

Ticketing System Integration

MICROSOFT AZURE

People and organizations continue to look for ways to enrich customer experiences while balancing the transition to digital-led, touch-free operations.

CUSTOMER PROFILE

Since 2013, Intras, Cloud Services has been providing smart, collaborative, bold, and innovative IT solutions to SMBs across industries. We believe that your business IT should align with your needs, enabling you to achieve your goals without constraint. That's why we are committed to understanding your business, so we can tailor the right solutions and services that will continue to pay for themselves as your organization grows.

CHALLENGE

Zoho Desk & Foresite ProVision

To remove the ICS employee intermediary of a Security Operations Center Partner who was using a SEIM/ Log Aggregator and ticketing system (ProVision) for alerting and communication while maintaining a white-labelled client experience of client communication originating from Intras Cloud Services' ticketing portal, Zoho Desk as the employees were manually merging tickets associated with the same master ticket from ProVision and creating a separate ticket in Zoho Desk to communicate with the end client.

SOLUTION

The solution was proposed in two stages. The first component of this project is to create an automatic 2-way sync between the two ticketing platforms ProVision and Zoho Desk with the desired outcome of:

1. All related ticket updates and comments associated with a single ticket in ProVision are automatically associated to a single ticket in Zoho Desk
2. Ticket fields in ProVision and Zoho Desk have a 2-way sync with a change to either platform resulting to a change in the other

The second component of this project is for ProVision updates and comments synced to Zoho Desk to send alerting to the end client from Zoho Desk. Once the two ticketing portals are syncing appropriately and no longer dependent on email to relay information between them, Developer will utilize the Zoho Custom Functions feature to create mapping rules that map the ProVision "Account" to the ICS provided Client Contact email address, allowing for native Zoho Desk email alerting to function appropriately.

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WORK FLOW

- Agent creates ticket in Provision
- Azure functions run every 2 minutes and call the Provision API checks the latest tickets
- Azure functions find new tickets then calls the Zoho API and update
- Agent can view the tickets created in provision in zoho
- Agent can do reply or comment in Zoho
- The comments or reply created in Zoho will be updated in provision
- Azure functions run every 2 minutes to check any update in the ticket in Zoho
- If azure function finds new update, then azure function calls the provision API and updates.
- Now both systems have updated information.

By implementing this solution, we have reduced the human effort to update ticket information in two different system



BENEFITS

Using azure functions, the data from the two systems were seamlessly synced real time to fetch data from. For the end-user it is a transparent process, and no additional tools are required. The process to use *Azure File Sync* comprises three steps: configure the service in Microsoft Azure, install the agents, and configure the replication.

ABOUT KRYPTOS

With more than fifteen years of experience under its belt, Kryptos is now a pioneer in managed IT & Business services across the continents. Adding to its crown, Kryptos is an established Microsoft Gold Partner, AWS Advanced Partner, ISO 20000 & 27001 certified organization.