

Integrating with ConnectWise PSA

ConnectWise **Professional Services Automation (PSA)** is a comprehensive business management platform designed for IT service providers, including MSPs (Managed Service Providers). It streamlines operations such as billing, project management, and service ticketing to improve efficiency and customer service.

Coro integrates with ConnectWise PSA to enable MSPs to report workspace usage data by mapping services (Coro modules and add-ons) and accounts (managed workspaces).

Prerequisites

Before you begin this guide, make sure you have:

- A ConnectWise Manage administration account.
- Familiarity with the ConnectWise Manage environment.

Configure a ConnectWise PSA connector

Note

The processes discussed here are the minimum requirements for configuring ConnectWise.

To integrate Coro with ConnectWise, a PSA connector must be configured. To configure a PSA connector:

1. **Configure ConnectWise**
2. **Configure the Coro console**

Configure ConnectWise

Perform the following steps to configure ConnectWise:

1. **Sign into your ConnectWise Manage environment**
2. **Create a new API member**
3. **Retrieve public and private keys**