

Creating Custom Integrations

<https://campus.barracuda.com/doc/84313837/>

Barracuda Managed Workplace allows you to configure and enable a custom PSA integration so that it can integrate with Service Center. You can create a custom integration

1. In Service Center, click **Configuration > Service Desks**.
2. Click **Add** and then select **Custom Integration**.
3. Ensure the **Enable** check box is selected.
4. In the **Service Identification** section, type the **Name of the new service partner** and a **Description**.
5. In the **Web Service Configuration** section, do the following:
 - Type the **Company ID**, User Name and **Password** in the boxes.
 - Type the **WSDL Location** in the text boxes.
 - Click **Validate**, then select the **Method to Invoke** from the selection list.
 - Type **Tokens** in the text box.
 - For the **Response Type**, select either **XML** or **String**.
 - In the **Filter** box, type the filter used to capture the ticket number from the response.
6. In the **Ticket Linking** section, do the following:
 - Select the **Ticket Hyperlink** check box if you want to enable the ticket hyperlink that will appear in the Alert Dashboard.
 - In the **Base Hyperlink** field, type the URL for the external partner web service application.
 - In the **Ticket Column Name** text box, type the name you want to give to the ticket column header that will appear in the Alert Dashboard.
7. In the Ticketing Options section, do the following:
 - Select either the **All trouble tickets generated from any alert action** button or the **All trouble tickets generated from the alert actions defined in these specific policy modules option** button.
 - If you selected the **All trouble tickets generated from the alert actions defined in these specific policy modules option** button, then click **Add Policy Module**.
 - Select the check box that corresponds with each policy module you want to add.
 - Click **Apply**.
8. Click **Save**.

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