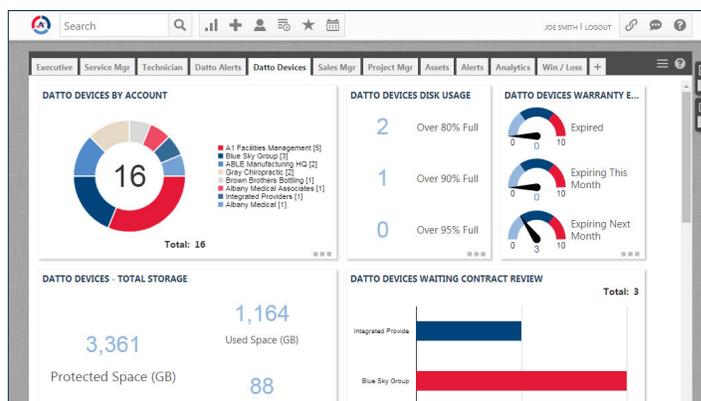# datto

Datto Continuity + Autotask PSA

The integration between Autotask PSA and Datto Continuity features dashboard templates, a Datto ticket category, and a Datto ticket insight panel with direct links to the Partner Portal. For MSPs who rely heavily on Autotask in their day-to-day business, the integration lets you manage your entire Datto Continuity fleet right from PSA.

Integration Highlights

DATTO DEVICE DASHBOARD

The Datto Device Dashboard allows MSPs to gain insight into their fleet of devices in real time. It illustrates which devices are under contract, which devices are low on disk space, and top clients by device count. This enables MSPs to effectively manage their BCDR tickets and assets.


DATTO ALERT DASHBOARD

The Datto Alert Dashboard allows techs to see alerts coming in from devices in real time. Widgets help techs prioritize their work and respond to Datto device issues faster. Dashboards and widgets are completely configurable based on an MSP's specific business requirements, or even to meet the needs of a unique role within the organization. This Improves MSP's capability to deliver superior service to end clients and resolve tickets within the set SLA.
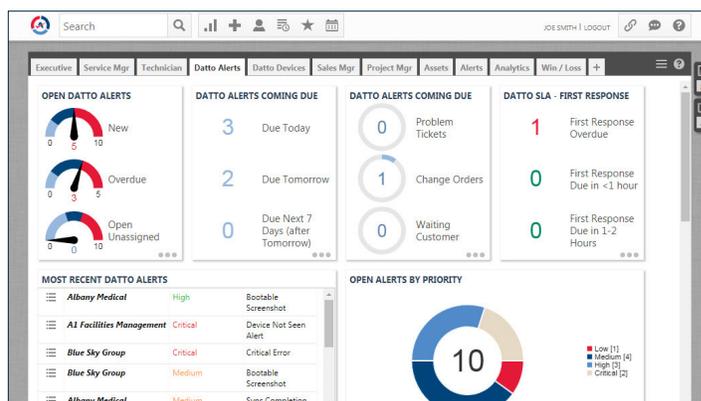
NEW PSA TICKET CATEGORY FOR DATTO DEVICE ALERTS

Alongside the new dashboards we've created a new ticket category specifically for Datto alerts. This ticket category also includes a new Datto device widget in the insights column which provides more underlying information about the device (such as IP address, RAM, hard drive, uptime in days, and count of all open alerts). Users don't need to jump back and forth between the PSA and Datto Partner Portal, because the most essential information is available in the PSA ticket. Datto device insight also includes direct links to Device Web and Device at a Glance in the Datto Partner Portal. This allows technicians to respond to the Datto alerts faster and easier.
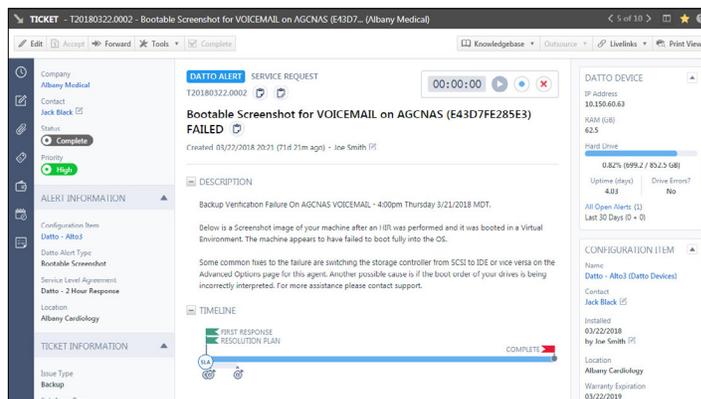
Available now in the Datto Partner Portal!