SyncroMSP Integration Setup

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How to connect SyncroMSP to MSPbots

- 1. Secure the Site and Token information for your SyncroMSP account.
 - a. Go to SyncroMSP API Tokens page and click the **+New Token** button.
 - b. Click the Custom Permissions tab.
 - c. Give the new token a Name.
 - d. Enter an Expiration date.
 - e. Select the Permissions that you want to activate.
 - f. Select the Create API Token option.

New Token

③ TOKEN TYPES

API tokens in Syncro come in two types: prebuilt App Integration tokens for your convenience and Custom for flexibility.

App Integration	Custom Permissions
Please note: The perm	issions available for selection are limited by the permissions of the current user.
Name	
Custom Token Exar	mple
Expiration	
31-08-2020	
🛱 Edit API Permission	s Show all permissions
Assets - View Details	ŝ
Assets - List/Search	
🗆 Assets - Delete	
🗌 Assets - Edit	
Assets - Create	
Appointments - Viev	v All (see-own never restricted)
Contacts - Import	
Customers - Create	
Customers - List/Sea	arch
Customers - View De	etail
Customers - View To	atal Invoiced
🗸 Customers - Edit	
Customers - Delete	
🗹 Customers - Edit Blo	ock Hours
🗹 Customers - De Dup	licate
🗆 Credentials - View	
Credentials - New	

2. Log in to the MSbots app and navigate to Integrations on the menu.

3. On the Integrations tab, search for SyncroMSP and click it.

4. Enter the Site and Token in the corresponding fields.

E,	SyncroMSP		* ⑦ …
	* Site :		
	Please Enter Site		
	* Token :		
	Please Enter Token	751	
	Save And Sync		

5. Click Save And Sync.

6. Once SyncroMSP is connected successfully to the MSPbots app, an automatic generation of the webhook callback url will occur. Simply click

to copy this webhook callback URL

S	SyncroMSP Success Last success auth : 09/26/2023 02:09 CDT Type : RMM	D	0 ≈ …
	webhook callback url https://app.mspbots.ai/syncro/notice/		Ē
	* Site : mspbots.syncromsp.com		
	* Token :	Xec.	
	Save And Sync		

The webhook callback URL is a real-time callback URL provided by the MSPbots app to establish a seamless connection between the SyncoMSP integration and the MSPbots app.

When specific events or notifications occur in SyncroMSP, such as ticket updates or device failures, the webhook is triggered instantly and transmits the corresponding data to the MSPbots app. This ensures that you have immediate access to important SyncroMSP information within the MSPbots, allowing prompt responses and decision-making.

The webhook callback URL also eliminates the need for manual checking of SyncroMSP. As a result, you can easily track and manage notifications and events originating from SyncroMSP and seamlessly integrate with other business processes or tools.

7. In the SyncroMSP app, navigate to SYNCRO ADMINISTRATION > Notification Center and paste the value of the webhook callback URL into the Webhook URL field.

	Trial ends in 115 days <u>& Upgrade</u>	Account today	1							
mspbots.al Q Search all the things						۲	ø	Ø	2	(api mspbots \
18 Training 🕜 Dashboard 🛛 💬 Chat 🛛 🖄 Customers 🖓 🖵 Assets & RMM	>_ Scripts ① Alerts ♡ Tickets 🖫 Invoices 🗏	Policies 🕫	≩ Con	tracts 🛛 🖾 Rep	orts 💷 Documentation	🗎 Calendar	: Mor	re> (Admin	1
ADMINISTRATION Some SINCE ADMINISTRATION SUBJECT ADMINISTRATION Subject Neurons Account Profile Second Frontile	Edit Notification Set Create set of Jerris and avoidy arraign users to them. Xeep in re- mentioner will go toward your usage inner. Name Inter webhook Redry these Users	ind the				Beck	0			
Reprintance Conversion 2 Applointement Remoting Schedules Users Reports Boy Creditabild Onia Initial Setting Watered Ordenanding Checksitia POP/drimal Templates	Selected Additional finalise to notify (non-osers) Additional Statistic to a control of the selection of th	72		3						
INTEGRATIONS										
* App Center Website Integrations	EVENT	EMAIL	SMS	IN-APP NOTIFY	MOBILE PUSH NOTIFICATION	WEBHOOK				
Custom Widgets	API Token - A new API Token was created									
Repair Widgets	Art Token - An Art Token Was Changed	4	U		U					
Status Dashboard	Admin - 15 SMS Credits Remaining	2		2		8				

If the API is not authorized, you will see a synchronization failure log on the API details page like the example below.

SyncroMSP - APPOIN	TMENT-SYNC			
API Count 32	Succes 18	s Count	Fail Count 13	Sync Frequency Last successful data acquisition 3600 Seconds 05/23/2023 12 38 CDT
API List			All	API - Dataset API URL SyncroMSP Appointments
API	Last Sync Time	Status	Action	Sync Total Success Count Fail Count
APPOINTMENT- TYPE-SYNC	05/23/2023 12:38 CDT	Succeeded	٢	405 0 405
APPOINTMENT- SYNC	05/23/2023 12:38 CDT	Failed	٢	Sync History 2023-05-01 - 2023-05-31 × ☎ All ✓ Client Name*
CONTRACTS- SYNC	05/23/2023 12:39 CDT	Failed	٢	Start Time Sec Status v 05/23/2023 12.38 CDT 0 Falled
ESTIMATES-SYNC	05/23/2023 12:39 CDT	Failed	٢	
ITEMS-SYNC	05/23/2023 12:39 CDT	Failed	٩	 D/39918138 "/appointments: ("error"."Not authorized. Please ask account admin to update your gr oup permissions.")"
LEADS-SYNC	05/23/2023 12:38 CDT	Failed	٢	How To Fix: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.
LINE-ITEMS-SYNC	05/23/2023 12:40 CDT	Succeeded	٩	 05/23/2023 11:38 CDT 0 Failed
NEW-TICKET- FORMS-SYNC	05/23/2023 12:38 CDT	Succeeded	٢	 ID 39908853 "Appointments: ("Verror", "Not authorized. Please ask account admin to update your gr oup permissions "1".
PAYMENT- METHODS-SYNC	05/23/2023 12:39 CDT	Succeeded	٢	How To Fit: If this error was temporary, you can try resubmitting the run and the issue may have been resolved.
PAYMENT- PROFILE-SYNC	05/23/2023 13:20 CDT	Succeeded	٢	V 05/23/2023 10:38 CDT 0 Failed
				Total 405 10/page < < 1 2 3 4 41 > Go to 1

For information on investigating and resolving synch issues, read the article *How can I fix the red number alert on Integrations*? and section 2.2 in the article *Integrations*.

Prebuilt Datasets for SyncroMSP

View the available SyncroMSP datasets on the page SyncroMSP Public Datasets.

Prebuilt Widgets for SyncroMSP

View the available SyncroMSP widgets on the page SyncroMSP Public Widgets.

Prebuilt Dashboards for SyncroMSP

View the available SyncroMSP dashboards on the page SyncroMSP Public Dashboards.