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.



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.

🔟 Co	ConnectWise Manage Next Ticket Rejected Alert 0						
Detail	Run History	Analytics	Bot Messages	Bot Change Logs	Design		
Cor Alerts	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
Ν		
а		
m		
е		
0		
f		
t		
h		
е		
в		
ot		

C o	Trigger	×	Advanced Scheduler
n n e ctW is e M a n a g e N e xtTi c k et R ej e ct e d Al e t	Figer Script: Define the Bot and the conditions of when it will be executed.	I want the bot to trigger when Widget meet following critieria: AND OR	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
ConnectWiseManageNextTcketRejectedTcketSummayAert	<section-header></section-header>	I want the bot to trigger when widget meet following critieria: I want the bot to run base on this schedule: I want the bot to run base on this schedule: Starting at 06/08/22 09:44:10 America/Chicago Repeat every 1 Hour I wanced Scheduler 0 19?*FRI* Setting *	Advanced Scheduler Minutes Every minute Every - 5 + minute(s) starting at mir Specific minute (choose one or many) Every minute between minute - 1 + Hours Day Every - 1 + day(s) starting on 1 Every - 1 + day(s) starting on 1 Every - 1 + day(s) starting at the Specific day of week (choose one or many) 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 execting of the month
C			

n n	Trigger	×	Advanced Scheduler
e ctW is e M a n a g e N e xtTi c k et D ai ly U tli iz atio n Al e t	The first the Bot and the conditions of when it will be executed.	I want the bot to trigger when Widget meet following critieria: Image: Color of the col	Minutes Every minute Every _ 5 + minute(s) starting at mir Specific minute (choose one or many) Every minute between minute _ 1 + Hours Every hour Every _ 5 + hour(s) starting at hour Specific hour (choose one or many) Every hour between hour _ 0 + and Day Month 0 0 17 ** ? *

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 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.

Alert Script

	Alert		×
	Define the messaging specifications (who, what, whene, where) for intended recipients. Customize the template, or ompose your own me ssage for notifying to mak corrections to a previous action, to perform tasks, or inform/ commend the results of their work.	Microsoft Teams Chat Add and edit the content you want to send, and select the teams chat to receive the content. To Member Email× Manager Email× Manager Email× Imager Email×	mplate
ConnectWise Manage Next	Alert		
Ticket Rejected Ticket Summary Alert			
		Microsoft Teams Chat Add and edit the content you want to send, and select the teams chall to receive the content	
		the teams chall to receive the content.	
		Manager Emai×	
	Alert Script: Define the messaging specifications		()
	(Who, What, When, Where) for intended recipients. Customize the template, or compose your own me ssage for notifying to make corrections to a previous action, to perform tasks, or inform/ commend the results of their work.	Sans Sent Normal Image: Constraint of the second seco	
		Preview Choose Template: Choose Template Save as a template	mplate
		Microsoft Teams Channel Add and edit the content you want to send, and select the teams channel to receive the content.	
		Email	
		Previous	Next
ConnectWise Next Ticket Daily			
Utilization Alert			
1			

Alert	
	Microsoft Teams Chat Add and edit the content you want to send, and select the teams chat to receive the content. To Member Email×
Alert Script: Define the messaging specifications (Who, What, When, Where) for intended recipients. Customize the template, or compose your own me ssage for nottfying to make corrections to a previous action, to perform tasks, or inform/ commend the results of their work.	** ** **
	Microsoft Teams Channel Add and edit the content you want to send, and select the teams channel to receive the content. Previous N

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.

Detail	Run History	Analytics	Bot Messag	jes Desi	gn
Details	s about this tab	le	Trigger	Alert	Escalate

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		
Name of Bot ConnectWise Manage NextTicket Rejected Alert Time Frame ① Set a cycle for the escalation program. Week	Escalation Step 1	C C C C C C C C C C C C C C C C C C C	tion Step 2 http://d & times this c Threshold C and to: User ~ *1 B J M Sent ² Normu r (USER, FXRSTNAME arger (MANAGER, NA

		Preview Ch Select send to: Manager
ConnectWise Manage NextTicket Rejected Ticket Summary Alert Time Frame ① 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 	 Escalation Step If the bot trigged 6 the Manager. Escalation Threshold 6
	Hodd Message Select send to: User Image: Select send to:	Select send to: User
	Select send to: User X IP IF B I U 0 A M Ha Ha X, X' IE E E E Sans Sett F Normal E E G J. 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(Lvrl) Save as a template	Select send to: Ma Sans Serif Dear (MANAG times this wee after 9 times.
	Select send to: User ~ ** ** B I U A W Hs Ho x, x* III III III IIII sans Senf * Normal * IIIII IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	Preview
ConnectWise Manage NextTicket Daily Utilization Alert Time Frame ① Set a cycle for the escalation program. Week		



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