

# Autotask Integrated Service Ticketing

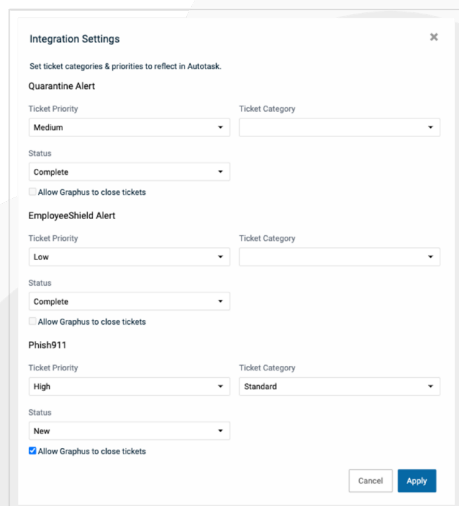
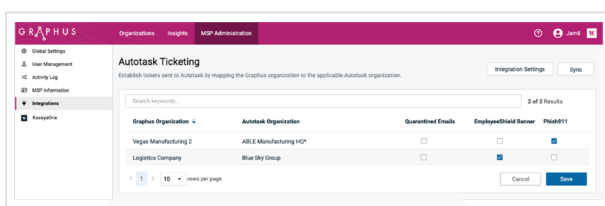
Streamlined alert triage so nothing slips through the cracks.

Reduce alert fatigue and never miss an alert again with standardized, alert-to-ticket integrations.

- Reduce dispatch and triage burden by having all Kaseya products create tickets in Autotask in the same, standardized way.
- Easily adopt new services without worrying about managing the alerts they create.
- Automatic round-trip closure means that alerts that your technicians resolve in a supported Kaseya module will subsequently be closed in Autotask.
- Alerts that self-resolve before a technician can intervene can also automatically update and close the associated ticket in Autotask.

## Integrated Customer Billing details

- Properly triage all alerts by centralizing them within Autotask tickets.
- Use all of Autotask's robust features to design your idea alert workflow, including Queue, Issue Type, Priority and round-trip closure.
- Easily create widgets and dashboards to surface the most pressing alerts to dispatch or service desk leaders.
- Track activity against physical assets with a closed feedback loop on resolved alerts.



## At-a-Glance Benefits

- Never miss an alert with centralized alert triage.
- Full support for Queues, Issue Types, Priority.
- Automatic round-trip closure for resolved or self-healed alerts.

## Getting Started

Integrated Service Ticketing settings are managed by the module generating the alert. Visit the Knowledge Base for the module you would like to configure for step-by-step instructions on how to set up Autotask Integrated Service Ticketing.

For partners requiring assistance with integration setup, please contact our support team by emailing [support@kaseya.com](mailto:support@kaseya.com)

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in Autotask?**

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## Products Supported

Supported = All features of Integrated Customer Billing are available.

Legacy = Some features are available through email parsing or public API integrations.

These integrations will be updated to the new Integrated Service Ticketing framework in the future.

Product Suite	Product	Integrated Service Ticketing
 <b>SECURITY SUITE</b>		• Supported
		• Legacy
	<b>DARKWEB</b> 	• Legacy
		• Legacy
 <b>AUDIT &amp; COMPLIANCE SUITE</b>		• Legacy
		
		
		
 <b>RMM/ENDPOINT MANAGEMENT SUITE</b>		• Legacy
		• Legacy

Product Suite	Product	Available Consumption Data
 <b>UNIFIED BACKUP SUITE</b>	<b>datto</b>   ALTO	<ul style="list-style-type: none"> <li>• Legacy</li> </ul>
	<b>datto</b>   SIRIS	
	<b>datto</b>   ENDPOINT BACKUP   PC	
	<b>datto</b>   BACKUP   MICROSOFT AZURE	
	<b>datto</b>   ENDPOINT BACKUP SERVERS	<ul style="list-style-type: none"> <li>• Supported</li> <li>• Supported</li> <li>• Legacy</li> </ul>
	<b>datto</b>   WORKPLACE	
	<b>datto</b>   FILE PROTECTION	
	<b>datto</b>   SAAS PROTECTION	
	 <b>SPANNING</b>	<p><b>Salesforce:</b> Supported</p> <p><b>Microsoft 365 &amp; Google Workspace:</b> Legacy</p>
 <b>UNIFIED BACKUP SUITE</b>	<b>datto</b>   NETWORKING	<ul style="list-style-type: none"> <li>• Supported</li> </ul>
 <b>IT OPERATIONS SUITE</b>	 <b>Connect Booster</b>	<ul style="list-style-type: none"> <li>• Supported</li> </ul>



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