

About Professional Services Automation and Service Desks

<https://campus.barracuda.com/doc/89620752/>

Barracuda Managed Workplace includes an internal trouble ticket system that is linked to its monitoring and alerting capabilities for efficiency. It is also linked to reporting capabilities to support post-incident management and trend analysis. You can integrate with third-party professional services automation (PSA) systems for even more comprehensive ticket tracking and issue management. Supported PSA or service desk systems include ConnectWise, Autotask, and Tigerpaw.

You can collaborate with other service providers, including end-user IT staff, external NOCs, and specialized technical experts, through User Management features that allow you to assign monitoring and management access to third parties by group or by group of devices. This means that different collaboration partners, all potentially using different systems, can use Barracuda Managed Workplace to synchronize alert, asset and case details.

Service Desk Requirements

To integrate a PSA or service desk with Barracuda Managed Workplace, you require an existing installation and active account for the PSA or service desk of your choice.

It is recommended that you also have a Secure Sockets Layer (SSL) certificate to encrypt the transmissions between the service desk and the application programming interface (API), which will provide a secure environment. If you are using an on-premise service desk solution, you can use a self-signed certificate. If you are using a hosted service desk solution, you require a certificate recognized by the vendors' servers.

Configuring PSA or Service Desk Integrations

Refer to the relevant section for full instructions on configuring or modifying a

specific service integration:

[Autotask](#)

[Connectwise Manage](#)

[Salesforce](#)

[Tigerpaw](#)

[Custom Integrations](#)

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