

OnPage-ConnectWise Incident Alert Management Workflows





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Executive Summary

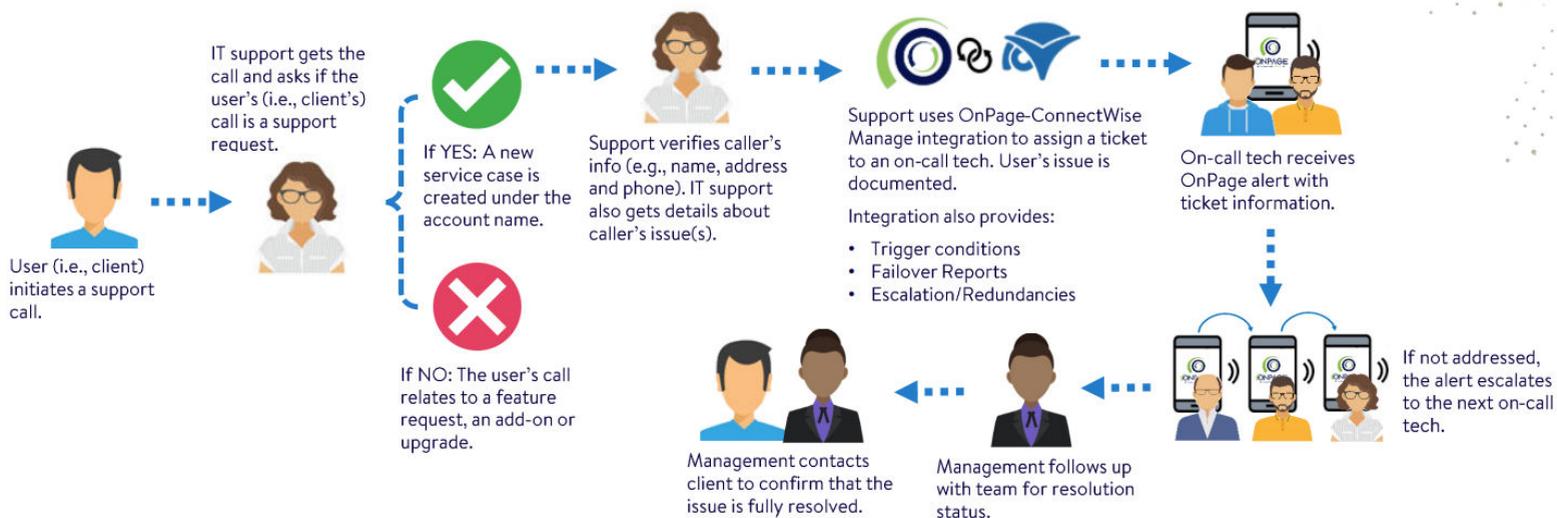
For IT professionals and on-call engineers, OnPage offers a secure incident alert management platform, streamlining team communications and enhancing collaboration for better incident resolution.

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.



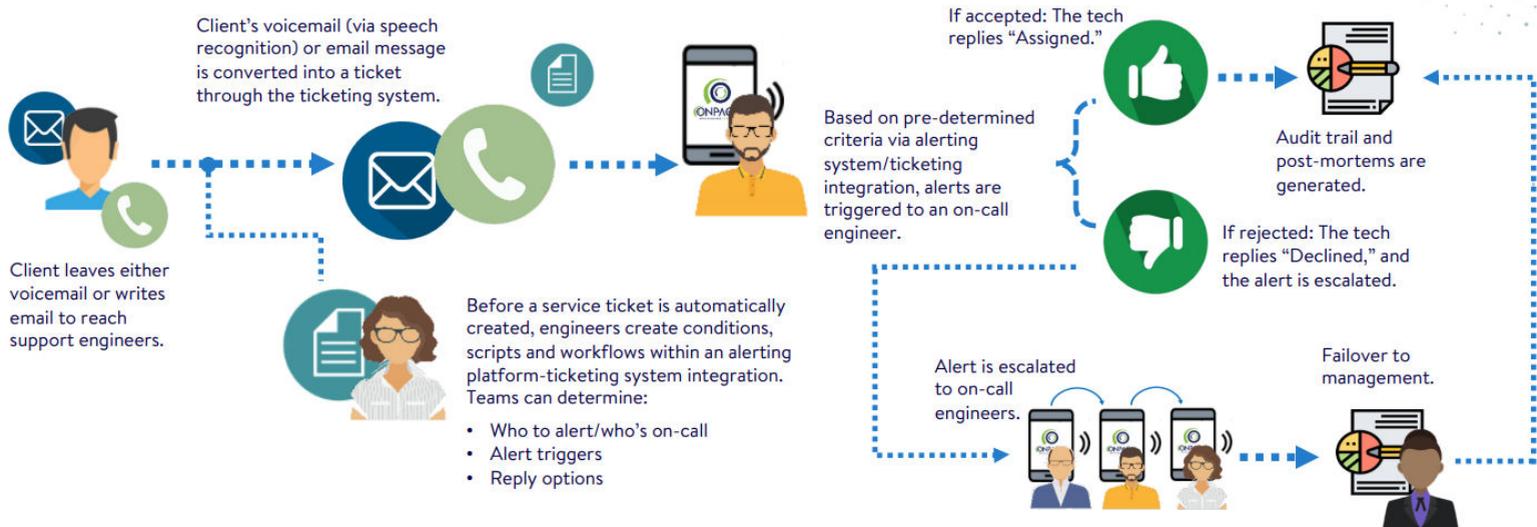
Workflow 1: OnPage-ConnectWise Manage Integration



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. The OnPage-ConnectWise Manage integration automatically assigns a ticket to an on-call tech, based on a pre-configured schedule, that contains all of the information documented by support. Also, IT teams can configure trigger conditions from 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



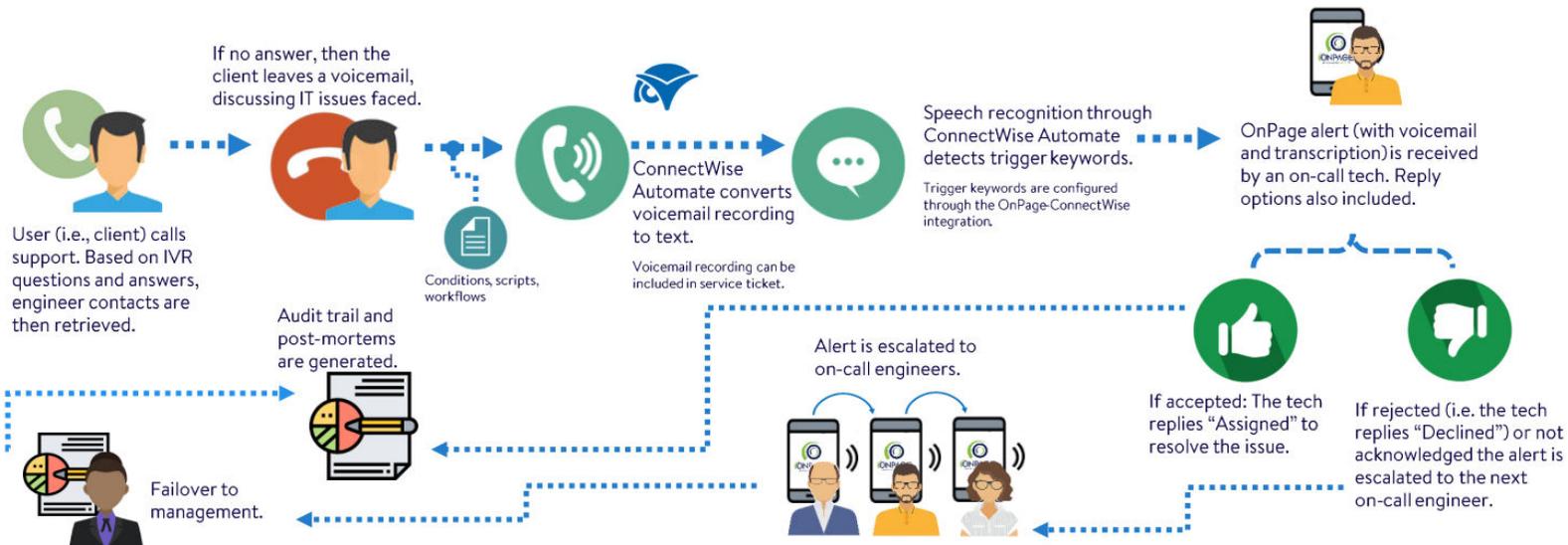
In this workflow, a user (i.e., client) contacts their support team through a provided, dedicated email address. The user then explains their IT-related issue(s). Within the OnPage's integration with ConnectWise Manage the team can preconfigure conditions that (1) determine time requirements, (2) assign 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 automatically converts the user's email into a service ticket, triggering a detailed OnPage alert, including pre-determined reply options. The alert is delivered to the right on-call team member based on the team's on-call schedule.

If the tech accepts the issue, their performance is then tracked and documented through OnPage's 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. Within the OnPage's integration with ConnectWise Manage the team can preconfigure conditions that (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 transcribed or converted into text through ConnectWise Automate. Automate uses "trigger keywords," which can be configured through the OnPage-ConnectWise integrations to send alerts as high or low priority. 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. The 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.



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 communications 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.

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