

NextTicket Manager

The following topics are discussed on this page:

1. What is the NextTicket Manager app?
2. How to access NextTicket Manager
3. Setting up NextTicket Manager
 - 3.1. Set up ticket filters
 - 3.1.1. Best Practice for setting up ticket filters:
 - 3.2. Set up priority rules
 - 3.3. Setup default filter and Priority points rules for each tech
4. NextTicket Priority Rules Sample
 - 4.1. Request more rules and submit a bug report

1. What is the NextTicket Manager app?

Instead of training your dispatchers or technicians how to pick the most important tickets. NextTicket auto dispatcher uses an easy-to-use priority point system to auto-calculate the priority of tickets. The NextTicket Manager app can:

- Save 80% of ticket dispatchers' time
- Eliminate cherry picking, random picking, and ticket black hole
- Save at least 10-20 minutes per technician every day
- Prioritize tickets a lot faster and more accurately than humans can
- Scalable and available 24/7

2. How to access NextTicket Manager

Navigate to **Apps** on the MSPbots menu and open the NextTicket app. Currently, NextTicket supports ConnectWise Manage, Autotask, and Syncro. More integrations are to be released every month.

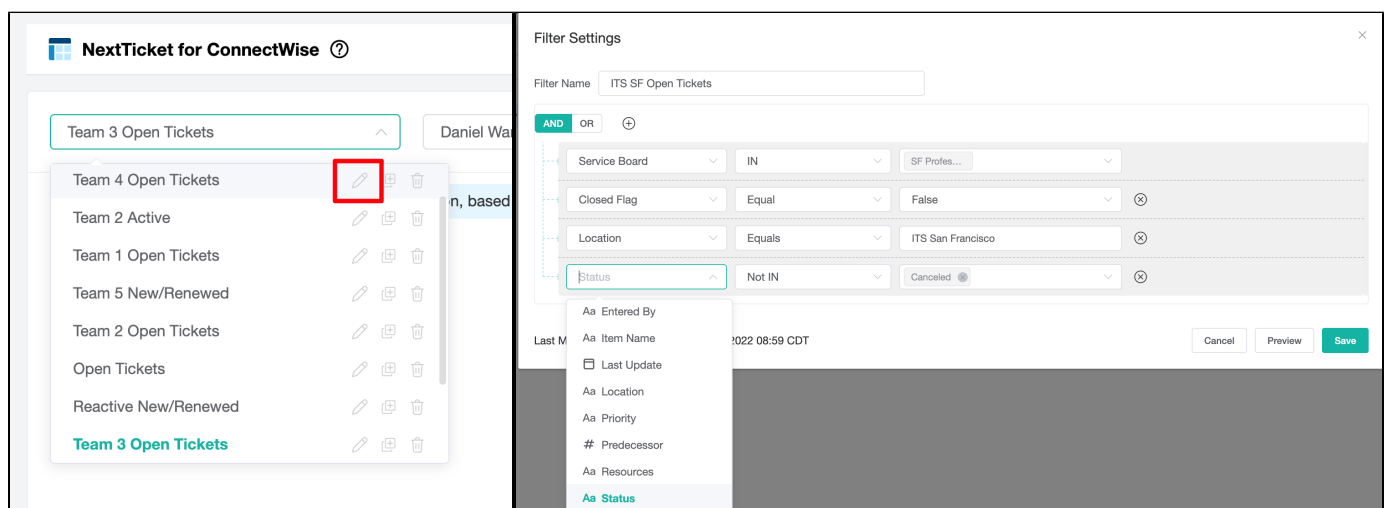
For technicians, type "NT" in MSPbots App in Teams.

3. Setting up NextTicket Manager

Only MSPbots admins have permission to manage the settings. Click **Settings** on the upper right corner of the screen to view the NextTicket Settings tab.

3.1. Set up ticket filters

Filters are used to determine which tickets should be calculated. You can define the filter conditions using the dropdown menu and exclude the tickets that you don't want the technicians to see.



1. In the **NextTicket for ConnectWise** tab, select the **Tickets filter** list and click **Add new filter**.

2. Please fill in the **Filter Name** field and the filter conditions. When two new boxes or lists appear beside the **Select Fields** list, specify the other specifications of the filter.
You must have a service board (Or Queue) field for the NextTicket app to work.

3. You can also click **Preview** to enter the "Test Result:" pop-up window to check if your new filter settings or conditions are valid before you save the changes.
In the "Test Result" pop-up window, it can capture up to 250 items. We have set a limit to capture a maximum of 250 data items. The reason for this limit is that sometimes the data returned by the API interface is too large, which can cause errors in the interface.

- When capturing 250 ticket items, the number of filtered tickets can be exactly 250 items or more than 250 items.
- When there are fewer than 250 items, the number of filtered tickets will be displayed accordingly.

If you want to avoid having 250 items, please go back to the "Filter Settings" page to adjust the filter and preview again until the ticket items are less than 250 items.

Ticket ID	Ticket Name	Pts	Company Name	Resource	User Assigned	User Assigned Pts	Watch List Pts
403208	fdygl	8000	My Company	Test2	Test2	0	0
403343	testt our servers are down!!!	8000	My Company	Test2	Test2	0	0
403393	test update	8000	My Company	Test2	Test2	0	0
403320	Test Attendance 222	4000	My Company	Test2	Test2	0	0
403339	please check Cannot Log In Account	4000	My Company	Test2	Test2	0	0
403159	Troubleshooting	3100	My Company	Test2	Test2	0	1000
403154	Troubleshooting	3100	My Company	Test2	Test2	0	1000
403158	Troubleshooting	3100	My Company	Test2	Test2	0	1000
403162	Troubleshooting	3100	My Company	Test2	Test2	0	1000
403166	Troubleshooting	3100	My Company	Test2	Test2	0	1000
403174	Weekly meeting	3100	My Company	Test2	Test2	0	1000

4. When you're done setting up the filter, click **Save**.

3.1.1. Best Practice for setting up ticket filters:

Divide your technician into roles, the most popular way is by reactive, proactive, and project. If you have a lot of technicians, divide them into pods based on the Territory, Zipcode, industry, companies, etc.

1. If you ask a technician to handle more than 200 tickets, they will not be very familiar with the company information
2. Even if you can use some good documentation system, it is still better, easier, and faster if you can let a technician focus on the tickets generated by less than 60-100 companies.

3.2. Set up priority rules

This is the most important step in order to release the power of the NextTicket.

Priority rules are used to calculate the ticket priority. The flexible points system engine helps you digitize dispatch policy or rules.

Priority Type

Set how many points to be added on a ticket depending on its priority type

If ticket priority =

Priority...

 , add

1000

 points.

If ticket priority =

Priority...

 , add

2000

 points.

If ticket priority =

Priority...

 , add

3000

 points.

If ticket priority =

Do First

 , add

4000

 points.

SLA

If SLA resolution expiration time <

0

 minutes, add

20000

 points.

If SLA resolution expiration time <

60

 minutes, add

10000

 points.

If SLA resolution expiration time <

120

 minutes, add

8000

 points.

If SLA resolution expiration time <

180

 minutes, add

6000

 points.

If SLA resolution expiration time <

240

 minutes, add

3000

 points.

If SLA resolution expiration time <

480

 minutes, add

1000

 points.

SLA Per Minutes

For every minute of SLA resolution expiration time, add

-1

 points.

Scheduled Status

Select a scheduled status and add corresponding points when it is within the minimum and maximum time set before/after its start/end time.

If scheduled status =

Firm

+1

 , resource include

Current...

 and current time is

15

 Mins

Before

 the

Start Time

 of the schedule, add

-100000

 points.

If scheduled status =

Firm

+1

 , resource include and current time is

1

 Mins

After

 the

End Time

 of the schedule, add

100000

 points.

Ticket Owner

If the ticket owner is the current user, indicate the points to be added

If user is assigned as the ticket owner, add

1000

 points.

Ticket Status VS User

Add corresponding points to a ticket if it is in the selected status with a certain requested user to handle the ticket

If ticket status = , and requested user to handle the ticket , add

0

 points.

Ticket Summary

Identify a keyword that might be in the ticket summary and add corresponding points if it is present

If ticket summary includes

HACK, EMERGENCY, HELP

 , add

1000

 points.

Time In Status Based On Time Point

Add corresponding points to a ticket when it has been in a selected status for more than or less than a specified duration.

If ticket status = , and time in status , then add

1000

 points.

Time In Status Per Hour

Set how many points to be added on a ticket in every hour that it is still on the same status

If ticket status = , add points in every hour that it is still on the same status.

Time In Status Per Minute

Set how many points to be added on a ticket in every minute that it is still on the same status

If ticket status = , add points in every minute that it is still on the same status.

Time from Last Update

Set how many points to be added on a ticket every hour past its last update time

If the ticket in following statuses , Add

20

 points to this ticket every hour from its last update time.

User's Skills And Ticket Type Match

Add corresponding points if the user's skillset matches the selected skills for this filter.

If ticket board = , and type = , and subtype = , and item = , If user has following skills: , add

1000

 points.

4.1. Request more rules and submit a bug report

Please send an email to support@mspbots.ai.