Mapping Tickets

https://campus.barracuda.com/doc/96025495/
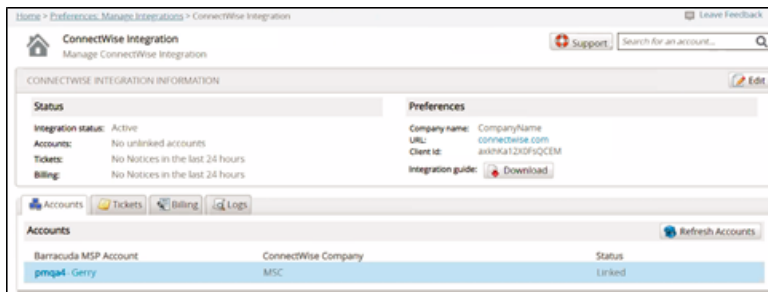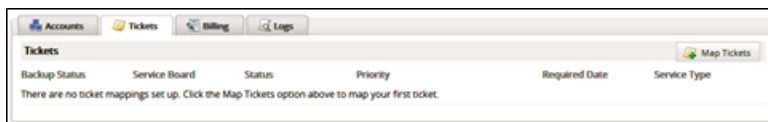
To map tickets to ConnectWise companies, perform the following steps.

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

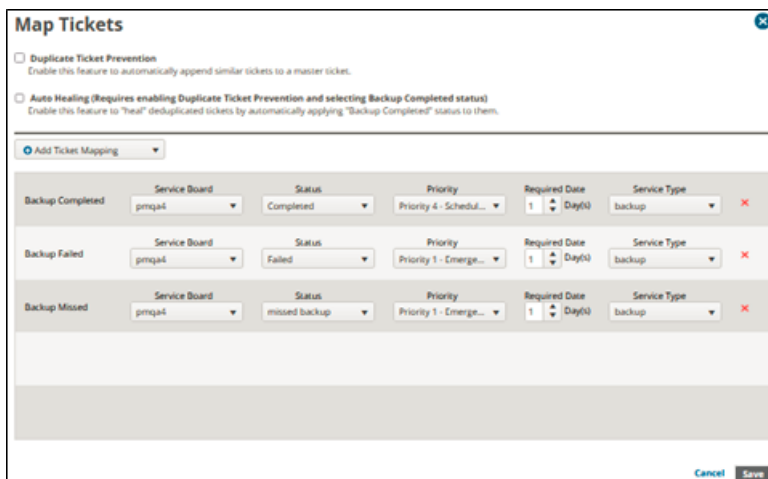   The Tickets page is displayed.

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

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.
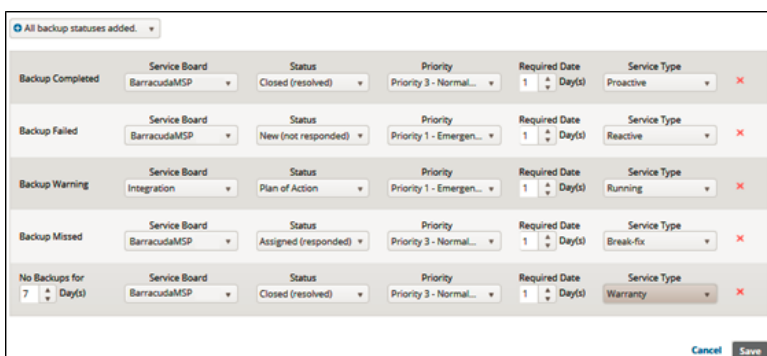   The Mapping Status Menu options are displayed.
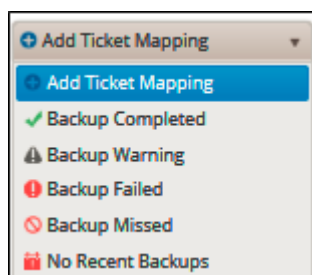
5. Select the status options you want to map.
   You can map the following backup statuses:

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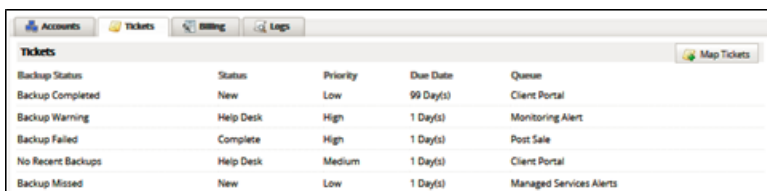   - No Recent Backups

   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.

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

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