CallTek Engineering Request

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| System Type | CAS | Name of Requester | Shelley |
| Request Date | Oct 18, 2024 | Name of Engineer |  |
| Approved by |  | Approval Date |  |

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| **Task** |  |
| **Identified Issue or Feature request** | ATERA to CAS integration  Emails coming in to [msp\_support@calltekinc.com](mailto:msp_support@calltekinc.com) – ATERA- will be pushed to CAS, CAS to create a ticket  To use CAS as the ticketing system for ISL-CSL account |
| **Goal** | To better manage and monitor the emails converted to tickets in CAS |
| **Root Cause and Findings** | **API Key : fa2b3ef4f8234daaa43618191c32bcbb**    **API documentation :** [**https://app.atera.com/apidocs**](https://app.atera.com/apidocs)  **Atera API** |
| **Fix implemented** | Attached the ATERA and CAS Fields Mapping  Please note that in ATERA, we don’t have an information for each site. We only have the company name (ISL or CSL). |
| **Regression Test Performed** |  |
| **Side effects of Fix** |  |
| **Solution Acceptor Comments** |  |