# **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".

Last update: 2025/05/12 13:21

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	USERS	GROUPS	APPLICATIONS	SETTINGS
BRANDING	✔ EDIT			
SCHEDULE	Name Hubbiz SRL			
INTEGRATIONS				

### Click on the "Webhooks" tab and then on "Create".

BRANDING	API KEYS					WEBHOOKS				
SCHEDULE	+ CREAT	· 🔶								
EMAILS	Name	Creation Date	Action	URL	Parameters	Activated	Last Activation	Last Deactivation	Last Used	Actions
INTEGRATIONS						No data availal	ble			

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

+ Create webhook	+ Create webhook
Name Esia	Name Esia
4 / 100 API User	+ Create API user
+ Create	Use a meaningful name that represents the usage that will be made. 4/30
Esia BOT	CANCEL SAVE Helpdesk Team Support
CANCEL SAVE	CANCEL SAVE

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 »

+ Create webhook		
Name Esia		
API User		4 / 100
Esia BOT		•
Activated		
Action Create or update Helpdesk ticket		•
Helpdesk Team Support		•
	CANCEL	SAVE

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

2025/05/14 13:42		3/5		Configure the Hubbiz ticketing system		
+ C	REATE					
Name	Creation Date	Action	URL	Parameters	Activated	
Esia	Today at 10:21 PM	Create or update Helpdesk ticket	/api/webhooks/9885c99f-e3 📋	{ "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 **nano**type **ctrl+x** then **y** to save the file)

#### сору

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 :

- $\circ$  %node.group.name ⇒ node group
- $\circ$  %node.name ⇒ node name
- $\circ$  %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

MODIFIER ESIA-GALAXY						$\overline{\times}$
esia-galaxy 🔘						
MODIFICATION DU NOEUD PARAMÈTRES	S AVANCÉS SERVICES	ALERTES PATTERN	DE SERVICES			
ACTIONS GROUPÉES						
Séle	ectionner tout 🛛 🔽			ОК	Alerte Acquitter	nent
services et ensuite modifier les Prog	gramme d'alerte	•		Critique	Inconnu	
Parametres a contre	ramètres d'alerte Mail		SEND_MAIL			
	Ticket Hul	bbiz	SEND_TICKET_HUBBIZ			_
ALERTES	Ticket Hul	bbiz & Mail S	SEND_TICKET_HUBBIZ_MAIL		Remise à zéro	Mettre à jour

- Ticket Hubbiz  $\Rightarrow$  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

ACTIC	ACTIONS GROUPÉES								
Action groupée, selectionnez les services et ensuite modifier les paramètres si contre Paramètres d'alerte		✓ Ticket Hubbiz ✓ -e \$ERROR		☑ ОК ☑ Critique	<ul> <li>✓ Alerte</li> <li>✓ Acquitte</li> <li>✓ Inconnu</li> </ul>	ement			
ALERTES Remise à zéro						Mettre à jour			
\$	NOM DU SERVICE 🗘	NOM TECHNIQUE	PROGRAMME D'ALERTE	PARAMÈTRES D'ALERT	E ≎	ACTION	\$		
	нттр	CHECK_HTTP	Ticket Hub × 🔻	-e \$ERROR		<ul> <li>✓ ОК</li> <li>✓ Alerte</li> <li>✓ Critique</li> <li>✓ Inconnu</li> </ul>	Z Acquittement		

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  $\Rightarrow$  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



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



