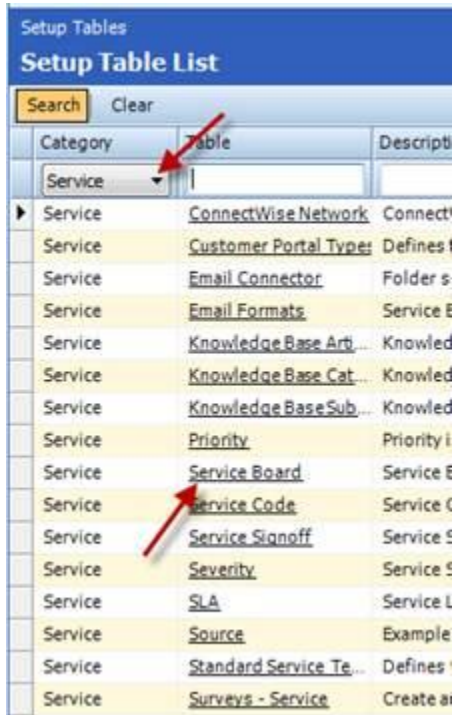


Configuring ConnectWise Automated Ticket Resolution

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".

Sort	Service Status	Service Board	Default	Workflow	Display	Closed
4	New (alert)	Alerts	✓	0	✓	
12	ESC: Alerts>NOC	Alerts		0	✓	
82	Closed - no survey	Alerts		0		✓

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

Updated: 7/20/2012 11:01:25AM by seftink

Status Description: Closed - no survey

Sort Order: 82

Board: Alerts

External Integration XRef: Resolved (Set)

Customer Portal Setup

Customer can use this Status

Long Description in Customer Portal: Resolved (Set)