

ConnectWise Connector



ConnectWise[®]

Supported versions: *Any version of ConnectWise Manage on ConnectWise.com and On-Premise Versions on 2019.3*

Supported Synchronization Options: *Accounts, Contact, Products, Invoices, Orders, Payments*

ConnectWise Settings

In order to use Integration Framework with ConnectWise, API keys must be generated.

Activating the ConnectWise Connector

The activation of the integration connector can be done from BSS Setup. For creating a new ConnectWise instance you must navigate to **BSS > Setup > System Options > Systems Setup** and select the **Activate** action for the ConnectWise connector. You will be asked to set a unique name for the new instance that will be created.

ConnectWise Supported push and pull methods

This page explains which are the Push and Pull methods supported by ConnectWise connector. Push are the methods where interworks.cloud platform sends information to ConnectWise and pull are the methods where we get information from ConnectWise. For each method the data transformation schema is explained.

	Push			Pull	
	Create	Update	Delete	Create	Update
Account	✓	✓		✓	✓
Contact	✓	✓		✓	✓
Invoices	✓	✓			
Orders	✓	✓			
Products	✓	✓			
Payments	✓	✓			

If you want to push **Contacts** from BSS to QuickBooks platform, the related field under **Account > Demographics > Type** needs to be filled on contact's account.

Customizing and Testing the ConnectWise Connector

If you want to extend or amend the out-of-the-box functionality that is offered from our ConnectWise connector, you can do so from the "edit integration" page. The extensions you can do is to change the mapping between the interworks.cloud and ConnectWise entities, or to implement new push and pull methods that are not currently supported from our connector.