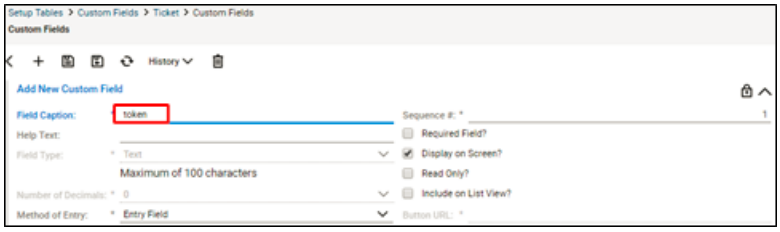
Duplicate Ticket Prevention Task Overview

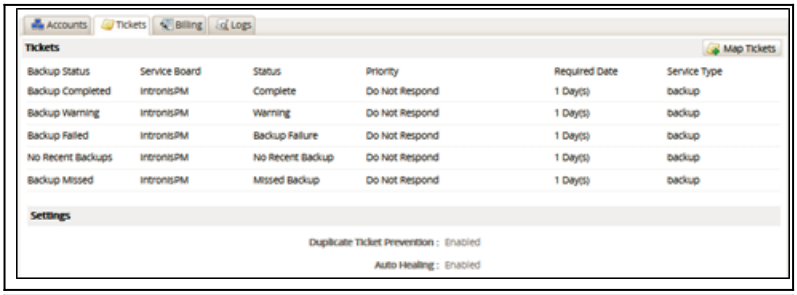
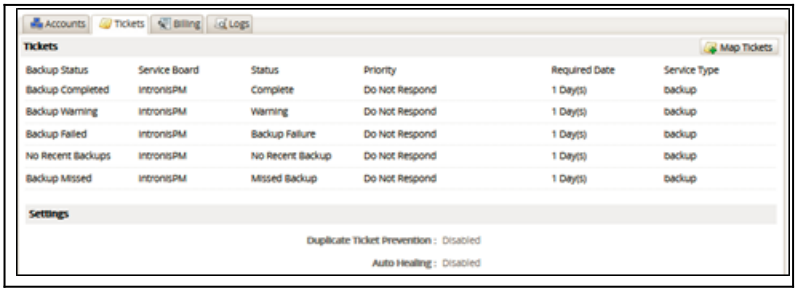
https://campus.barracuda.com/doc/96025511/

In ConnectWise, you need to create a new user-defined field (UDF) named **token** on the tickets entity to be used with this feature, as shown below. (For procedure, see Enabling Duplicate Ticket Prevention and Auto Healing in ECHOplatform.)



In ECHOplatform, ensure the Duplicate Ticket Prevention and Auto Healing are enabled on the Tickets page as shown below. (For procedure, see Enabling Duplicate Ticket Prevention and Auto Healing in ECHOplatform.)

Important: At least 1 ticket needs to be created for disabled/enabled status to display.

Enabled	
Disabled	

Figures

1. image2022-1-6 13:48:39.png
2. image2022-1-6 13:50:14.png
3. image2022-1-6 13:50:43.png

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