



OnPage-ConnectWise Incident Alert Management Workflows

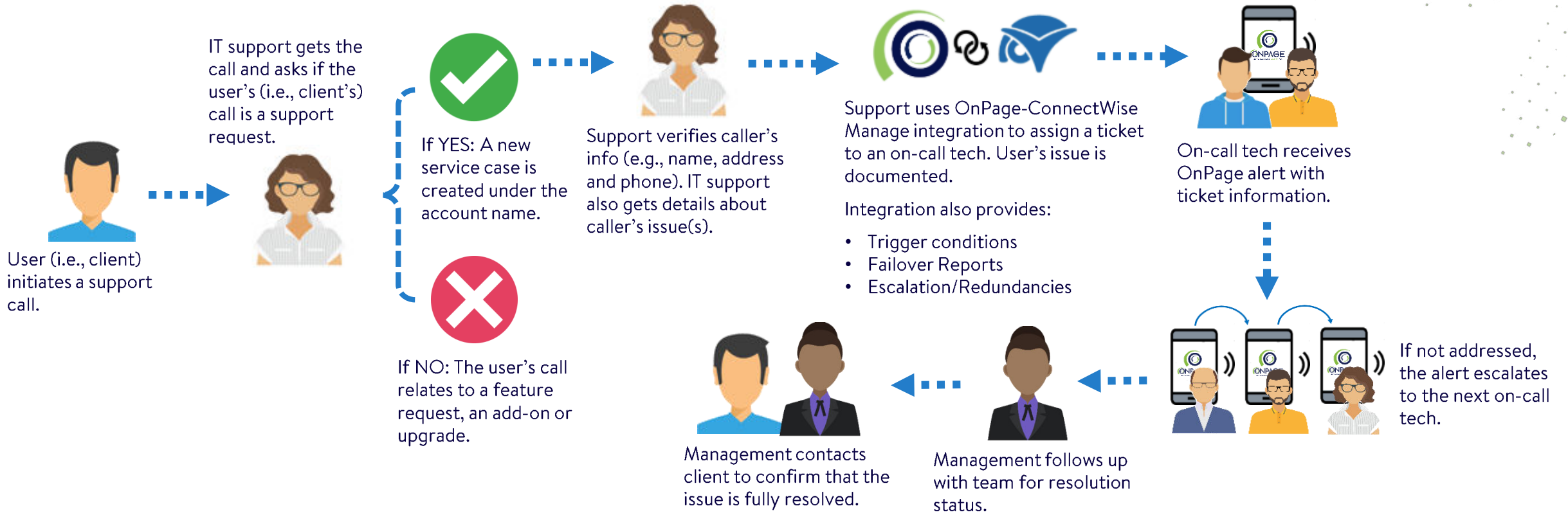
About This eBook

For IT professionals and on-call engineers, OnPage offers a secure [incident alert management platform](#), streamlining team communications and enhancing collaboration for better incident resolution.

This ebook showcases three incident alert management workflows, highlighting how the OnPage incident alert platform integrates with ConnectWise solutions, while offering one-of-a-kind features to improve incident response, reduce call center/answering service costs, boost accountability, enhance transparency, make work easier for support teams, and most importantly, reduce resolution time.

Continue reading to see how OnPage eliminates alert fatigue and noise, ensuring that incident managers and responders become even more productive.

Workflow 1 | OnPage-ConnectWise Manage Integration

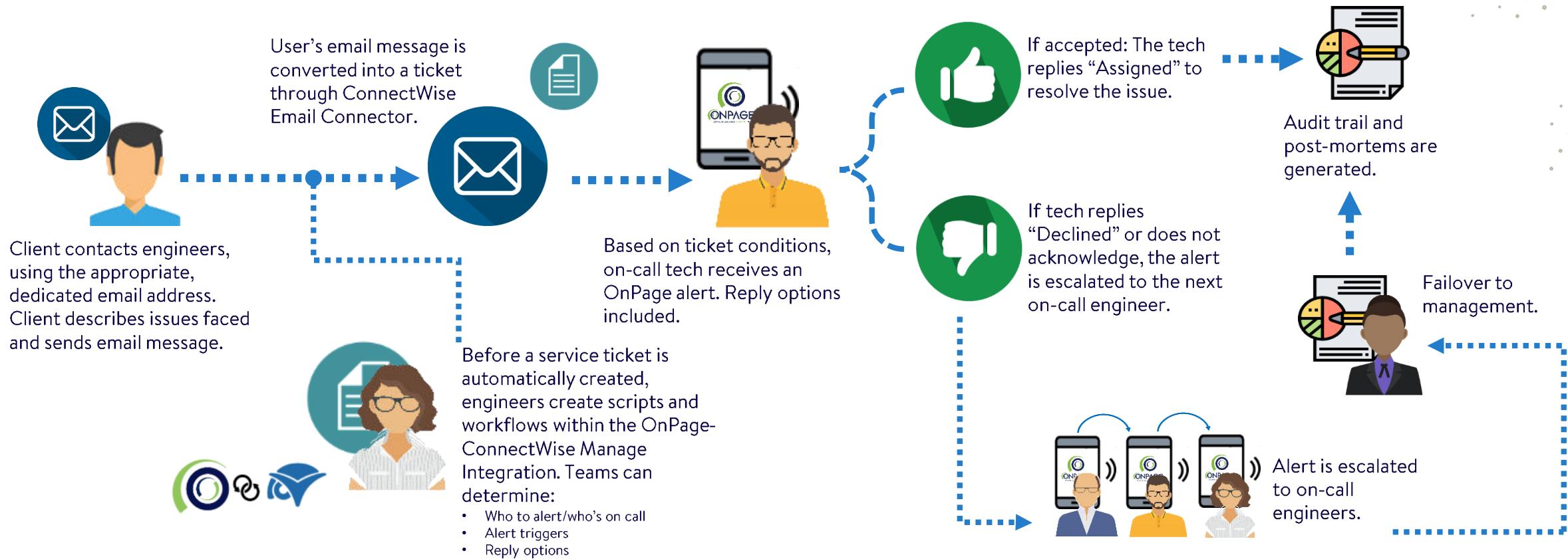


This workflow showcases a standard IT sequence, leveraging [OnPage's integration with ConnectWise Manage](#). The process is initiated by a client, calling in either for (1) a support request or (2) other inquiries (e.g., add-ons). If a support request, the user's call is updated as a service case under his account name. From there, support verifies the caller's information (e.g., name and address) and obtains details about the ongoing issue.

Support then uses the OnPage-ConnectWise Manage integration to assign a ticket to an on-call tech, while documenting the user's issue through this integration. Also, IT

teams can configure trigger conditions for high-priority, OnPage alerts. The assigned on-call tech then receives the OnPage alert with updated ticket information. If unavailable, the ticket is then escalated to the next on-call team member. The process concludes when management follows-up with the on-call team, and then contacts the caller or client to confirm that his issue has been fully resolved. Throughout the process, bi-directional sync between OnPage and ConnectWise ensures that the ticket is updated in real time.

Workflow 2 | Ticket is Created via Customer Email, Alert is Triggered Automatically



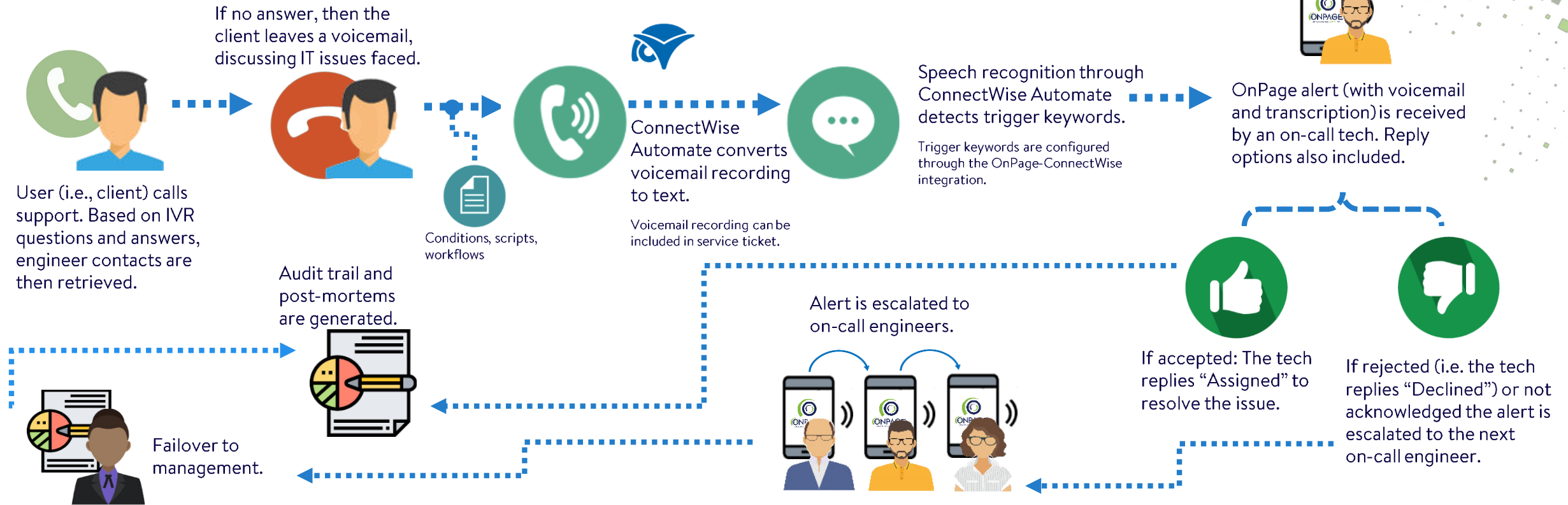
In this workflow, a user (i.e., client) contacts his support team through a provided, dedicated email address. The user then explains his IT-related issue(s). Before ticket creation, support teams use OnPage's integration with ConnectWise Manage to, (1) determine time requirements, (2) assign who's on call, (3) determine ticket priority and (4) select alert reply options. Workflows can also be established, determining "IF" and "THEN" conditions

From there, ConnectWise Email Connector automatically converts the user's email into

a service ticket. The on-call tech then receives the detailed OnPage alert, including pre-determined reply options.

If the tech accepts the issue, his performance is then tracked and documented through OnPage audit trail and post-mortem reports. If rejected, the OnPage alert goes to the next on-call team member. In the case that no one addresses the alert, management receives a failover, alongside audit trail and post-mortem reports. In this way, management can improve its team's performance to achieve client service excellence.

Workflow 3 | Ticket is Created via Speech Recognition, Triggering Alert



In this sequence, a user initiates the workflow by calling a support line. Before ticket creation, support teams use OnPage’s integration with ConnectWise Manage to, (1) determine time requirements, (2) assign who’s on call, (3) determine ticket priority and (4) select alert reply options. Workflows can also be established, determining “IF” and “THEN” conditions

On the call, the customer is prompted to answer IVR questions to connect to the appropriate support team and its contacts. If the caller doesn’t reach a tech, he then leaves a voicemail, which is then transcribed or converted into text through ConnectWise Automate. Automate uses “trigger keywords,” which can be configured

through the OnPage-ConnectWise integration to send alerts. Alongside the transcribed voicemail, the client’s original voice recording can also be included in the ticket. A client can choose to contact his support team either through phone or email.

From there, an on-call tech receives an OnPage alert with the initial voicemail and complementary text. This engineer either responds or doesn’t respond to the issue. If accepted, the process ends with the creation of OnPage audit trail and post-mortem reports. If not accepted, the OnPage alert is escalated to other team members, and a failover—along with audit trail and post-mortems—are received by management.



OnPage's award-winning incident alert management system for MSP and 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@onpage.com, call (781) 916-0040 or visit www.onpage.com