ConnectWise Service Desk Module

https://campus.barracuda.com/doc/84313722/

Barracuda Managed Workplace natively offers simple bidirectional ticket synchronization with ConnectWise Manage PSA. When a ticket is created in Barracuda Managed Workplace as the result of an alert being triggered or when you manually create a ticket in Barracuda Managed Workplace, a ticket will also be created in ConnectWise Manage PSA. You can also add resolution notes to a ticket when closing it.

The ticket title, status and notes are synchronized in both directions: from Barracuda Managed Workplace to ConnectWise Manage and from ConnectWise Manage to Barracuda Managed Workplace.

You can configure tickets to be generated from all Barracuda Managed Workplace alerts, or to be generated only from alerts associated with specific policy modules.

When...	Then...
A ticket is created in Barracuda Managed Workplace	A ticket is created in ConnectWise Manage.
A ticket is closed in Barracuda Managed Workplace	The ticket is closed in ConnectWise Manage.
A ticket is closed in ConnectWise Manage	The ticket is closed in Barracuda Managed Workplace.
A note is added to the ticket in Barracuda Managed Workplace	The Detail Description field for that specific ticket is updated in ConnectWise Manage.
A note is added to the ticket in ConnectWise Manage **Note**: Three fields in ConnectWise Manage have notes: Detail Description, Internal Analysis and Resolution.	The History field for the ticket is updated in Barracuda Managed Workplace whenever any of these three fields are updated.

ConnectWise Manage and Barracuda Managed Workplace both allow you to apply a status to a service ticket. Because each system uses different terminology, you must map equivalent status descriptions between systems.

This section describes how the mapping works and how to map ticket status between systems.

How the Integration Works

In Service Center, you must map all Barracuda Managed Workplace statuses to the ticket statuses in

ConnectWise Manage. You can also map the ticket statuses to Barracuda Managed Workplace statuses, to define how ConnectWise Manage statuses are passed to Barracuda Managed Workplace. It is strongly recommended that you map the same statuses between the two systems.

Note: Barracuda Managed Workplace has four default Service Center ticket statuses - new, open, closed, and self-healed. You can create custom Barracuda Managed Workplace ticket statuses to match up with additional ConnectWise Manage service ticket statuses, if desired. For more information, see Creating Custom Ticket Statuses.

When setting up the integration, you must specify a default ConnectWise Manage service board that contains the ticket statuses you want to map. When a ticket is created in Barracuda Managed Workplace, the ConnectWise Manage ticket is initially assigned to the default Service Board, with the ticket status mapped to New. Then, if desired, you can specify additional service boards to which you want to map Barracuda Managed Workplace ticket statuses. When a ticket is moved from the default service board to one of these additional service boards, the ticket status updates will continue to be synchronized between Barracuda Managed Workplace and ConnectWise Manage.

When a ticket is moved to a service board that is not mapped, then all ticket updates in both directions will not be synchronized. When the ticket is moved back to a service board that is mapped, then all subsequent updates will be synchronized. Child tickets are not supported.

About the ConnectWise Manage MSP Add-on

Deeper integration between Barracuda Managed Workplace and ConnectWise Manage can be achieved by purchasing the MSP Add-on module from ConnectWise Manage. The MSP Add-on expands the range of features available with the Barracuda Managed Workplace-ConnectWise Manage integration to include the following:

- complete synchronization of asset information for all WMI-enabled as well as SNMP-based devices
- the ability to link directly to device management from Service Center
- the ability to launch direct remote control, from ConnectWise Manage, to

devices you are monitoring with Barracuda Managed Workplace

Before you can install and use the MSP Add-on, you must contact a ConnectWise Manage representative to activate the licensing. ConnectWise Manage will then provide you with information that you will need to set up the more comprehensive Barracuda Managed Workplace-ConnectWise Manage integration. Complete the basic Barracuda Managed Workplace-ConnectWise Manage integration before setting up the MSP Add-on.

Using Legacy Versions of ConnectWise Manage and Managed Workplace

This document provides instructions for configuring Barracuda Managed Workplace with versions 2.0.0.0 and later of the Managed Workplace ConnectWise Manage Service Module. To install or upgrade to this version, you must be using Barracuda Managed Workplace 2013 R1, at a minimum. You must also be using ConnectWise Manage 2013.1, at a minimum, before upgrading to this version of the ConnectWise Manage integration. If you are using a hosted version of ConnectWise Manage that does not meet this requirement, contact ConnectWise Manage about upgrading before proceeding with the instructions in this chapter.

Minimum required versions

- Barracuda Managed Workplace 2013 R1
- Managed Workplace ConnectWise Manage Service Module 2.0.0.0
- ConnectWise Manage 2013.1