

Ticketing Setup

<https://campus.barracuda.com/doc/96025489/>

This section includes the following topics:

- [About Ticketing](#)
- [Mapping Tickets](#)
- [Duplicate Ticket Prevention and Auto Healing](#)
- [Duplicate Ticket Prevention Task Overview](#)
- [Enabling Duplicate Ticket Prevention in ConnectWise](#)
- [Enabling Auto Healing in ConnectWise](#)
- [Enabling Duplicate Ticket Prevention and Auto Healing in ECHOplatform](#)

© Barracuda Networks Inc., 2022 The information contained within this document is confidential and proprietary to Barracuda Networks Inc. No portion of this document may be copied, distributed, publicized or used for other than internal documentary purposes without the written consent of an official representative of Barracuda Networks Inc. All specifications are subject to change without notice. Barracuda Networks Inc. assumes no responsibility for any inaccuracies in this document. Barracuda Networks Inc. reserves the right to change, modify, transfer, or otherwise revise this publication without notice.