

Setting Up and Enabling a Custom Service Integration

<https://campus.barracuda.com/doc/89620811/>

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:
 - Select an **Authentication**.
 - If **SSL** is required, select the **SSL Required** check box.
 - Type the **WSDL Location** in the boxes.
 - Click **Validate**, then select the **WS Method to Invoke**.
 - Type **Tokens** in the box.
6. In the **Ticket Linking** section, do the following:
 - 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.
 - In the **Base Hyperlink** box, type the **URL** for the external partner web service application.
 - 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**.
 - 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.
7. Click **Save**.

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