



ONPAGE

ONPAGE | GUIDE
INCIDENT ALERT MANAGEMENT

New Features for Effective IT Teams

OnPage delivers an award-winning incident alert management system, helping customers in IT and MSP organizations reduce response times, boost collaboration, improve incident resolution and increase organizational productivity. Since its inception, OnPage has provided assurance that critical alerts will never be missed and always delivered to the right person on the right team, every time.

The introduction of new features to the platform has broadened the use of OnPage and made it even easier to use. This document details these enhancements, focusing on the key improvements and new features developed by OnPage since the last major release.

Reporting

Managers have access to data visualizations and data summaries, and gain insight into employee workloads, mean time to resolution (MTTR) and team performance. These real-time metrics are used for post-incident reporting and post-mortem meetings.

Real-time data now shows a team's effectiveness across multiple shifts, individual departments, geographies and time zones. Team leaders analyze trends, track performance and make better decisions on improving productivity.



With these insights, managers get more granular and ask more focused questions such as why one person is answering 40 percent of the alerts or how managers can lighten the load of a specific team. Managers can also see which incidents are taking the longest time to resolve and which are easily addressed.

The reporting engine helps teams:

- Examine alert distribution
- Evaluate team productivity
- Balance workloads
- Prioritize work based on alert volume
- Improve MTTR
- Deliver post-mortem analysis through downloadable reports
- Keep stakeholders updated on performance
- Use metric-based approaches to creating on-call shifts

Complete administrator-user secure communications

System administrators communicate with on-call users directly on OnPage's web management console. The complete administrator-user secure communications option enhances team communications and collaboration during urgent incidents or situations.

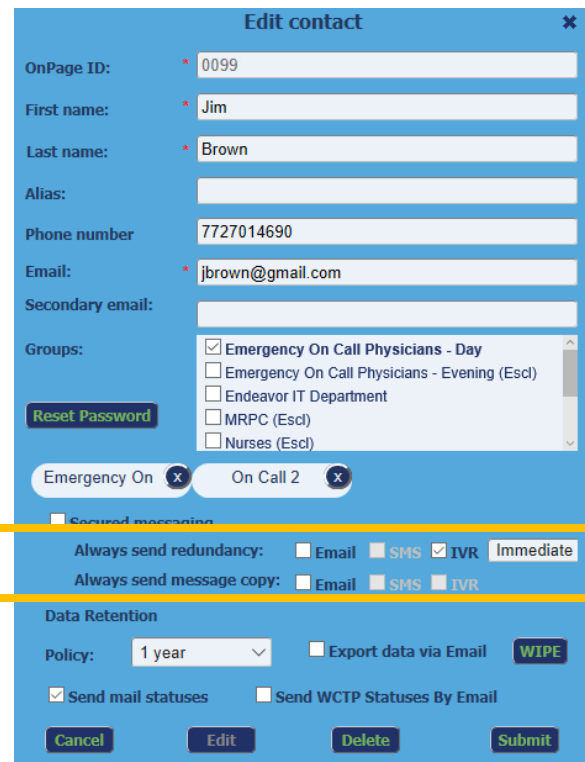


Group-to-group failovers

With this feature, team managers can add a group as an “alert of last resort.” The group is notified if absolutely no one else responds to an important alert.

Group-to-group messaging allows alert failovers to escalate to an entirely separate group which can, in turn, escalate to yet another group. Each team member within a group can continue to maintain their alerting preferences.

Alert redundancies



When Wi-Fi is not available – a user is in a “dead zone” or in a rural area without coverage, or the Wi-Fi network is overloaded – alert redundancies ensure that notifications can continue to be received as:

- SMS message
- Phone (IVR) – the message is converted via text-to-speech
- Email

Alert redundancy options are set within the OnPage web management console.

Enhanced redundancies

With improved OnPage redundancies, teams benefit from an innovative, redundancy-to-email feature that includes contextual attachments within an email message. This way, all team members thoroughly understand an issue before taking an appropriate, resolution action.

Direct dial communications

This feature enables individuals without an OnPage account to alert, via automated phone trees, an on-call OnPage user. Individuals without an OnPage account call a 1-800 number and follow the prompts to either reach a specific department or individual. The recipient is alerted via the OnPage app. The feature is used when someone needs to alert on-call personnel or administrators but doesn't know their OnPage account information. Instead, all they need to know is a unique phone number.

Threaded communications

OnPage revamped its secure messaging features with threaded communications, presence statuses and a message view that resembles an instant chat. Communications are filed under one subject with all the responses captured under one thread for better, faster collaboration.

Mass notifications

OnPage BlastIT helps organizations enhance their current emergency communication management plan and streamline effective

communications not just with the response team but also with employees, vendors and clients in times of crisis or whenever urgent, mass notification is needed. Mass notifications are sent by administrators with just a few clicks, via email, SMS or voice to those affected by the incident. The BlastIT notification details what happened and what actions recipients should take. Examples include: the network is down – standby, execute evacuation plan, snow day – stay home, reminders, etc., along with an acknowledgment that the message was received.



Furthermore, with the addition of message templates to both OnPage BlastIT and its flagship critical alerting platform, authorized users quickly complete a pre-composed message template before sending out urgent notifications in case of a crisis. Users can compose documents for repetitive tasks including, data collection sheets, work orders and checklists. Users can also create conference bridges using the template wizard.

Dedicated lines and live call routing

Users access an organization using just one all-encompassing phone number for 24x7x365 support. With this feature, organizations eliminate third party services and costs, and get their customers' messages to the right person instantly. Additionally, organizations welcome their customers with a custom, branded greeting. Customized greetings are available for each department/person. Bilingual phone menu options are also available. Let customers reach them instantaneously without having to dial separate numbers or access codes. All they need to know is one number that gets them to the right person/department. Provide after-hour communications, with the ability to leave a callback number and/or voicemail. Additionally, users can connect with on-call engineers on a live call after dialing a dedicated number.

Out-of-the-box integrations

Updated ConnectWise Manage, ServiceNow and Datto's Autotask integrations provide users with enhanced ways to manage and update alerts via a single interface. These integrations are bi-directional. OnPage also offers integrations with Slack, SolarWinds, Kaseya, ThingWorx, Uptime Robot and more.

ConnectWise Manage



OnPage streamlines the incident resolution lifecycle and ticketing process with a seamless ConnectWise Manage integration. Ticket status is updated with the simple click of a button from the OnPage app, including these actions:

- “In Progress” button – Incident responders acknowledge the incident and change the status of the ticket to “In Progress” as soon as they begin working on the incident.
- “Closed” button – Incident responders refer back to the ticket on the OnPage app and use the “Closed” button to change the status of the ticket when the incident has been resolved. All updates to original tickets are immediate and a thread of all replies from the OnPage app are saved within the ticket to make the process of post-incident reporting and incident management more effective.

OnPage app users view details from a ConnectWise Manage ticket and quickly indicate if they're working on the incident. They can even close the ticket with the selection of a radio button.

Request the ConnectWise Manage + OnPage [integration guide](#).

ServiceNow



The OnPage integration with ServiceNow makes it easy to set up, use and manage incident alerting under one pane of glass, without coding. The latest version of the integration takes advantage of the power of the ServiceNow platform to deliver intelligent, automated alerts through the OnPage platform and app. This integration was purpose-built on the ServiceNow platform to ensure the best performance for many use cases across the enterprise and provides configuration options that are not available in any other solution, making OnPage the clear choice in incident alert management.

Connecting the ServiceNow instance to an OnPage account is as simple as signing in with OnPage Dispatcher credentials. From there, the OnPage integration app (powered by ServiceNow Guided Tours) visually steps the administrator through each part of the integration.

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

The OnPage integration delivers list and form views in ServiceNow for maximum ease of use. Menus are contained within a single module and lists and forms are arranged to put important information front and center. OnPage users define their own templates using both static text and dynamic variables. Additionally, they can select from multiple templates shared by an application administrator.

See the [ServiceNow + OnPage integration workflow](#).

Autotask

The OnPage integration complements Autotask's ticketing capabilities by converting service tickets into intelligent alerts under one unified and integrated platform.



Autotask's powerful API enables seamless access to OnPage. Alert management is now possible within the interface, allowing MSP teams to send out alerts and create workflows for notifications to be sent automatically based on customizable incident and ticket criteria. This revolutionizes ticketing by decreasing manual transcription

errors, ensuring that alert processes are followed consistently and reducing the time between when a ticket is created and when the MSP team responds.

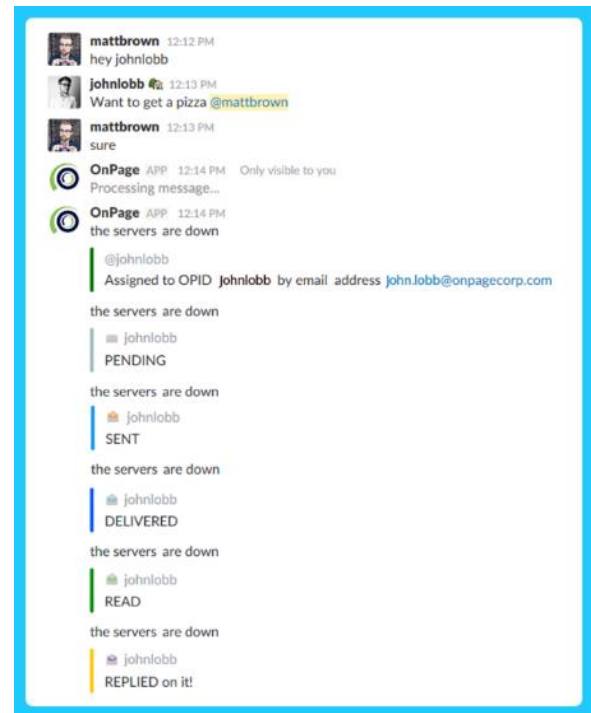
MSPs program alert escalation so that if the first team member on the alert list does not respond to the loud OnPage alert on their smartphone app within the designated time frame, the alert escalates to the next team member, ensuring that alerts get a quick response and are not missed. The bi-directional integration gives managers access to audit trails of every notification sent out through Autotask, providing visibility to ticket progress and status in real time. The data is also of critical value for post-incident reporting and analysis.

Integration features and benefits include:

- Manage helpdesk processes and incident alert management within the same pane of glass
- Initiate persistent, fast, secure round-trip messages and alerts to mobile devices
- Route messages via a flexible escalation workflow and complete audit trail
- Create “follow the sun” schedules for individuals or groups
- Consolidate all incoming alerts in the Autotask platform
- Get full visibility to incident progress
- View real-time ticket and SLA updates

The Autotask integration setup is an easy five-step process. View more information [here](#).

Slack



Slack users send alerts and receive messages in reply from both OnPage IDs (OPIDs) as well as OnPage groups. For example, if a Slack conversation between users identifies an important IT issue, one of the engineers easily reaches out for help by contacting the engineer on call or a subject matter expert on their OnPage account through the Slack thread.

The responder is alerted on their OnPage app by a message sent from the Slack console or the Slack app. The responder is instantly made aware of the issue through a persistent alert sent to her OPID on her smartphone. If the responder does not respond in a timely manner, OnPage escalates the alert and sends it to the next person on call. Once alerted, the second responder addresses the issue and starts a conversation with the group on a Slack channel that's separate

from the “noise” of less urgent conversations.

View more information on the Slack + OnPage integration [here](#).

SolarWinds

SolarWinds Orion-based products include a powerful web-based intelligent alerting engine, allowing users to quickly configure alerts to respond to different network scenarios including multiple condition checks. With the OnPage integration, IT professionals supplement SolarWinds alerting capabilities with features to make them even more productive, including a smartphone app with Alert-Until-Read technology, group messaging, escalation, scheduling and more. Details are available in the Integrating OnPage Priority Messaging with SolarWinds Orion document.

View the SolarWinds + OnPage integration [brochure](#).

Kaseya

IT teams select which Kaseya incidents trigger OnPage high-priority messaging to individuals or groups. Users monitor delivery of alerts as well as responses in real time from within the Kaseya console. Integration is accomplished via an API or email.

API integration provides the fastest, most secure, and most robust capabilities of OnPage priority alerting from within the Kaseya console. Kaseya VSA users quickly and easily implement a deeper level of

integration with OnPage by installing the OnPage HUB API Client Module.

This module, installed by downloading and installing an OnPage-supplied Python script, enables the addition of OnPage as a notification method in the Kaseya console. VSA users select OnPage as an option for automatic alerting of user-specified OnPage clients based upon notification settings within Kaseya. Communications with Kaseya is via web service calls to the Kaseya HUB API using the OnPage Connect2 framework. Incidents and/or tickets automatically create OnPage alerts to the proper recipients based on user-defined triggers. In addition, the API allows for implementation of OnPage’s round-trip messaging, providing real-time feedback of the status of all messages to the Kaseya service desk.

Kaseya VSA users monitor all outbound alerting including, message sent, message received, message read and replies. The complete audit trail of not only message status but incident resolution activities appear in the relevant ticket. Email integration provides Kaseya VSA users with an immediate, “no code required” drop-in solution that bridges current VSA email notifications with the OnPage platform. By simply designating an OPID email address in Kaseya, the systems will be linked. Kaseya users monitor all priority messaging created by Kaseya VSA in the OnPage console.

Check out the Kaseya + OnPage integration brochure [here](#).

ThingWorx

ThingWorx was purpose-built for the internet of things (IoT). It contains the most complete set of integrated IoT-specific development tools and capabilities available, offering the industry's deepest functional capabilities. The OnPage integration with ThingWorx gives users a vast new set of alerting capabilities. While ThingWorx allows users to connect to anything and monitor everything, OnPage adds a critical alerting platform for when normal operating ranges are exceeded. Through an OnPage/WebHooks integration, OnPage gives a voice to the monitoring system with audible, Alert-Until-Read, priority messages. Now, ThingWorx users receive an immediate and powerful alert on the OnPage smartphone app when their applications run outside of accepted parameters, to take appropriate actions to bring them back on track.

See more information on the ThingWorx + OnPage integration [here](#).

Uptime Robot

The Uptime Robot integration helps keep websites up. It monitors websites every five minutes and alerts the right person if the sites are down. Alerts are sent via OnPage through WebHooks, and, if redundancy is desired, via email, SMS, Twitter, Slack and HipChat.

Uptime Robot requests website headers and receives status codes ("200-ok," "404-not found," etc.) every five minutes or more depending on the monitor's settings. If the status code returned doesn't indicate a

problem, no action is taken. If the status code is 400+ and 500+, the site may not be loading. To make sure the site is down, Uptime Robot makes several more checks in the next 30 seconds. If the site is still down, it sends an alert via OnPage and other preconfigured channels.

View more information on the Uptime Robot + OnPage integration [here](#).

API V3

OnPage API v3 enables integration with the system's core alerting functionality. It allows users to know the message status and the OPID status. It also lets developers know if a message sent to an OPID is going to someone who has the OnPage application enabled or has logged off. The updated API also allows developers to see message status callbacks.

Here are the status values:

- "SENT" – message has been sent
- "PENDING" – message has been sent but has not yet received by recipient
- "DELIVERED" – message has been delivered and received
- "READ" – message has been read by OPID recipient
- "REPLIED" – message has been replied to by OPID recipient
- "FAILED" – sent message has not been received by OPID recipient
- "PAGER OFF"- OPID recipient has their OnPage turned off

With updated APIs, developers see the status of their messages and create reports to keep track of progress as well as expand the ability

of third-party applications to provide critical alerting notifications.

Using OnPage's newest API, reporting and group-to-group functionalities, teams expand their capability to respond to alerts by gaining greater intelligence about the alerts they are sending and receiving. Additionally, teams better support alerts by having multiple ways to create alerting contingency plans.

[Webhooks API](#) is also available. Certain information is captured from your system

when a specific event happens and through the web (i.e., HTTP), sends an automatic alert to the on-call OnPage recipient. It connects two systems and transfers information between them.

Refreshed user interface

The UI has been spruced up, giving it a more contemporary look with a brighter, more modern palette.

About OnPage

OnPage's award-winning incident alert management system for IT, MSP and healthcare professionals provides the industry's only ALERT-UNTIL-READ notification capabilities, ensuring that critical messages are never missed. OnPage enables organizations to get the most out of their digital investments, so that sensors, monitoring systems and people have a reliable way to escalate urgent notifications to the right person immediately.

OnPage's escalation, redundancy and scheduling features make the system infinitely more reliable and secure than emails, text messages and phone calls. OnPage shrinks resolution time by automating the notification process, reducing human errors and prioritizing critical messages to ensure fast response times.

Whether to minimize IT infrastructure downtime or to reduce the response time of healthcare providers in life and death situations, organizations trust OnPage for all their secure, HIPAA-compliant, critical notification needs.

For more information:

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