



WHITEPAPER

How To Enhance ConnectWise Through Critical Alerting





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For MSPs, ConnectWise is the most widely used ticketing system for keeping track of changes in ongoing incidents. MSPs leverage tools like ConnectWise to set a wide range of conditions that allows them to closely monitor their clients' infrastructure.

While you can catalog an incident by creating a ticket through ConnectWise, there is very little you can do to better manage the incident by simply using tickets. Furthermore, with current ConnectWise workflows, you are only able to receive a text or email when a ticket is created. This limitation inhibits a virtuous workflow.

The following white paper details five methods for enhancing your ConnectWise workflow through critical alerting. Critical alerting allows ConnectWise users to no longer use the cloud-based system as just a ticketing system.





1) Move away from alerting with texts and e-mail

Using e-mail and texts for alerts has been a widely used practice since the early 90's, but it is not an effective and efficient way of receiving alerts. Alert notifications are a crucial part of effective RMMs management and missing even one single email or text can result in delayed incident resolution.

Texts are subject to the availability of solid network coverage and e-mails sent out by ConnectWise could end up in the recipient's junk box or get buried under other e-mails. Both these methods are unreliable in the context of getting an urgent alert to the person(s) responsible for resolving the incident.

A solution is to use intelligent alerting applications that have a unique ringtone to differentiate the alert. The alert needs to be persistent and should ideally continue to alert the recipient until the recipient acknowledges the alert. Finding an intelligent alerting application that lets you prioritize the severity of incidents lessens alert fatigue and ensures that incidents are dealt with based on the severity of the incident.

2) Automate alert escalation

All alerts sent out through ConnectWise stop being effective if the recipient of the alert is unavailable or unable to get to the incident. If faster incident resolution is the goal then escalation must also be a part of the plan to combat a critical incident.

Automated alert escalation is not something that ConnectWise provides. Using a third party application to automate the alert eliminates human error and quickens the process of contacting the right person. Ideally the tool used to automate the alert should have customizable parameters like the interval of time between escalations and the action that begins/stops the escalation of alerts





3) Use a digital on-call scheduler

While you can create triggers that send out tickets as alerts based on the conditions set in ConnectWise, it gets cumbersome when you are unaware of who needs to get notified. This is particularly true if the people who usually get notified work in shifts or are on-call on certain days of the week.

The solution to this is to use an intelligent on-call scheduler that lets you group people in a schedule, according to their working times and availability. In this way, ConnectWise can send the alert to the group and the on-call scheduler assigns the alert based on the schedule fed into it.

4) Automate ticket updates

A key component of cataloging the incident resolution process is to ticket every step of the way. This allows you to track the progress of the event. Ideally, any third party application you use should automatically update the ticket. This eliminates human error, saves time and provides for almost immediate updates.

5) Use metrics for better management

The adage is that ‘You can’t manage what you can’t measure.’ If you want to effectively improve your response times to incidents, you need to look at historical data. Use a tool that time stamps all critical alerts and integrates that data with the platform. When metrics are immediately available, you’ll be able to measure how well your company is doing, and make the necessary changes to ensure you are providing exceptional service.

Conclusion

The key to incident resolution through ConnectWise is to find a critical alerting tool that lets you differentiate alerts, automate the process of escalating alerts to the next person in charge and schedule people in a digital schedule that manages who gets the alert based on the days of the week and the time of day.

