OnPage

+

ServiceNow Integration

OnPage ServiceNow Integration Instructions

The OnPage Integration app allows customers of OnPage to integrate OnPage's paging services with ServiceNow. Users can create rules for record values on TASK tables which are allowed by the application admin. The admin may also enable rules for the Incident Alert table. These rules are coupled with user-defined templates to generate notifications to users and groups in the external OnPage service. As an OnPage notification moves through the delivery process, it will relay its progress to ServiceNow. This activity is recorded in the work notes by default but can be disabled or viewed as a related list. If an OnPage recipient responds to the notification, OnPage will relay the response to ServiceNow, which may cause actions on related records (as allowed by an administrator).

The OnPage app has three primary roles: admin, user, and integration user.

- *Admin* oversees the configuration and health of the application
- *Integration User* allows updates from OnPage
- *User* manages their notification preferences

A recipient in OnPage does not have to be a user in the OnPage Integration app to receive a message through the application. Granting a user access gives them the ability to create and manage their own notifications. Only admins can manage notifications for other users.

The app consists of several user-facing components, including targets, subscriptions, and templates.

- *Targets* are the users and groups in the OnPage database which can be made available for notifications in ServiceNow.
- *Subscriptions* are the rules which determine if notifications will be created in ServiceNow.
- *Templates* are variable-based content for notifications which can be shared and used for multiple subscriptions.

The app is simple for users yet offers great flexibility for administrators. This includes features such as optional integration with ServiceNow on-call scheduling, and a choice between per-message sending (default) or bulk sending (for large environments). To improve performance, only tables with active subscriptions trigger integration scripts, and info logs are disabled by default. When enabled, they can be found on the OnPage Events table with the error logs. In addition, all inbound and outbound events (new notifications, updates, etc) are recorded on the events log. These logs can be quickly accessed from the OnPage Integration Status page.

Though the OnPage User module is available on mobile devices, creating records this way can be time consuming. The best application of the mobile interface is managing existing subscriptions and templates. The OnPage Administration module is not available on mobile.

**Download the OnPage application from the ServiceNow store**

It is recommended that the person downloading and configuring the integration is a full system administrator in both OnPage and ServiceNow.

Procedure:

1. Navigate to All > System Applications > All Available Applications > All.
2. Find the **OnPage** application using the filter criteria and search bar.
3. Select a version from the list and select Install.
4. In the Install dialog that is displayed, any dependencies that are installed along with your application are listed.
5. If you are prompted, follow the links to the ServiceNow Store to get any additional entitlements for dependencies.
6. Select **Install**.

Select Application

Before continuing setup, you must change the current application to the OnPage Integration. Failure to do so may result in errors during setup and an inability to connect to your instance.
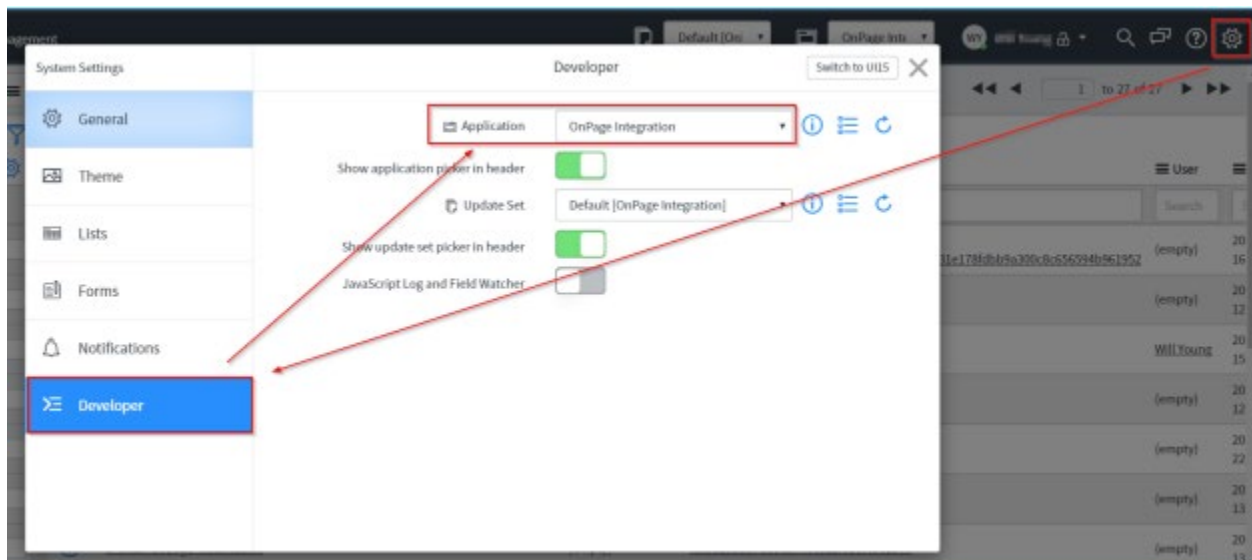
NOTE: If you see errors and warnings like the examples below, you will need to Run Setup again in the correct scope.
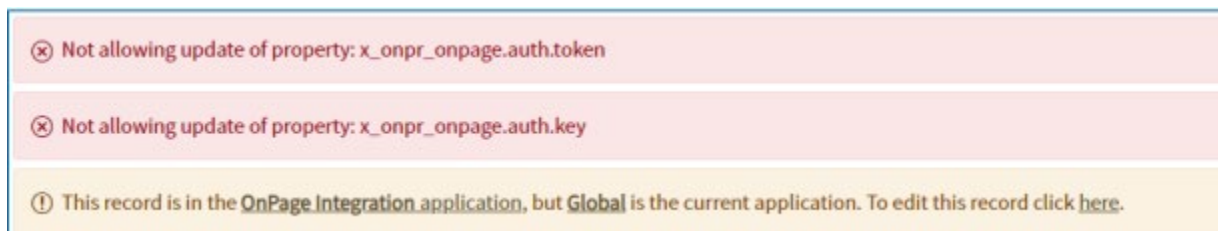
1- Go to your ServiceNow Instance **Homepage**
2- Search for **OnPage**
OnPage user module and menu items are listed in the left-hand navigation
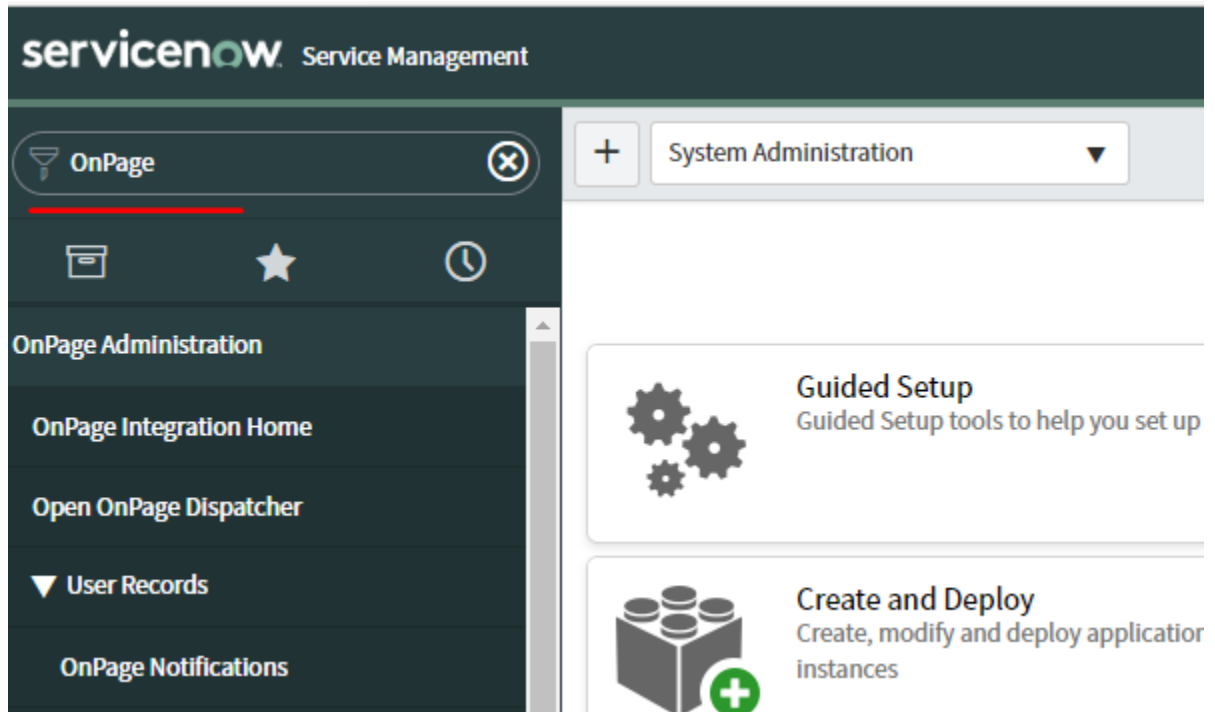
3- Please make sure you have typed "OnPage" here before continuing.

Under **Manage Integration**

The Manage Integration section contains administrative links for setup and maintenance of the application.

1- Click on **Run Setup**
   a- Enter your dispatcher credentials to begin.
   Please enter your OnPage Dispatcher email address and password, then click Submit.
   NOTE: Your email must be registered as a company admin with OnPage.
   b- Click **Submit**
   Once you submit your credentials, ServiceNow will retrieve all the users and groups ("targets") from your OnPage Enterprise account. You may remain on this login page for several minutes while that sync occurs, depending on the size of your organization.

2- Click on **OnPage Configuration**
   The system properties which enable, disable, or modify features.

a- Enable notifications?
   Turns on the integration and notifications

b- Please provide the email address for error reporting.
   REQUIRED: If there are technical issues with the integration, who should be notified? Only 1 email address can be accepted.

c- Which TASK tables (comma separated list) should notifications be enabled for?
   NOTE: The parent table MUST be task.
   All task tables can be used with the OnPage integration. To use with an additional Task table, add it to this list (comma-separated, no spaces).

d- Enable notifications for the Incident Alert table? [default:No]
   If you want to use the integration with Incident Alert.

e- Use the ServiceNow scheduler for notifications? [default:No] NOTE: This does not disable scheduling in OnPage.
   This option enables notifications through the OnPage On-Call Scheduling workflow. You must select the OnPage workflow when setting up your schedule.

f-   Should notifications be sent when triggered (single) or in groups (batch)? [default:single] NOTE: Using batch may improve performance in larger environments.
The integration can send notifications as they are created (single) or in groups (batch). For most use cases, single provides best performance. In larger environments, batch may provide better performance. Batch send occurs every 10 seconds.

g-   Should responses from OnPage be recorded in the target record's work notes? [default:Yes]
A user-friendly work note is recorded by the OnPage Integration user for write-backs from OnPage. You can disable it here.

h-   Should responses from OnPage be able to execute response scripts against the target record? [default:Yes]
OnPage admins (x_onpr_onpage.admin) and system admins (admin) can create and enable scripts to run when a reply is received.

i-   Save your changes

Integration Configuration Options

Enable notifications? ⑦
☑Yes | No

Please provide the email address for error reporting. ⑦

support@onpagecorp.com

Which TASK tables (comma separated list) should notifications be enabled for? NOTE: The parent table MUST be task. ⑦

incident,incident_task,incident_alert_task,problem,problem_task,change_request,change_task,sc_task

Enable notifications for the Incident Alert table? [default:No] ⑦
☑Yes | No

Use the ServiceNow scheduler for notifications? [default:No] NOTE: This does not disable scheduling in OnPage. ⑦
☑Yes | No

Should notifications be sent when triggered (single) or in groups (batch)? [default:single] NOTE: Using batch may improve performance in larger environments. ⑦

single ⌄

Should responses from OnPage be recorded in the target record's work notes? [default:Yes] ⑦
☑Yes | No

Should responses from OnPage be able to execute response scripts against the target record? [default:Yes] ⑦
☑Yes | No

Save

3- Click on **OnPage Integration Status**
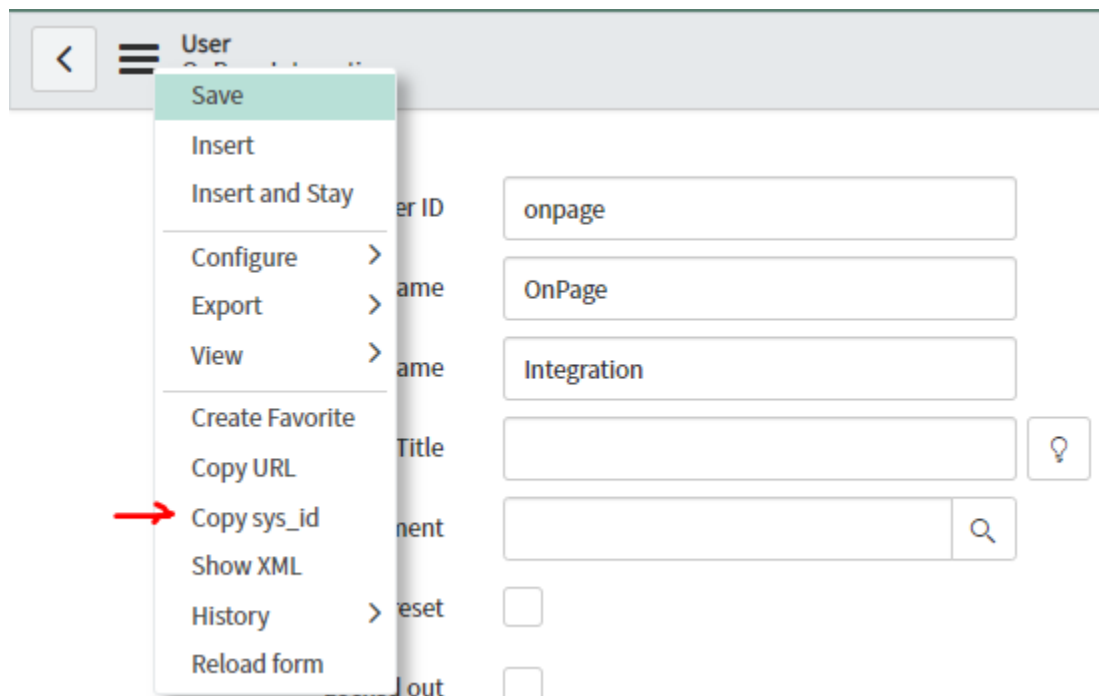   The OnPage Integration Status Page homepage.

   a- Click On **Manage Integration User**
      First we need to set up the write-back user account so that OnPage can provide status updates and relay replies into ServiceNow.
   b- Click **OnPage** User to open the OnPage Integration user record.
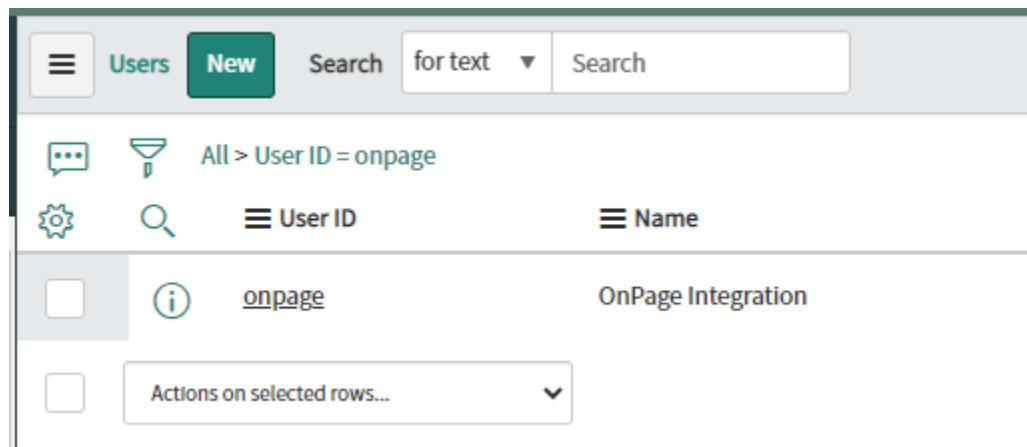
   c- Click on the three lines in the top left corner and click on "**copy sys_id**"

   d- Paste the id in the password field and save
      NOTE: If the password field is grayed out or not provided, move on to the steps next in the integration.

4- Click on **OnPage Configuration (Advanced)**
The system properties which enable, disable, or modify advanced settings.

Advanced Integration Configuration

Should info-level logging be enabled? [default:No]

How many times should the system attempt to retry sending notifications before they are considered failed? [default:10]

How many unprocessed events should be held in queue before a notification alerts the administrator email address? [default:250]

How many minutes before an unprocessed event notifies the administrator email address? [default:5]

How many unsent notifications should be held in queue before a notification alerts the administrator email address? [default:250]

How many minutes before an unsent notification notifies the administrator email address? [default:5]

Advanced Integration Configuration

Should info-level logging be enabled? [default:No] ⑦

☑ Yes | No

How many times should the system attempt to retry sending notifications before they are considered failed? [default:10] ⑦

10

How many unprocessed events should be held in queue before a notification alerts the administrator email address? [default:250] ⑦

5

How many minutes before an unprocessed event notifies the administrator email address? [default:5] ⑦

5

How many unsent notifications should be held in queue before a notification alerts the administrator email address? [default:250] ⑦

5

How many minutes before an unsent notification notifies the administrator email address? [default:5] ⑦

5

Save

Under **User Records**

1- **OnPage Reply Options**
The set of replies that will be sent with the notification. A list of reply options that can be associated with templates and appended to messages. Administrators can associate replies with scripts to perform actions.

   To create or update reply options

a- Click on the **OnPage Reply Options** menu item.
b- To create a new set of options, click **new**.

c- To edit a reply option set, click on the **name**

- **Name** – A short description of the reply options that is easily identifiable.
- **Table** – The system table that the reply options can be used for.
- **Description** – A more detailed description of the reply options and their functions.
- **Owner** – The person who can see and edit the reply options.
- **Public** – If checked, other users can see and use the reply options. Only the owner and admins can modify reply options.
- **Execute Scripts** – Only admins can change this value. If checked, the system will execute the script associated with a reply when that reply is received.

Managing Replies

To create or modify replies you must open a saved reply option. To create a new reply, click on the **New** button. To modify an existing reply, click on the **name**.

2- OnPage Templates

A list of content templates that will be sent as notifications.

To create a template

a- Click on the **OnPage Templates** menu item.
b- Click **New**

- **Name** – A short description of the template that can be used to quickly identify it.
- **Recipients** – Select multiple from a list of users and groups that can receive OnPage messages.
- **Owner** – The person who can see and update the subscription.
- **Public** – If checked, the template can be viewed and used by other users. Only the owner and admins can modify the template.
- **Subject** – The subject of the OnPage notification.

- **Priority** – The priority of the OnPage notification (HIGH or LOW).
- **Body** – The body content of the notification.
- **Reply Options** – The set of replies that will be sent with the notification.
- **Table** – The table the notification will be used for.
- **Template Values** – A list of all the field names and their template values that can be used in the Subject and Body.Templates will be replaced by the actual values from the record when the notification is sent.

 To update an existing template
a- Click on the name.
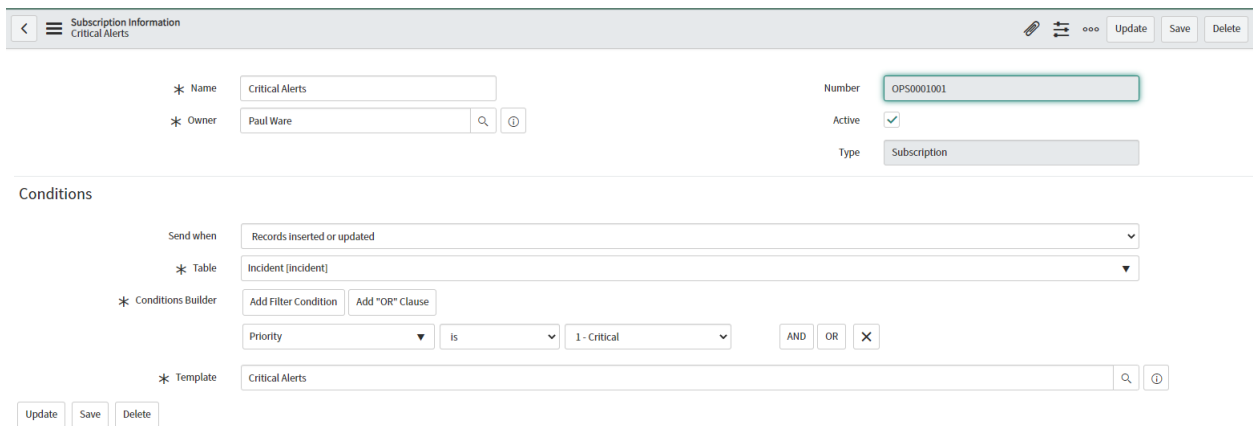
3- OnPage Subscriptions

A list of rules that will trigger notifications.

To create a subscription
a- Click on the "OnPage Subscriptions" menu item
b- Click on New

To update an existing template
a- Click on the name.

Sending Alerts

1- Create an Incident that matches the Subscriptions
2- Message status updates are shown in the incident ticket work notes

4- **Admin Tables**

- OnPage Events – A list of all events in OnPage: internal, outbound, and inbound.
- OnPage Replies – A list of all child replies for all users.
- OnPage Targets – A list of all users and groups in OnPage.