Whitehat Virtual Wooster: Communicate with Autotask via Slack

BI-DIRECTIONAL INTEGRATION TOOL LEVERAGES SLASH COMMANDS ON SLACK TO CREATE, EDIT AND COMPLETE TICKETS AND TASKS

Simplify and automate your internal communications processes with Wooster - the bi-directional automation tool that lets your Slack app communicate easily with Autotask Professional Services Automation (PSA). For MSPs that use Slack for internal communications, you can now easily collaborate on and document tickets in Autotask PSA using slash commands on Slack desktop and mobile apps. This gives MSPs an easy way to create, edit and complete client tickets and tasks.

USE SLASH COMMANDS TO INTERACT WITH AUTOTASK PSA TICKETS
Simple commands including /mytickets /createticket /ticketinfo /clienttickets /integrateme can be used to create tickets in Autotask via Slack.

QUICKLY DISPLAY A LIST OF TICKETS FOR AN ASSIGNED USER
Using the /mytickets slash command on Slack, users can quickly display all tickets assigned to them (either primary or secondary resource on the ticket)

INSTANTLY CREATE A TICKET IN AUTOTASK FOR A CLIENT
Using the /createticket slash command on Slack, users can create a ticket in Autotask for a client when issued in a channel dedicated to a specific customer.
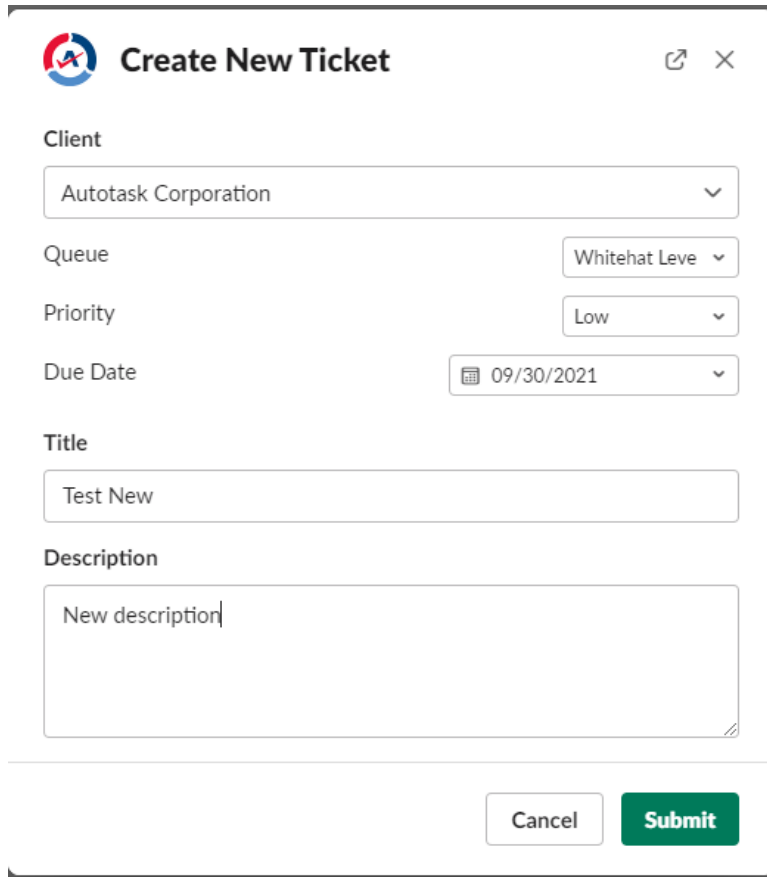
Wooster, from Whitehat Virtual, is a bi-directional integration tool that helps the Slack app communicate easily with the Autotask PSA. It allows MSPs that already use Slack as their internal communication tool to easily collaborate on and document tickets in Autotask PSA. It leverages the slash commands on Slack desktop and the mobile app to enable MSP employees and resources to create, edit, and complete tickets and tasks. Wooster requires an active Autotask account and a paid subscription. The integration tool can also automatically update each customer-centric Slack channel (should they be defined for each client) with any new ticket that is created in Autotask for said client.

USE SLASH COMMANDS TO COMMUNICATE WITH AUTOTASK PSA TICKETS

Commands allowed include:
- /mytickets
- /createticket
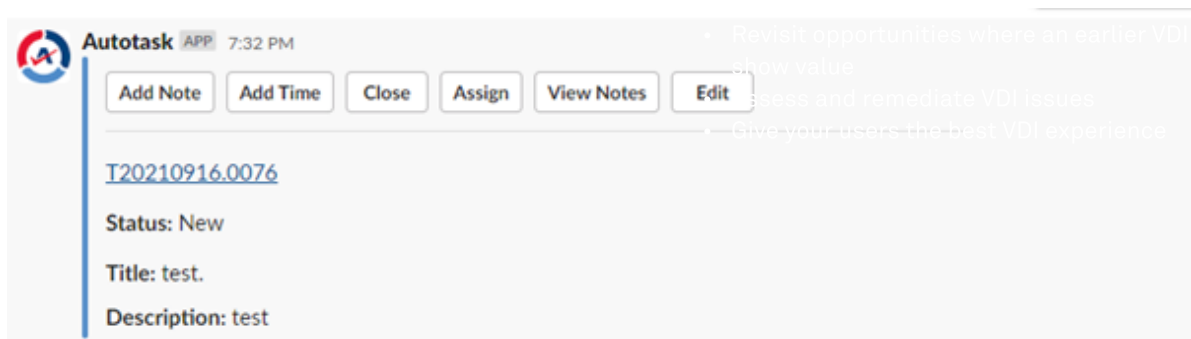- /ticketinfo
- /clienttickets
- /integrateme

/createticket

/ticketinfo

/ticketinfo along with the ticket number will display the tickets with options to edit the ticket. Edit actions include resource assignment, queue designation, status updates, ability to edit, update notes and attach document.

Update Autotask Ticket

Ticket No

T20210916.0076

Date Worked

📅 Select a date ⌄

Hours

Hours ⌄

Minutes

Minutes ⌄

Summary Notes

Write something

Cancel　　Submit

Edit

Ticket No

T20210923.0032

Queue　　　　　　　　　　　Whitehat Leve ⌄

Status　　　　　　　　　　　Waiting Custoi ⌄

Priority　　　　　　　　　　Low ⌄

Due Date　　　　　　　　　📅 Today ⌄

Current Primary Resource: **Peter Todorov**

Cancel　　ive your user
　　　　　　Submit

/integrateme

/integrateme initiates Wooster's integration to the Slack workspace. The feature includes the following permissions, allowing Wooster to view:

Information about you, including...
- Information about your identity
- Your email address
- Your Slack workspace name
- Your Slack Avatar

Information about your channels and subscriptions, including...
- Messages and other content in channels that Wooster has been added to
- Basic information about the channel that Wooster is added to

Information about your workspace, including...
- Name, email domain and icon for the workspaces that Wooster is connected to
- People in your workspace
- Email addresses of people in your workspace

Wooster will also be able to perform the following actions:
- Send messages as @wooster
- Post messages in channels in your workspace

PRICING AND AVAILABILITY

Wooster is available now and can be evaluated with a free 30-day trial available here.

After the 30-day trial, Wooster is just $7 per user, per month. Annual programs receive a 15% discount. Volume discounts are also available for environments with 25 users or more.

SIMPLIFY YOUR COLLABORATION AND TICKET CREATION IN AUTOTASK.

Wooster will streamline your internal communications and collaboration using Slack for a single, integrated solution for ticket and task management.

Contact Whitehat Virtual for a free evaluation today.

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