

Enhance ServiceNow With OnPage Incident Alert Management

ServiceNow-OnPage Integration

ServiceNow is a powerful ticketing system used by today's support teams. The platform is further enhanced by its OnPage integration.

The integration takes advantage of the power of the ServiceNow ticketing system to deliver intelligent, automated alerts through the OnPage platform and mobile application. This way, on-call engineers always receive immediate critical alerts, improving their teams' event management response in the process.

This integration is purpose-built on the ServiceNow platform to ensure the best performance for many use cases and provides configuration options that aren't available in any other solution.



Benefits of the Integration

OnPage is the only solution to allow users to create and update their own notifications within the ServiceNow system. Additionally, OnPage allows users to create and update their own subscriptions (also called rules or triggers) that define when notifications should be sent.

Other systems require weeks of development and code changes to add more triggers. With OnPage, if you can build a report, you can build a subscription.

The ServiceNow-OnPage integration is a user-friendly solution, allowing teams to benefit from alert automation and system flexibility.



Completing Your ServiceNow Instance

ServiceNow users rely on their email inboxes to receive critical alerts. However, these alerts tend to be missed or flooded under other email messages. The unfortunate truth is that these critical alerts don't provide distinguishable, audible pings that notify on-call engineers about an incident's severity.

Users can get the most out of their ServiceNow instance by adopting OnPage incident notifications on mobile. Distinguishable, intrusive chimes alert engineers about important incidents. Additionally, OnPage provides extended cellular coverage and makes use of Wi-Fi networks, ensuring that on-call responders always receive alerts.

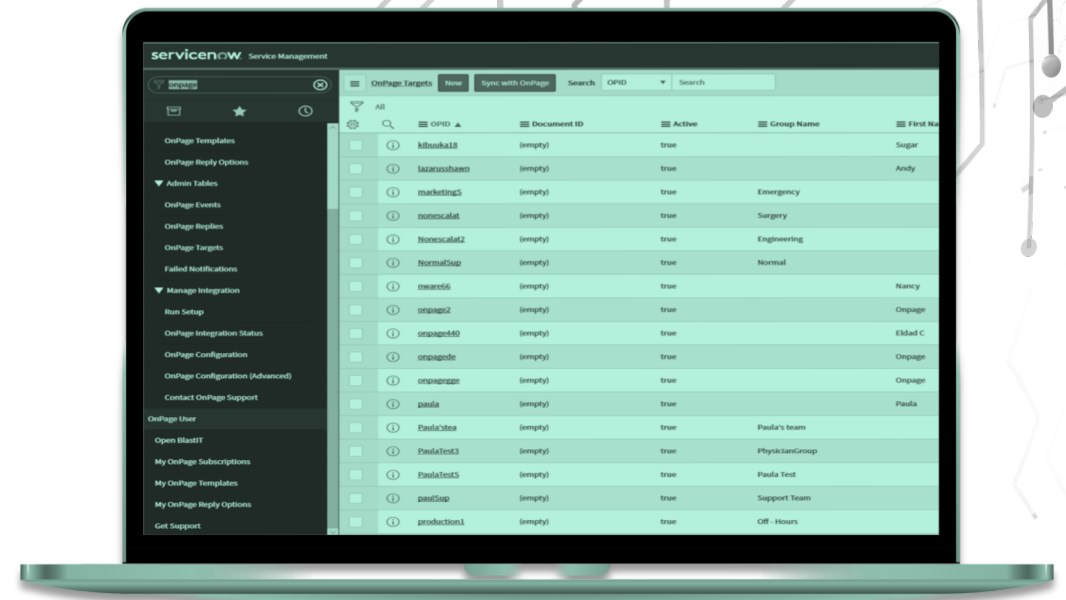
Check out how the integration works in the following pages.



OnPage Targets Within ServiceNow

“Targets” are simply contact lists, comprised of on-call responders and support team engineers. Through the integration, OnPage users are automatically synced within the ServiceNow system.

Additionally, the OnPage platform matches its users with those from ServiceNow. After successful cross-verification, support team administrators can manage their targets or lists. Administrators have full access, handling the relationships between specified targets.





Create OnPage Reply Options



Reply options can be configured within the ServiceNow platform. Administrators aren't limited to the options they set up within the system, enabling on-call engineers to select from a wide range of responses.

Reply options can assign incidents to on-call users. For instance, a "YES" reply option may equate to task acceptance, notifying administrators that an on-call engineer is taking care of a high-priority issue.

Reply selections and audit trails are documented within the ServiceNow "Work Notes" field. This allows administrators to view engineer accountability and performance.

Create OnPage Templates

OnPage templates provide a list of content arrangements that will be sent as alerts or notifications to on-call responders.

Administrators have the ability to add field names and/or values (e.g., incident descriptions) that can be used in the subject and body of a ticket. Templates will then be replaced by the actual values from the incident ticket when the notification is sent.

These templates can be easily configured, created or edited within the ServiceNow-OnPage integration.



Create OnPage Subscriptions

Subscriptions allow administrators to set up the list of rules and conditions that will trigger OnPage mobile notifications.

Administrators can create conditions based on any field within ServiceNow, including, but not limited to, caller, priority, description and short description.

Templates are variable-based content for notifications, which can be shared and used for multiple subscriptions.



Create New Incident

Administrators can create new incidents (i.e., tickets) through the ServiceNow-OnPage integration.

Further, administrators can set up the priority of the ticket, ensuring that alert recipients are always aware of an issue's importance and severity.

Following incident creation, alerts are triggered and received through the OnPage secure mobile application. At its core, the integration reduces response times through automated and intelligent alerts.



Receiving OnPage Notifications



After an incident is created and subscriptions are matched, on-call engineers will then receive immediate OnPage alerts.

OnPage alerts contain the subscription details (e.g., description and short description) configured by system administrators. Reply options are also presented within the alert, allowing on-call engineers to either accept or reject a critical issue.

OnPage notifications have Alert-Until-Read capabilities, offering persistent alerts that last for up to eight hours until acknowledged. If left unaddressed, critical notifications are escalated to the next on-call engineer in line. This ensures that important alerts are never missed.



OnPage's award-winning incident alert management system for IT professionals provides the industry's only ALERT-UNTIL-READ notification capabilities. Built around the incident resolution lifecycle, OnPage helps teams reduce downtime and costs while improving coordination and performance.

OnPage's escalation, redundancy and scheduling features ensure that a critical message is never missed. Infinitely more reliable and secure than emails, text messages and phone calls, OnPage provides instant visibility and feedback on alerts. As part of IT service management, the solution tracks alert delivery, ticket status and responses, delivering complete audit trail reporting during and after each incident.

To learn more, contact OnPage at sales@onpagecorp.com, call (781) 916-0040 or visit www.onpage.com