

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.
 - $\circ\,$ Type the WSDL Location in the text boxes.
 - Click Validate, then select the Method to Invoke from the selection list.
 - $\circ\,$ Type Tokens in the text box.
 - For the **Response Type**, select either **XML** or **String**.
 - \circ 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.
 - $\circ\,$ Select the check box that corresponds with each policy module you want to add.
 - Click **Apply**.
- 8. Click **Save**.

Barracuda RMM



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