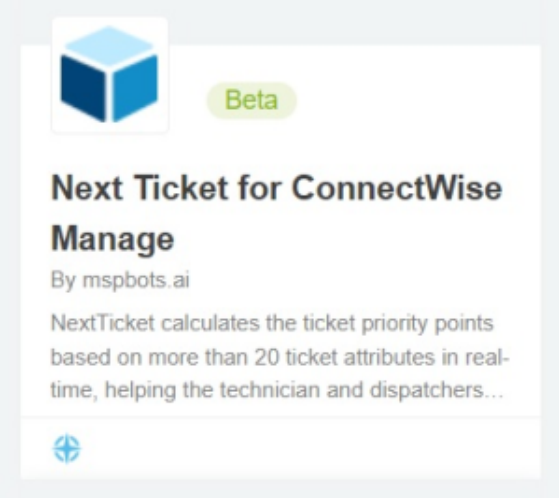
Descriptions and Features

Name of the Bot	Description	Trigger	Alert Message	Escalation
ConnectWise Manage NextTicket Rejected Alert	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.
ConnectWise Manage NextTicket Rejected Ticket Summary Alert	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.
ConnectWise Manage NextTicket Daily Utilization Alert	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.

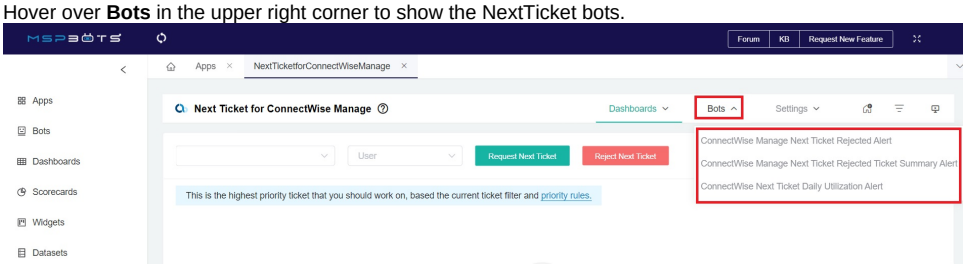
Where can I find the NextTicket for ConnectWise Manage Bots?

1. Navigate to Apps on the MSPbots menu.

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

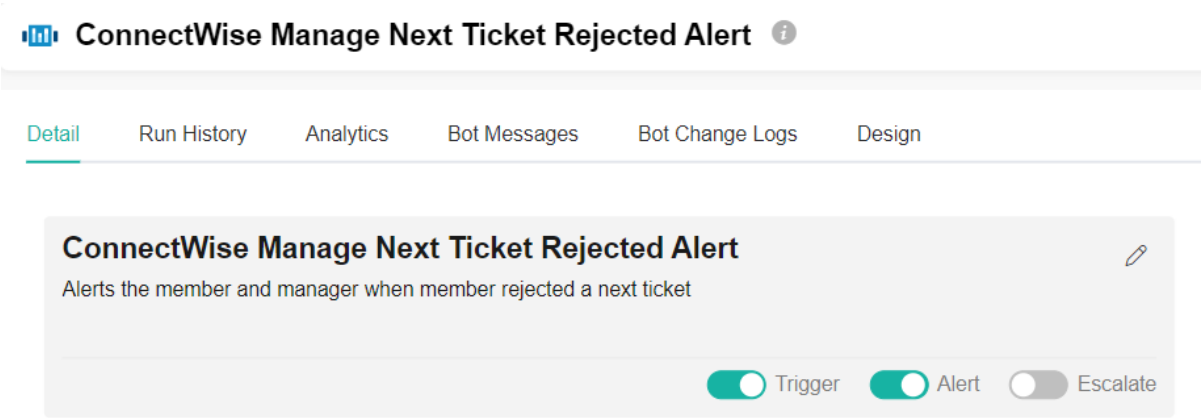


3. Hover over **Bots** in the upper right corner to show the NextTicket bots.



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.



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.

Name of the Bot	Trigger Script	Advance Scheduler Setting

ConnectWiseManageNextTicketRejectedAlert

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 critieria:

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 * * * * ? *

ConnectWiseManageNextTicketRejectedTicketSummaryAlert

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 critieria:

AND OR

Number of Tickets Reje | != | 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)

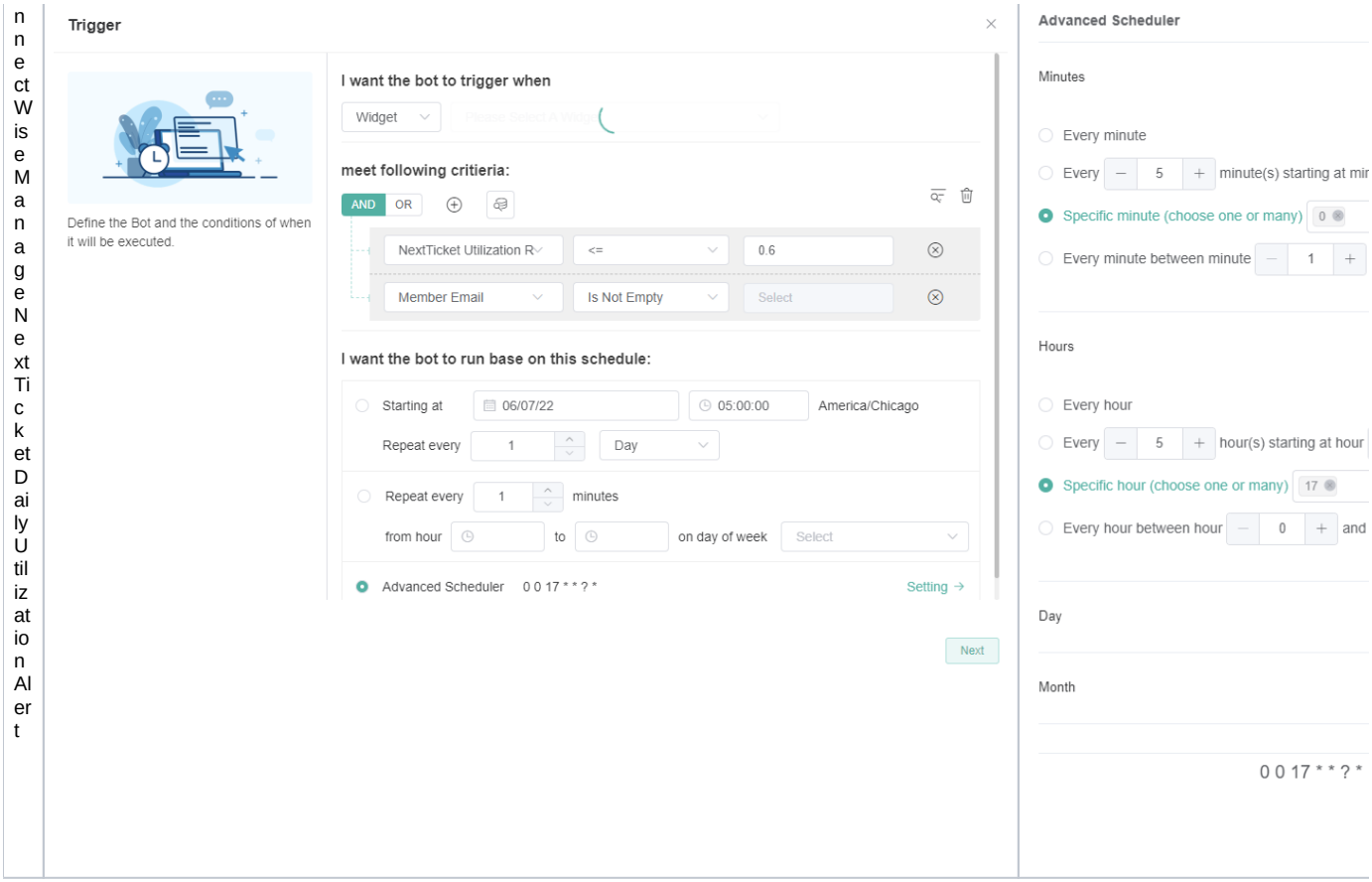
On the last day of the month

On the last weekday of the month

On the last Sunday

0 0 19 ? * FRI *

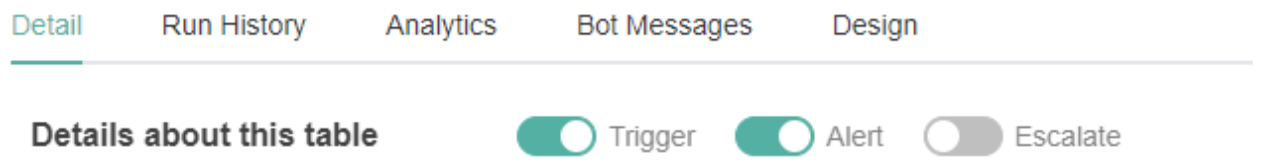
Co



What is Alert and how can I edit the Alert Script?

The Alert toggle switch enables the sending of alerts. Switching it ON sends the alert messages to managers and members based on the conditions in the alert script setup. Alerts may be sent through Teams chat, Teams channel, email, or web messages. This switch is OFF by default.

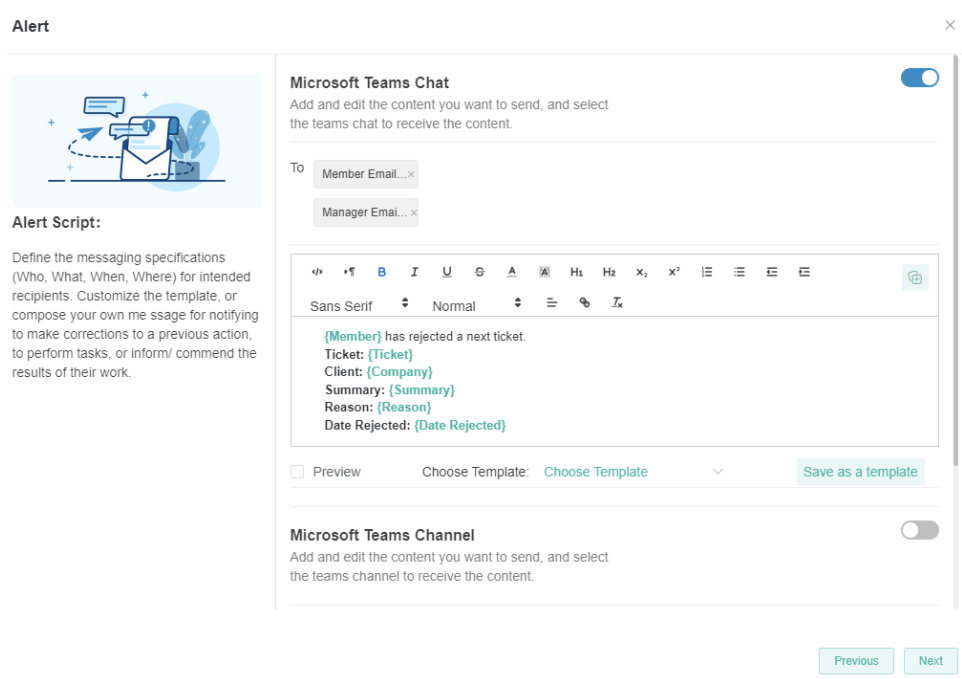
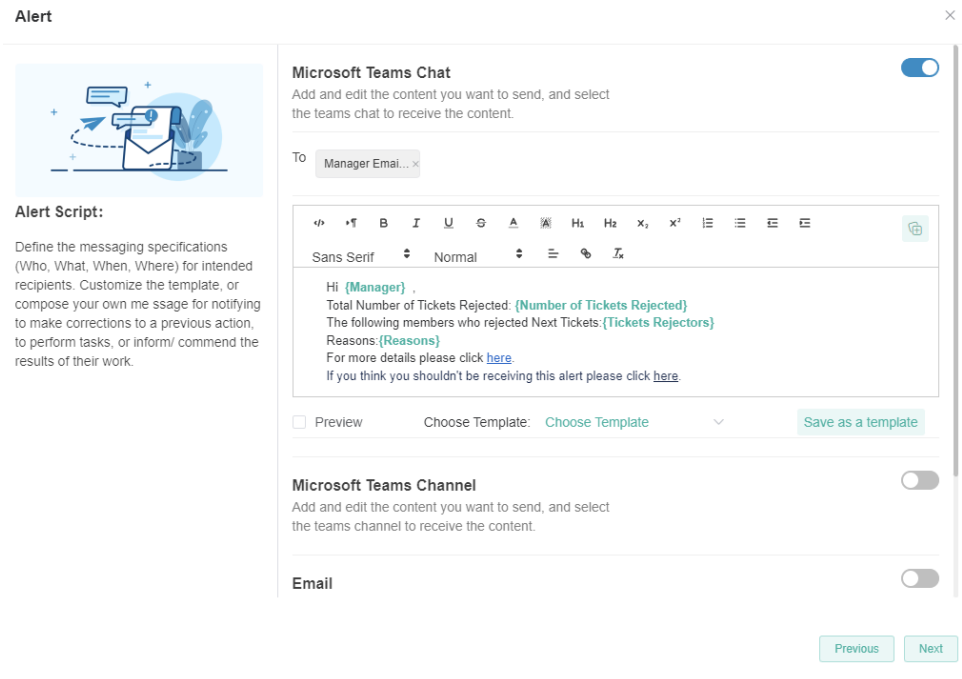
To activate and enable the sending of alerts, switch ON the **Alert** toggle switch button.

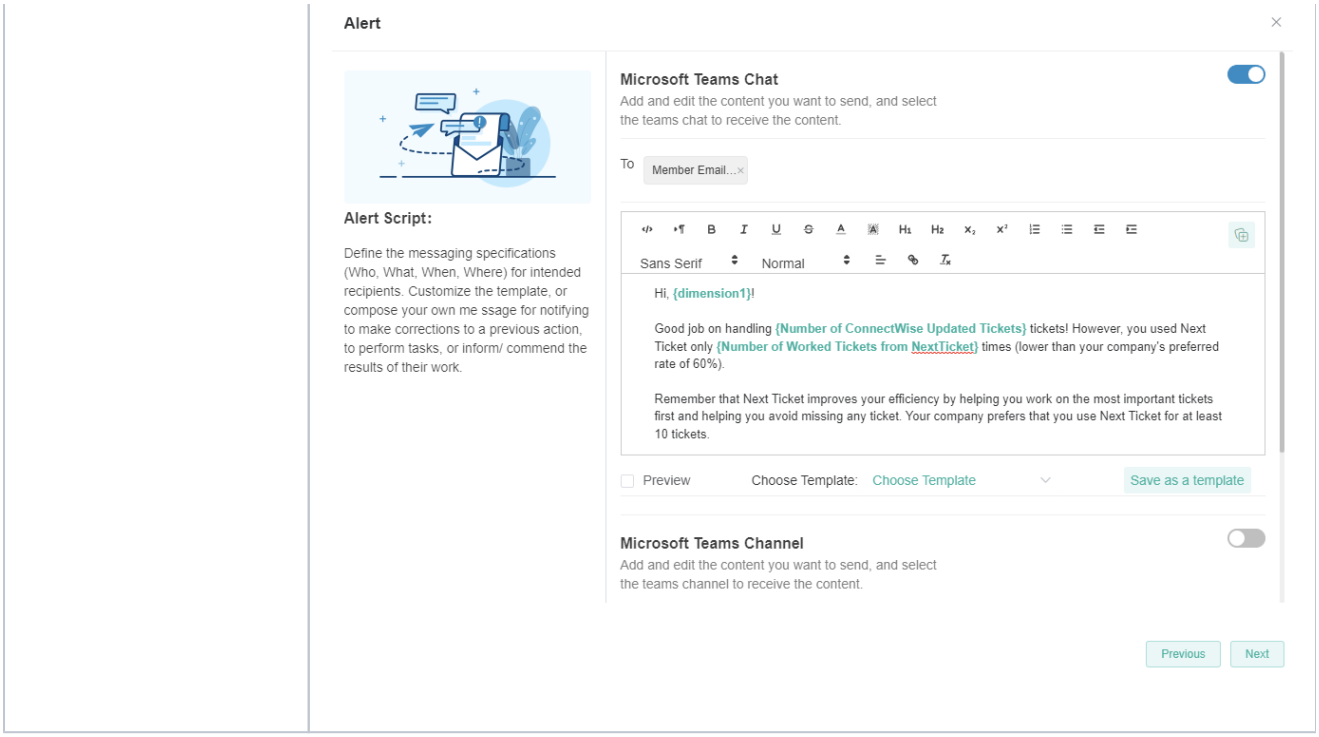


To edit the alert script, select a bot and go to the **Design** tab. Click **Next** to go to the Alert window and follow the prompts until you are done creating the script. Click **Finish** to save.

Below is the table of screenshots for setting up the alert.

Name of Bot	Alert Script
ConnectWise Manage Next Ticket Rejected Alert	

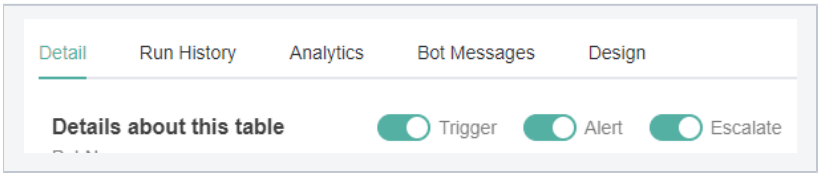
	
ConnectWise Manage Next Ticket Rejected Ticket Summary Alert	
ConnectWise Next Ticket Daily Utilization Alert	



What is Escalate and how can I edit the Escalation Script?

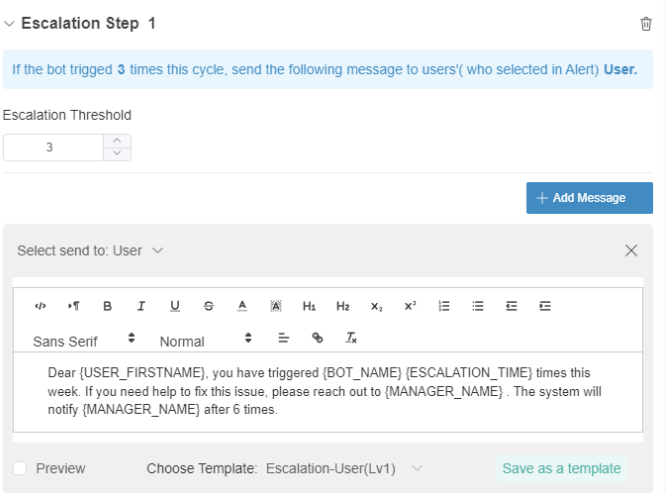
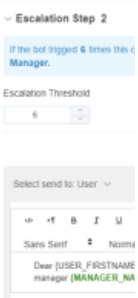
The **Escalate** switch enables the bot to send an escalation message to the person or manager specified in the escalation setup. Escalation scripts are sent whenever members fail to perform tasks or corrective actions. This switch is OFF by default.

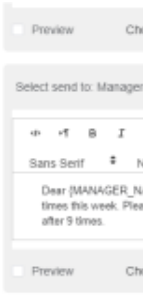
To activate the Escalation Alert, turn ON the **Alert** switch, then turn ON the **Escalate** switch.

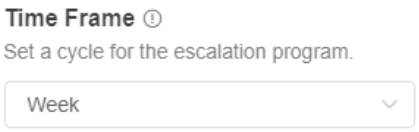
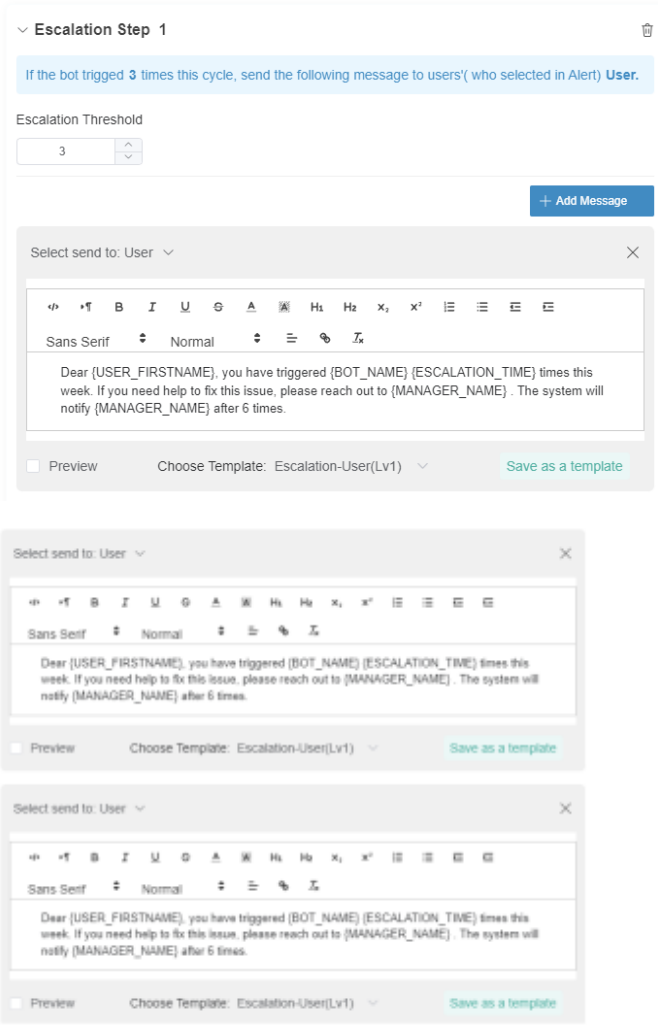
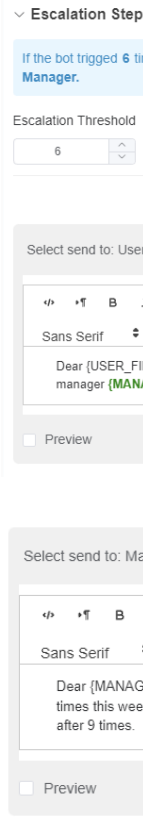


To edit the Escalation script for each bot, click the **Design** tab. Click **Next** and navigate to the Escalation window, then edit the script and conditions. Click **Next** to go to the next window and click **Finish** to save.

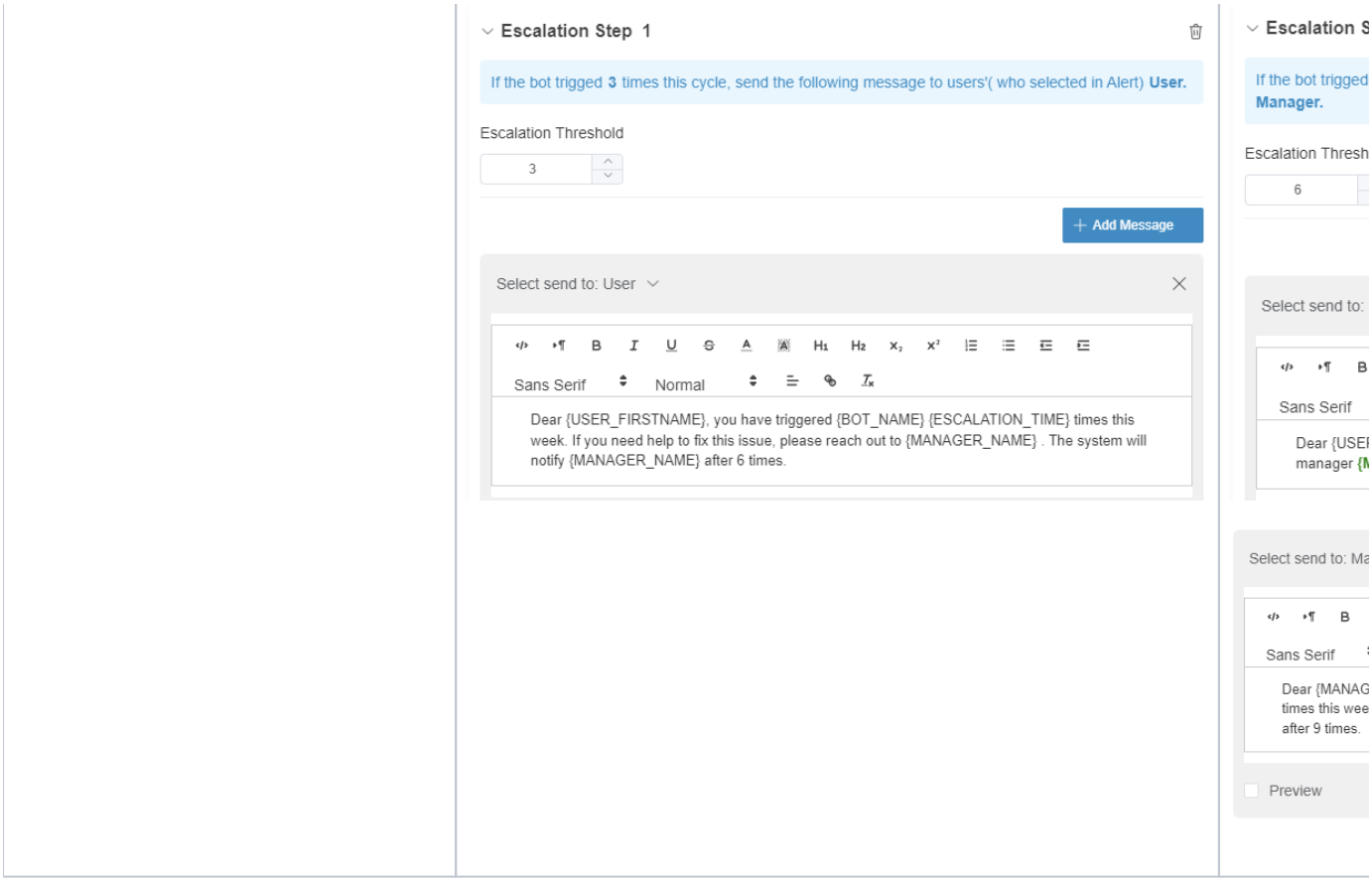
Below is the table of screenshots for setting up the escalation.

Name of Bot	Escalation Step 1	
ConnectWise Manage NextTicket Rejected Alert 		

<table>
<tr>
<td></td>
<td></td>
<td>  </td>
</tr>
<tr>
<td>ConnectWise Manage NextTicket Rejected Ticket Summary Alert

 
</td>
<td> 
</td>
<td> 
</td>
</tr>
<tr>
<td>ConnectWise Manage NextTicket Daily Utilization Alert

</td>
<td></td>
<td></td>
</tr>
</table>



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