Workflows: How to Lower 24/7 Support Costs

ONPAGE

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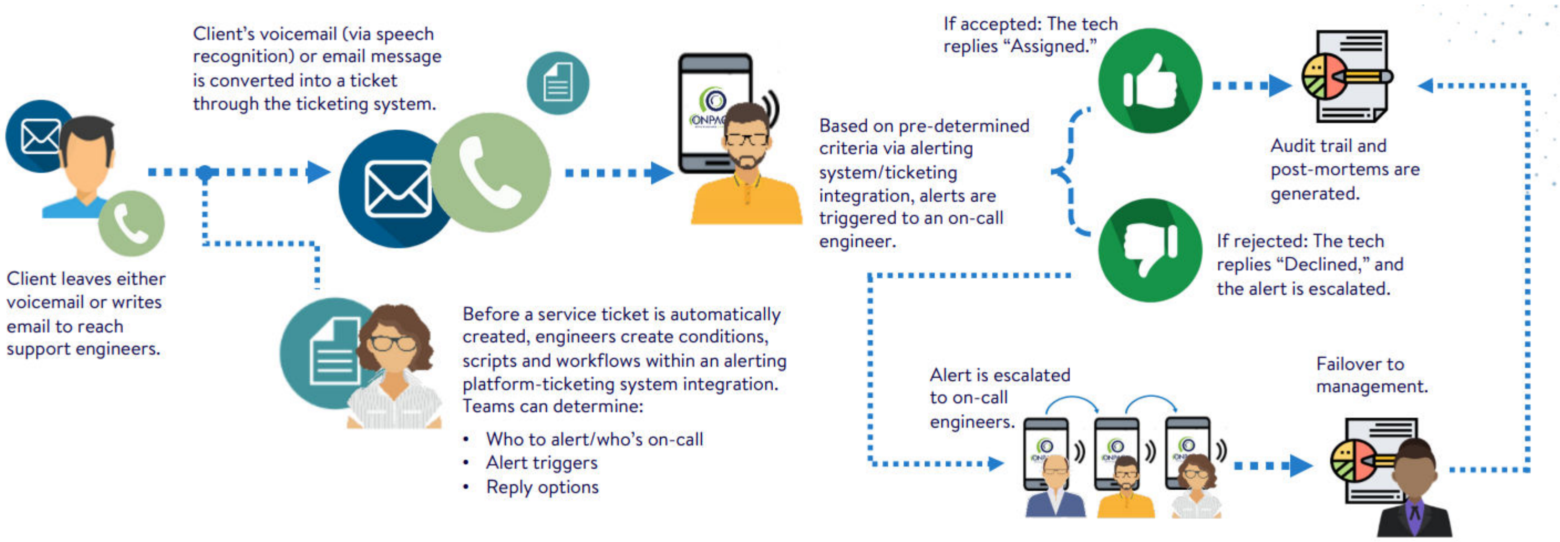
Executive Summary

IT and MSP teams are constantly looking for ways to reduce costs, while improving the customer experience. Today's customer demands a clear, transparent approach to getting support issues resolved and want to be kept updated throughout the entire incident process.

This eBook provides three workflow examples, demonstrating how support teams can eliminate answering service and call center costs by adopting an incident alert management solution. Not only can teams slash intermediary expenses but also enhance their response times for quicker incident resolution, solidifying trust between support responders and clients in the process.

Workflow 1: Automate the Alerting Process



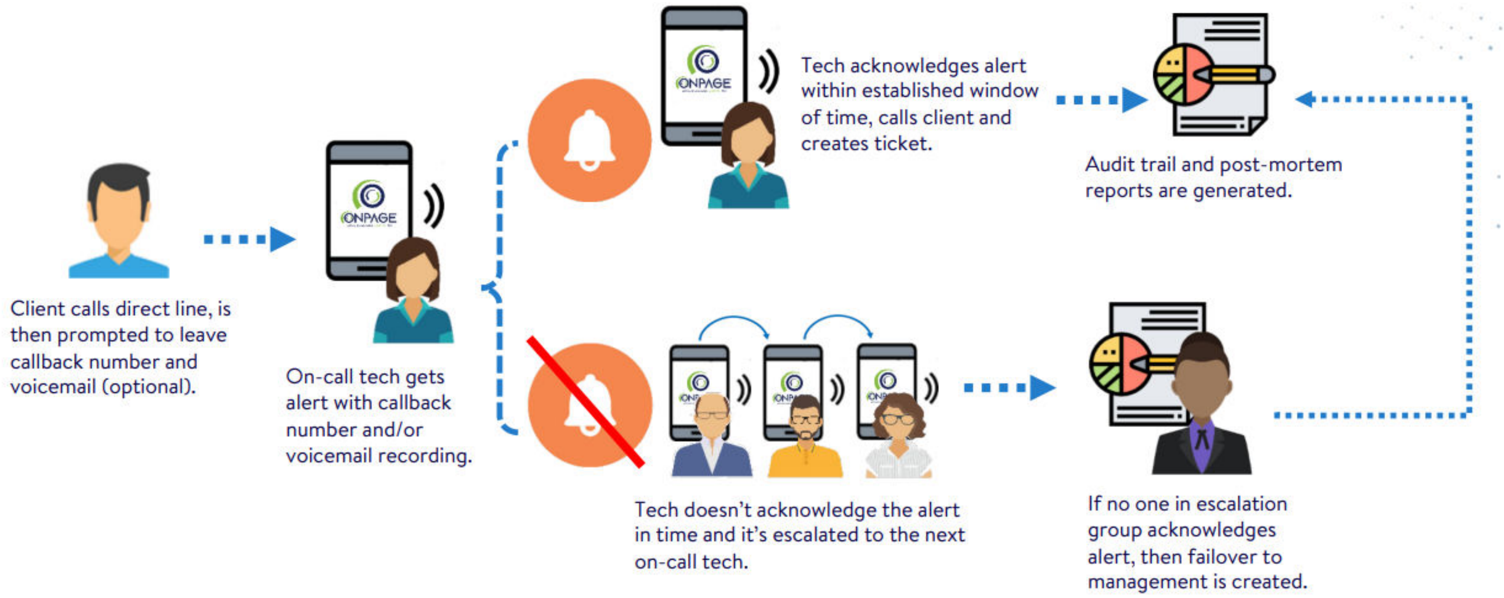
Whether reporting problems over email or phone, client issues are quickly resolved through an automated ticket creation process. As shown in this sequence, a client leaves a voicemail that is automatically transcribed using speech recognition or sends an email to report an issue.

Teams often employ alerting solutions (e.g., OnPage), that can be integrated with ticketing solutions, such as ConnectWise Manage, and enable them to determine time requirements, assign who's on call, establish ticket priority, and select alert reply options. Workflows can also be established, determining "IF" and "THEN" conditions within ConnectWise Manage.

With these conditions in place, the client's email or voicemail is then converted into a service ticket through ConnectWise Email Connector or ConnectWise Automate. If the client uses a keyword that matches the conditions for a critical incident, an on-call tech receives a high-priority alert via an app with reply options, alongside an audio attachment for voicemail messages.

If the alert is acknowledged and accepted, the tech resolves the issue, and audit trails and post-mortems are created. If not accepted, the alert is escalated. If no one addresses the alert, management receives detailed reports (i.e., failover, audit trail, and post-mortem documents).

Workflow 2: Call Routing, Callback Number



A client dials a direct line to reach someone on the tech team. The system can be configured with customizable (e.g., "press one if this is an urgent issue") and bilingual phone options. From there, an on-call tech receives the alert containing callback details and/or voicemail attachments.

If the tech acknowledges the alert, she then calls the initial client to create a ticket. Audit trails and post-mortem reports are generated, revealing an on-call tech's resolution performance.

Alternatively, if the tech doesn't acknowledge the alert, it's then escalated to the next on-call team member. If all on-call members fail to address the alert, then management receives a failover report, including message tracking information for the failed escalation and audit trail and post-mortem reports.

Workflow 3: Live Call Routing

The process begins when a client dials a direct line and is prompted to wait to speak to a tech. From there, the on-call tech either connects or doesn't connect on a live call. If the on-call tech does answer, she then addresses the client's issues(s) and resolves the problem(s). This process concludes when audit trails and post-mortem reports are generated, highlighting the on-call tech's incident resolution performance.

In the case that the on-call tech doesn't answer the call, it's then escalated to the next on-call engineer. If this tech promptly answers the call, he then speaks to the client to resolve the issue(s). Again, the process concludes with the generation of audit trails and post-mortem reports.

Alternatively, if no tech responds in time, the client is prompted to leave a callback number and/or voicemail message, which will be attached to the alert notification. If the alert is escalated to all on-call engineers with no response, the IT manager receives a failover, alongside audit trails and post-mortem reports.

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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