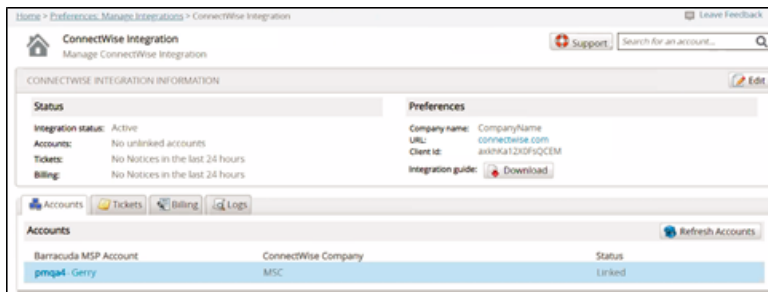


## Mapping Tickets

<https://campus.barracuda.com/doc/96025495/>

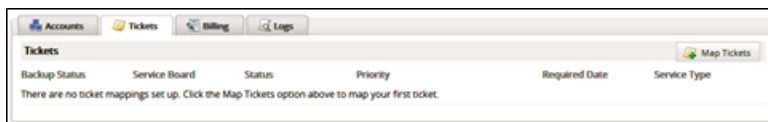
To map tickets to ConnectWise companies, perform the following steps.

1. At the ConnectWise Integration page, click the **Tickets** tab.



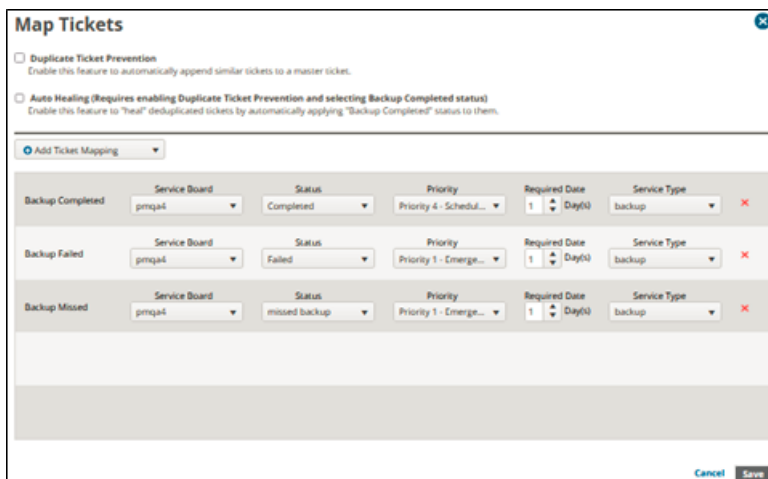
The screenshot shows the 'ConnectWise Integration' page. The 'Tickets' tab is selected in the top navigation bar. The page displays integration status (Active), account information (Barracuda MSP Account), and a table of accounts with columns for Service Board, ConnectWise Company, and Status. The 'Tickets' tab is highlighted.

The Tickets page is displayed.



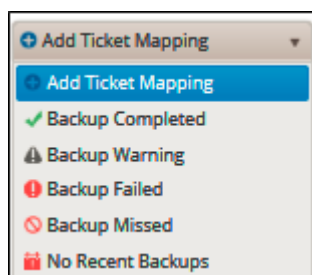
The screenshot shows the 'Tickets' page. The 'Map Tickets' button is visible in the top right corner. The page displays a table with columns for Backup Status, Service Board, Status, Priority, Required Date, and Service Type. A message states: 'There are no ticket mappings set up. Click the Map Tickets option above to map your first ticket.'

2. Click the **Map Tickets** button.  
The Map Tickets page is displayed.



The screenshot shows the 'Map Tickets' page. The 'Add Ticket Mapping' dropdown is selected. The page displays a table with columns for Backup Completed, Service Board, Status, Priority, Required Date, and Service Type. The 'Add Ticket Mapping' dropdown is highlighted.

3. Optionally select **Duplicate Ticket Prevention** and **Auto Healing**. See [Duplicate Ticket Prevention and Auto Healing](#).
4. Select the **Add Ticket Mapping** drop-down arrow.  
The Mapping Status Menu options are displayed.

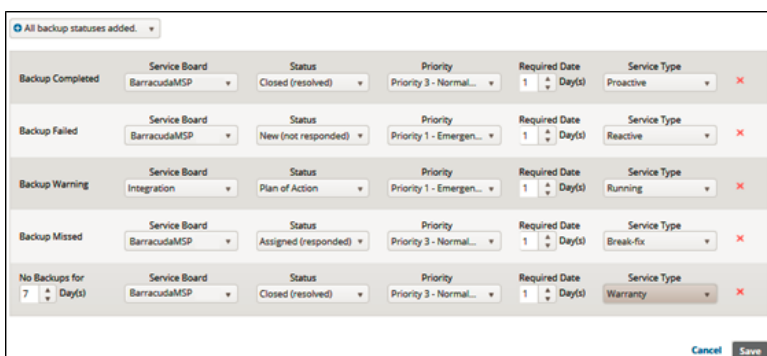


5. Select the status options you want to map.  
 You can map the following backup statuses:

- Backup Complete (This option must be selected to use the Duplicate Ticket Prevention and Auto Healing features.)
- Backup Warning
- Backup Failed
- Backup Missed
- No Recent Backups

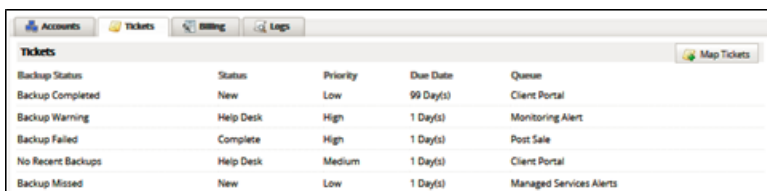
6. For each ticket that you would like to send to ConnectWise, select the appropriate option from the drop-down menus in each row.

The following example displays a completed ticket page with all status options added.



Backup Status	Service Board	Status	Priority	Required Date	Service Type
Backup Completed	BarracudaMSP	Closed (resolved)	Priority 3 - Normal...	1 Day(s)	Proactive
Backup Failed	BarracudaMSP	New (not responded)	Priority 1 - Emergen...	1 Day(s)	Reactive
Backup Warning	Integration	Plan of Action	Priority 1 - Emergen...	1 Day(s)	Running
Backup Missed	BarracudaMSP	Assigned (responded)	Priority 3 - Normal...	1 Day(s)	Break-fix
No Backups for 7 Day(s)	BarracudaMSP	Closed (resolved)	Priority 3 - Normal...	1 Day(s)	Warranty

7. When you are done, click the **Save** button.  
 Your mapped tickets are displayed on the Tickets page.



Backup Status	Status	Priority	Due Date	Queue
Backup Completed	New	Low	99 Day(s)	Client Portal
Backup Warning	Help Desk	High	1 Day(s)	Monitoring Alert
Backup Failed	Complete	High	1 Day(s)	Post Sale
No Recent Backups	Help Desk	Medium	1 Day(s)	Client Portal
Backup Missed	New	Low	1 Day(s)	Managed Services Alerts

## Figures

1. image2022-1-6 12:57:53.png
2. image2022-1-6 12:58:55.png
3. image2022-1-6 13:0:3.png
4. image2022-1-6 13:7:37.png
5. image2022-1-6 13:8:18.png
6. image2022-1-6 13:9:44.png

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