**Configuring ConnectWise Automated Ticket Resolution**

Users have noticed that tickets in ConnectWise do not close automatically once the event has recovered in OnPlus. This is due to an API requiring the correct reference. Follow the steps below to configure the Automated Ticket Resolution in Connectwise.

1. From the ConnectWise "Setup Tables", select "Category" as "Service", then select "Service Board"
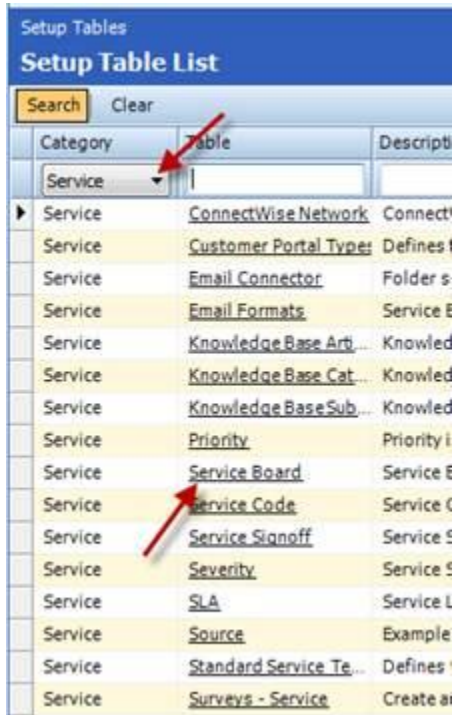
2. Click the Service Board where tickets are generated by OnPlus. In this configuration, the Service Board is "Alerts".

3. Click the "Statuses" tab, and select the status representing the ticketing being closed or resolved. In this configuration, it is "Closed – no survey".

4. From the "External Integration XRef" drop-down, select "Resolved (Set)".