

Configure the Hubbiz ticketing system

 Available in the next version of Esia 3.5.1 (or can be activated on request)



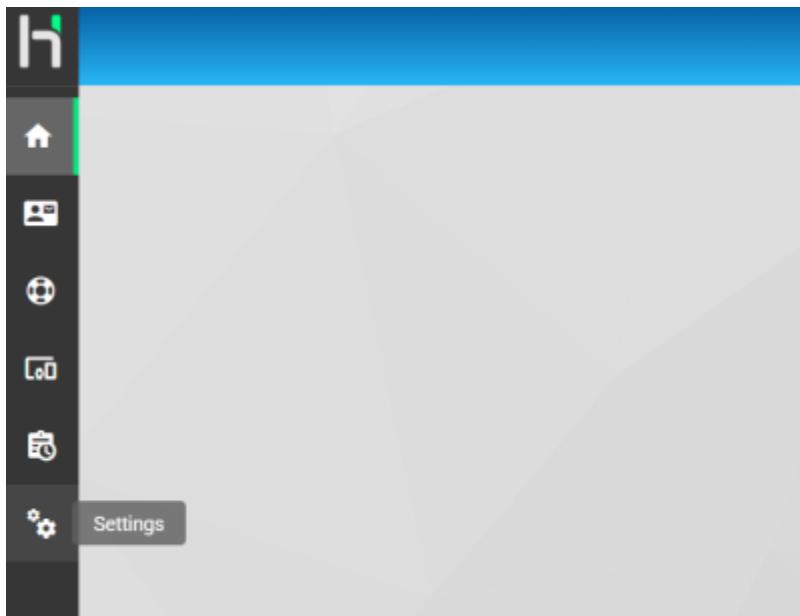
Hubbiz is a centralised platform of tools dedicated to helpdesks and IT services. The interface between Esia and Hubbiz is the result of close collaboration between our teams. To get started, you need an account and access to the Hubbiz platform.

Their website: www.hubbiz.be

To configure access in Esia, you will need:

- A URL to access your Hubbiz cloud
- A webhook to authorise Esia to communicate with the Hubbiz API

Creating the webhook in the Hubbiz platform



Go to the page « Settings »

Go back to the “Settings” tab and then to “Integrations”.

Click on the “Webhooks” tab and then on “Create”.

Give a name to the webhook and create an API User (if needed)

Select an action for the webhook, in this case “Create or update Helpdesk Ticket” and select the team in which the ticket is to be created, then finish by clicking on « save »

All that's left to do is **copy the url** and then enter it into Esia

+ CREATE					
Name	Creation Date	Action	URL	Parameters	Activated
Esia	Today at 10:21 PM	Create or update Helpdesk ticket	/api/webhooks/9885c99f-e3... edit	{"Helpdesk Team": "Support"}	

Configuration in Esia

Create/Modify the configuration file

From the command line on the server, edit the file **/etc/esia/hubbiz.conf** (Once you have finished with **nanotype** **ctrl+x** then **y** to save the file)

copy

```
nano /etc/esia/hubbiz.conf
```

Its contents should look like this:

[/etc/esia/hubbiz.conf](#)

```
host="https://demo.hubbiz.cloud"
webhook="/api/webhooks/f99858d9-f0ab-4a79-
b12b-0856b87103f1/helpdesk/tickets"
tpl_title="( %node.group.name ) %node.name:%service.name"
```

The file contains the following key pairs=values:

- **host**="access URL to your Hubbiz cloud".
- **webhook**="URL of the webhook you have copied into the Hubbiz interface".
- **tpl_title**="Ticket title template".

This template is used to format the ticket titles that will be created. Keywords starting with **%** such as **%node.name** will be replaced by variables. It's the same principle as with the mail template.

We advise you to use the template in the example above where the keywords are :

- **%node.group.name** ⇒ node group
- **%node.name** ⇒ node name
- **%service.name** ⇒ service name

Configuring services to create tickets

Configuration is done via the Esia web interface. In the same way as configuring email alerts. See [managing alerts](#).

Two alert programmes can be used to send tickets to Hubbiz

- Ticket Hubbiz ⇒ only generates a ticket on Hubbiz
- Ticket Hubbiz & Mail ⇒ generates a ticket on Hubbiz and sends an Esia alert by email (like SEND_MAIL)

Configure tickets by service

As for the other alert programs :

1. Tick the services for which you wish to configure a ticket.

You can configure the services one by one or use the « Bundled Action » section to set up all the selected services at the same time.

2. Choose the alert programme :

- Hubbiz ticket (SEND_TICKET_HUBBIZ)
- Ticket Hubbiz & Mail (SEND_TICKET_HUBBIZ_MAIL)

Your user's email address is added automatically, but you can change it.

3. Next, tick the type of alert for which you wish to be notified.

- Alert, Critical, Unknown ⇒ The first time there is an error on the service, a new ticket is created in Hubbiz. Subsequent status changes modify the priority (depending on the type of error) and display a status change message on the ticket.
- OK ⇒ Considers the error to have been corrected and the ticket completed. Displays a message on the ticket and when the next error occurs, a new ticket will be created.

 **Please note :** If "OK" is not ticked, there will only be service status changes on the ticket and **never a new ticket** for this service.

- Acknowledgement ⇒ **Coming soon (Esia 3.6.0)** Warns in ticket messages that the error has been acknowledged or de-acknowledged.

4. Don't forget to click on**Update**“.

When a new ticket is created, a node note is displayed with the link to the ticket



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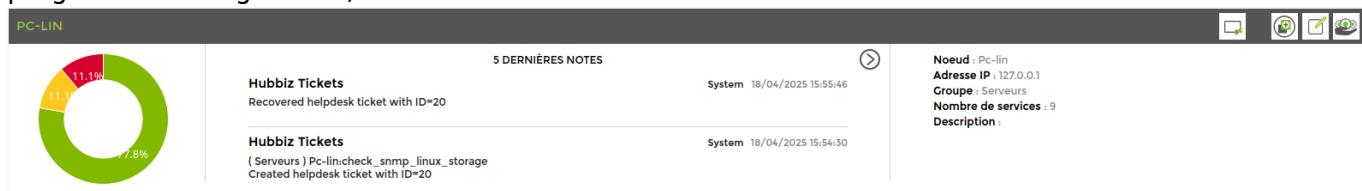
5 DERNIÈRES NOTES

Hubbiz Tickets
(Serveurs) Pc-lin.check_snmp_linux_storage
Created helpdesk ticket with ID=20
<https://demo.hubbiz.cloud/helpdesk/tickets/20>

System 18/04/2025 15:54:30

Noeud : Pc-lin
Adresse IP : 127.0.0.1
Groupe : Serveurs
Nombre de services : 9
Description :

Another note is displayed when a ticket is completed (OK status must be ticked in the alert programme configuration).



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5 DERNIÈRES NOTES

Hubbiz Tickets
Recovered helpdesk ticket with ID=20

System 18/04/2025 15:55:46

Hubbiz Tickets
(Serveurs) Pc-lin.check_snmp_linux_storage
Created helpdesk ticket with ID=20

System 18/04/2025 15:54:30

Noeud : Pc-lin
Adresse IP : 127.0.0.1
Groupe : Serveurs
Nombre de services : 9
Description :

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