Service

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Exciting news! Our ConnectBooster Support documentation is moving to a new location. Be sure to bookmark the new link below.

https://help.cb.kaseya.com/help/Content/0-HOME/Home.htm

Turning on Service related functions

Navigate to Configurations --> Service

Service Integration

Configure Primary integration for service/ticketing

- Select which "boards" or "queues" clients have access to.
- Clients must still have a "Profile" with security clearance to access service ticket functions.

These are "GLOBAL" settings for the entire portal.

Ex., each client "Profile" must still have the appropriate security level/privileges to use the settings:

- Create Ticket
  - allows your clients to create new service items (only for the *selected* boards)
- View Ticket
  - allows your clients to view existing service items, but **NOT** create new tickets (only for the *selected* boards)

Suggested Use case scenario:

- Allowing a "one-stop-shop" for all service and billing related functions, without clients needing to login to separate portals.