Custom Service Integrations

https://campus.barracuda.com/doc/85491742/

Setting Up and Enabling a Custom Service Integration

The following section describes how to configure, enable and make a custom PSA integration public to VARs so that they can integrate their Virtual Service Center with the custom PSA.

1. In the Hosted Console website, click **Configuration** > **Service Desks**.
2. Click **Add**, then select **Solutions360**.
3. Ensure the **Enable** check box is selected.
   This will ensure the integration is enabled and ready to communicate.
4. In the **Service Identification** section, type the Name of the new partner and a Description.
5. In the **Web Service Configuration** section, do the following:
    1. Select an Authentication from the selection list.
    2. If SSL is required, select the **SSL Required** check box.
    3. Type the WSDL Location in the boxes.
    4. Click **Validate**, then select the WS Method to Invoke from the selection list.
    5. Type Tokens in the box.
6. In the **Ticket Linking** section, do the following:
    1. The **Enable the Ticket Hyperlink** check box is selected by default. Clear the check box only if you do not want the ticket hyperlink to appear in the Alert Dashboard. However, in most cases, VARs will want this link enabled.
    2. In the **Base Hyperlink** box, type the URL for the external partner web service application.
    3. In the **Ticket Column Name** box, type the name you want to give to the ticket column header that will appear in the Alert Dashboard.
    4. For the **Response Type**, select either **XML** or **String**.
    5. In the **Filter** box, type the filter used to capture the ticket number from the response.
7. Click **Save**.

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