

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

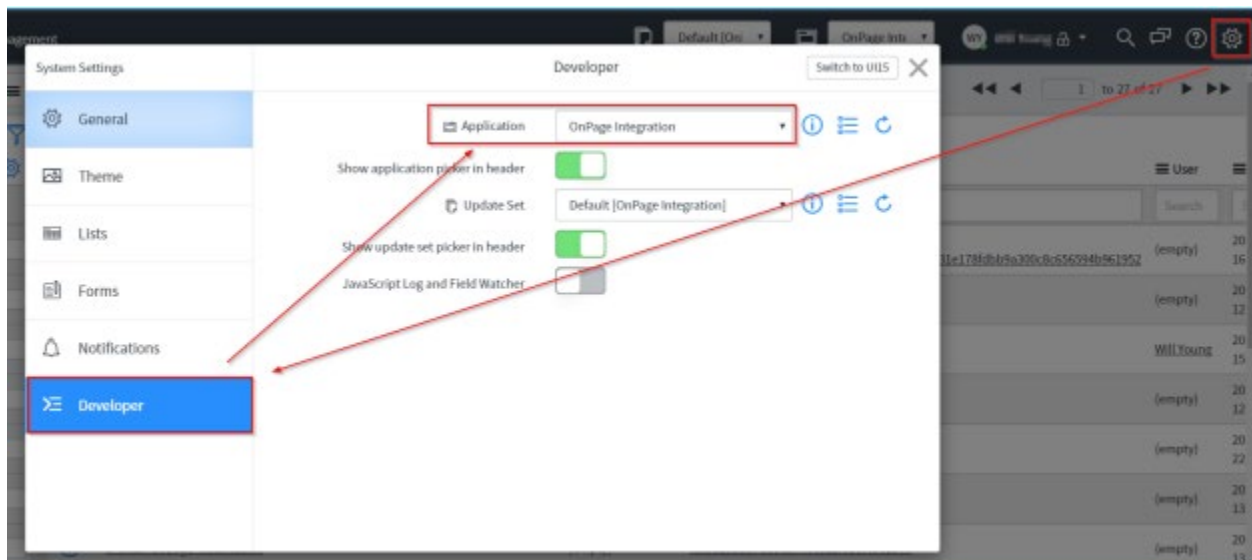
It is recommended that the person downloading and configuring the integration is a full system administrator in both OnPage and ServiceNow.

Procedure:

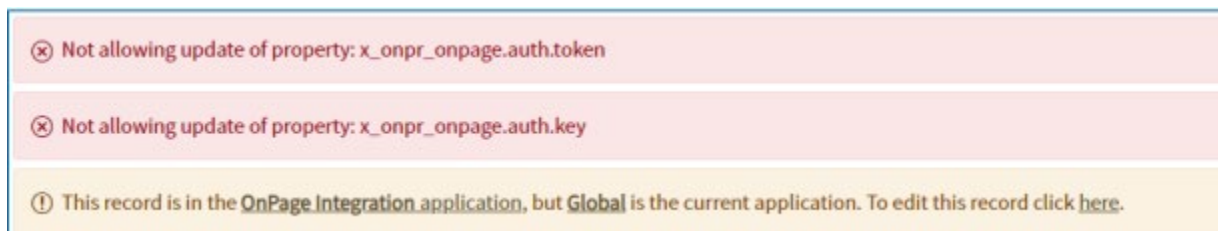
1. Navigate to All > System Applications > All Available Applications > All.
2. Find the **OnPage** application using the filter criteria and search bar.
3. Select a version from the list and select Install.
4. In the Install dialog that is displayed, any dependencies that are installed along with your 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

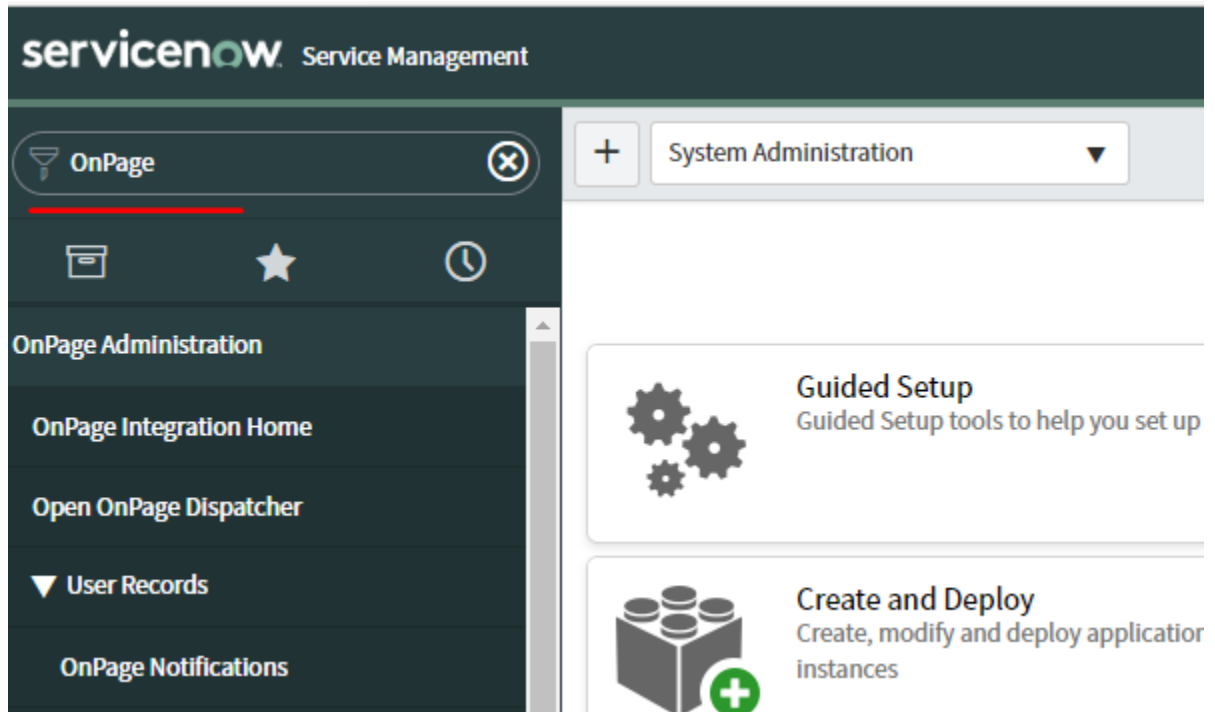
Before continuing setup, you must change the current application to the OnPage Integration. Failure to do so may result in errors during setup and an inability to connect to your instance.



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.



Please enter your dispatcher credentials to begin

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.

Email address

abdu.kibuuka@onpagecorp.com

Password

Submit

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? [?](#)

☒ Yes | No

Please provide the email address for error reporting. [?](#)

support@onpagecorp.com

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

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

Enable notifications for the Incident Alert table? [default:No] [?](#)

☒ Yes | No

Use the ServiceNow scheduler for notifications? [default:No] NOTE: This does not disable scheduling in OnPage. [?](#)

☒ Yes | No

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

single

Should responses from OnPage be recorded in the target record's work notes? [default:Yes] [?](#)

☒ Yes | No

Should responses from OnPage be able to execute response scripts against the target record? [default:Yes] [?](#)

☒ Yes | No

Save

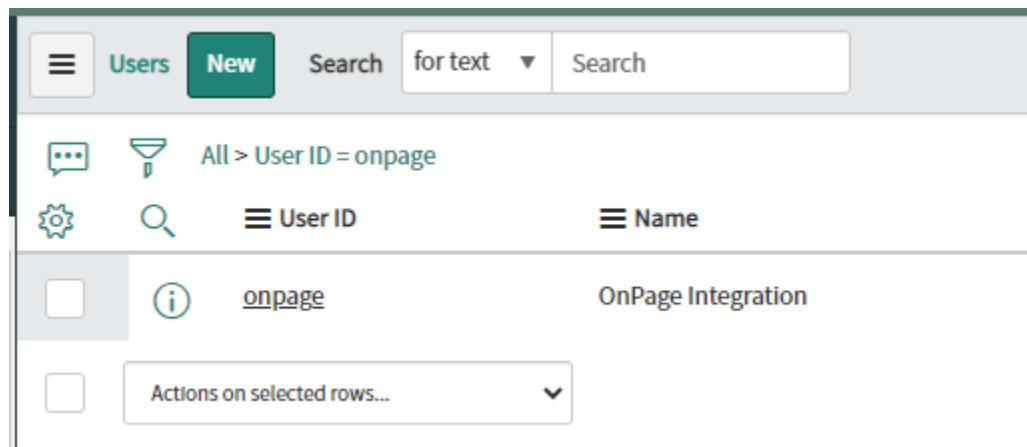
3- Click on **OnPage Integration Status**

The OnPage Integration Status Page homepage.

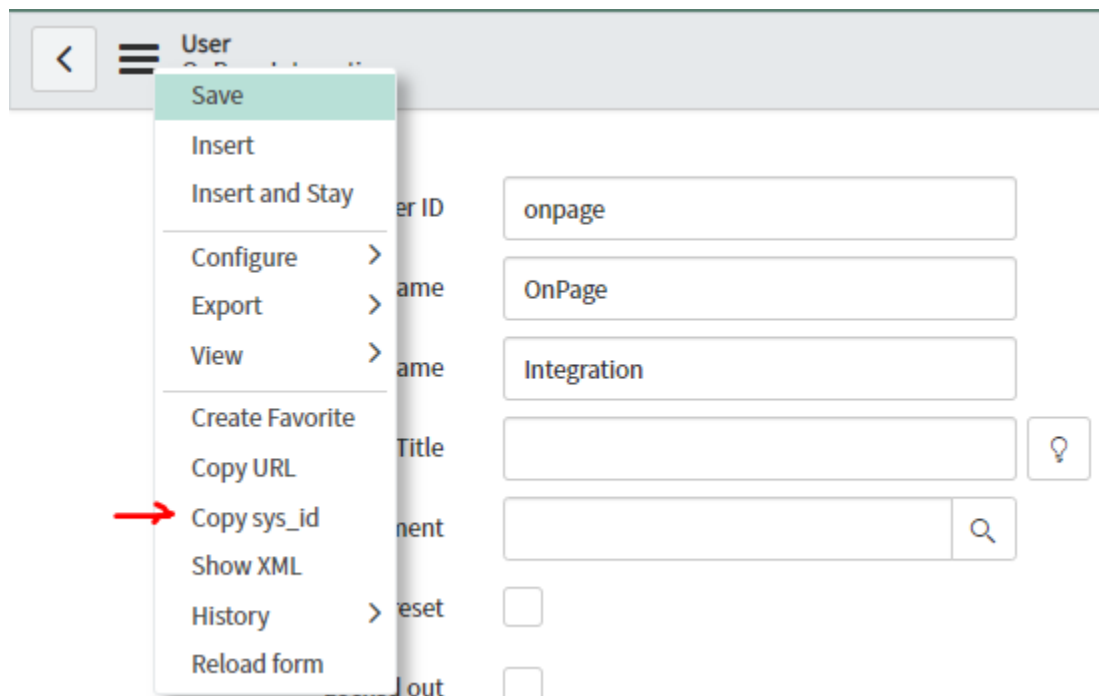
a- Click On **Manage Integration User**

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] ?

☒ Yes | 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] ?

Save

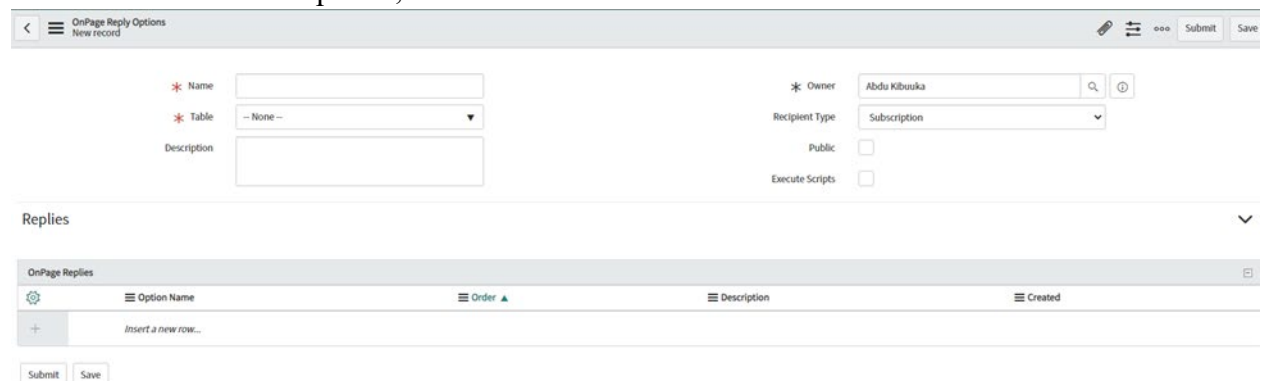
Under User Records

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

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



The screenshot shows the 'OnPage Reply Options' configuration form. At the top, there's a breadcrumb 'OnPage Reply Options' and a 'New record' button. The form includes fields for 'Name', 'Table' (set to 'None'), 'Description', 'Owner' (set to 'Abdu Kibuka'), 'Recipient Type' (set to 'Subscription'), 'Public' (checkbox), and 'Execute Scripts' (checkbox). Below the form is a 'Replies' section with a table header: 'Option Name', 'Order', 'Description', and 'Created'. The table has a '+ Insert a new row...' button. At the bottom are 'Submit' and 'Save' buttons.

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

OnPage Reply Options
High priority issues

Update Save Delete

* Name
High priority issues

* Table
Incident [incident]

Description
All high priority incidents

* Owner
Abdu Kibuuka

Recipient Type
Subscription

Public
☒

Execute Scripts
☒

Replies

OnPage Replies
1 to 3 of 3

Option Name	Order	Description	Created
ACCEPT	100	If a user replies with GOT IT, assign th...	2022-05-09 12:59:45
DENY	200		2022-05-09 12:59:45
ESCALATE	300		2022-05-09 12:59:45

- **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**.

OnPage Reply Options New Search Name Search						
All > Recipient Type = Subscription						
	Name	Description	Table	Execute Scripts	Created	Updated
<input type="checkbox"/>	Acknowledge	Predefined responses given to the OnPage...	Incident [incident]	true	2018-11-26 11:12:49	2021-05-18 08:59:58
<input type="checkbox"/>	Critical Alerts		Incident [incident]	true	2022-05-06 11:50:28	2022-05-06 11:50:28
<input type="checkbox"/>	High priority issues	All high priority incidents	Incident [incident]	true	2022-05-09 12:59:45	2022-06-10 10:56:57

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

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

< OnPage Template - User Template

To add values from the record to the subject or body, use the field name. For example to get "INC0023456" you would add "\${number}" to the body. The system will automatically fill in the values when the message is sent.

Name:

Owner: Public ☐

Recipients:
 These recipients will be included in every message that uses this template. This is in addition to the recipients specified by the subscription.

Contents

Subject:

Priority:

Body:

Reply Options: Assign, Resolve

Title: Incident [Incident]

Template Values:

- \$A due - \$Time_due
- Severity - \$Severity
- Short description - \$short_description
- Skills - \$Skills
- Status - \$Status
- Subcategory - \$subcategory
- Sys ID - \$Sys_ID
- Sys ID - \$Sys_ID
- Task type - \$Type_class_name
- Time worked - \$Time_worked
- Trigger Rule - \$trigger_rule
- Updated by - \$sys_updated_by
- Updates - \$sys_msd_count
- Upon approval - \$space_approval
- Upon reject - \$upon_reject
- Urgency - \$urgency
- User input - \$user_input
- Variables - \$variables
- Watch list - \$watch_list
- Work notes list - \$work_notes
- Workflow activity - \$wf_activity

- **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

- Click on the name.



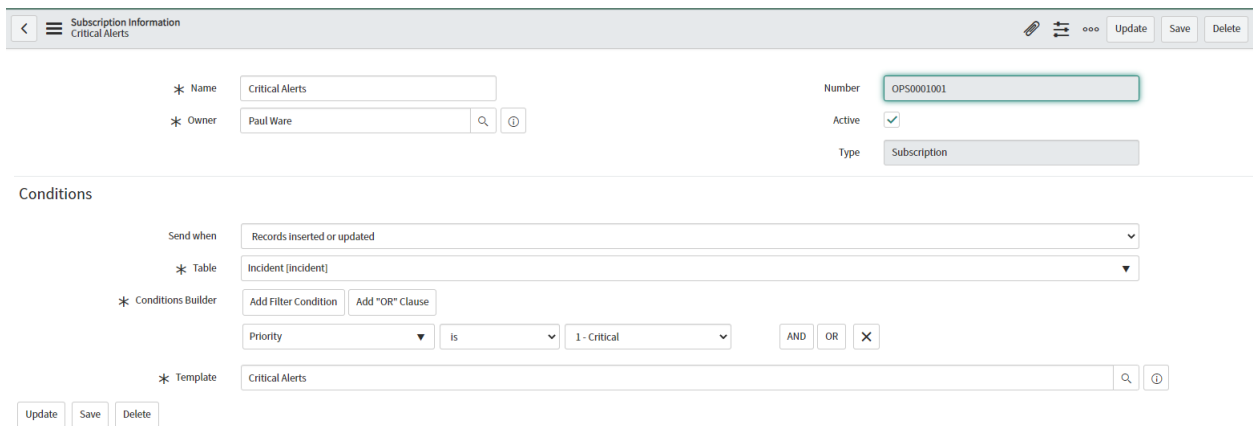
	Name	Owner	Table	Subject	Body	Recipients	Reply Options	Updated
<input type="checkbox"/>	Test Change	OnPage User	Change Request [change_request]	Test	Test	anyyoung	Change Replies	2018-09-11 17:58:09
<input type="checkbox"/>	User Template	OnPage User	Incident [incident]	TEST	TEST	lorenavillanueva	User Reply Options	2018-09-11 17:11:36

3- OnPage Subscriptions

A list of rules that will trigger notifications.

To create a subscription

- Click on the “OnPage Subscriptions” menu item
- Click on New



Subscription Information
Critical Alerts

Name: Critical Alerts Number: OPS0001001

Owner: Paul Ware Active: ☒

Type: Subscription

Conditions

Send when: Records inserted or updated

Table: Incident [incident]

Conditions Builder

Priority: is 1 - Critical

Template: Critical Alerts

Update Save Delete

To update an existing template

- Click on the name.

OnPage Subscriptions

New

Search

Number

Search

1

to 3 of 3

All > Type = Subscription

Number

Name

Active

Conditions Builder

Owner

Recipients

Send when

Table

Template

Type

OP50001001

Critical Alerts

true

priority=1*EQ

Paul Ware

Records inserted or updated

Incident [Incident]

Critical Alerts

Subscription

OP50001002

JO Alert

true

priority=5*EQ

Abdu Kibuka

Records inserted or updated

Incident [Incident]

Critical Incidents Template

Subscription

OP50001018

Critical Incidents Alert

true

priority=1*EQ

(empty)

Records inserted

Incident [Incident]

Critical Incidents Template

Subscription

Actions on selected rows...

1

to 3 of 3

Sending Alerts

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

Work Notes Activity

Activities: 7	<div> <div>OnPage Integration</div> <div>Assigned to System Administrator Incident state In Progress was New</div> <div>Field changes • 2018-12-31 15:06:34</div> </div>
	<div> <div>OnPage Integration</div> <div>Will Young replied Assign at 2018-12-31 23:06:13</div> <div>Work notes • 2018-12-31 15:06:34</div> </div>
	<div> <div>OnPage Integration</div> <div>Will Young Read at 2018-12-31 23:05:54</div> <div>Work notes • 2018-12-31 15:05:55</div> </div>
	<div> <div>OnPage Integration</div> <div>Will Young Pending at 2018-12-31 23:05:34</div> <div>Work notes • 2018-12-31 15:05:50</div> </div>
	<div> <div>OnPage Integration</div> <div>Will Young Sent at 2018-12-31 23:05:34</div> <div>Work notes • 2018-12-31 15:05:45</div> </div>
	<div> <div>OnPage Integration</div> <div>Will Young Delivered at 2018-12-31 23:05:36</div> <div>Work notes • 2018-12-31 15:05:36</div> </div>

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.