



# ONPAGE 2.0



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## INTRODUCTION

OnPage was built on the idea that some alerts just cannot wait. For the past 6 years, OnPage has provided critical alerting capabilities to IT teams so that critical alerts can be delivered to the right person at the right team. Every time.

Over the past few months we have been meticulously adding to our core functionality. While we are always updating our code to improve our customers' experience, these most recent updates are almost transformational. We have now developed what we affectionately call **OnPage 2.0**

**OnPage 2.0** represents the updated technology and functionality along with many new enhancements that not only further *empower teams* but also amplify *alerting capabilities*. The goal of this document is to highlight these new capabilities and explain how they can help you and your team take further advantage of the OnPage alerting engine.

## TEAMS

Using OnPage's new *API*, *Reporting* and *group to group* functionalities, **teams** can expand their capability to respond to alerts. These new functionalities provide teams with greater intelligence about the alerts they are sending and receiving. Additionally, teams will also better support alerts by having multiple ways to create alerting contingency plans.

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## API V2

OnPage API v2 is an update to our original API which developers could use to integrate with our core alerting functionality. With API v2, developers and OnPage users can now extend the OnPage functionality with ease by using API callbacks. The updated API allows users to know the message status and the OnPage ID (OPID) status.

This additional functionality is key for enabling developers to know if a message they have sent to an OPID is going to someone who has the OnPage application enabled or has logged off. Moreover, the updated API will allow developers to see message status callbacks.

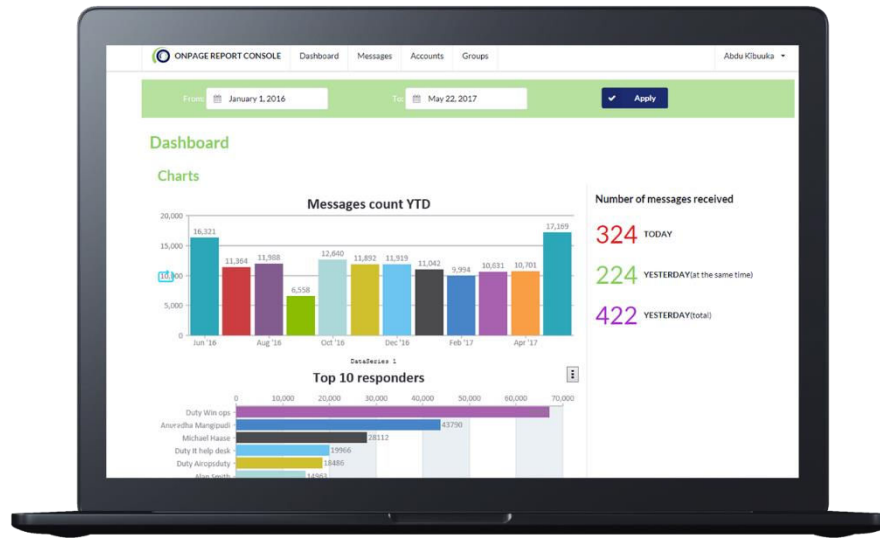
Status values are as follow:

- "SENT" – message has been sent
- "PENDING" – message has been sent but has not yet received by recipient
- "DELIVERED" - message has been delivered and received
- "READ" – message has been read by OPID recipient
- "REPLIED" – message has been replied to by OPID recipient
- "FAILED" – sent message has not been received by OPID recipient
- "PAGER OFF"- OPID recipient has their OnPage *turned off*

With v2, developers can see the status of their messages and potentially create reporting to keep track of progress. With the addition of this functionality, developers can now take further advantage of OnPage's alerting capabilities and expand the ability of third party applications to provide critical alerting notifications.

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## REPORTING



With the addition of the OnPage Reporting Engine, managers and on-call professionals can see their teams through the lens of data visualizations and data summaries. With access to this information, users can gain insights into employee workloads, mean time to resolution (MTTR) and team performance. These real-time-metrics can then be manipulated and used to create effective post-incident reports.

Real-time data visualization can now be pulled to highlight a team's effectiveness across multiple shifts, individual departments, geographies and time zones. Team leaders can see trends, track performance and learn about productivity.

With these insights, managers can dig in and ask more pointed questions such as why one person is answering 40% of the alerts or how managers can lighten the load of a particular team. Managers can also see which incidents are taking the longest time to resolve as well as which incidents are easily addressed. The OnPage Reporting Engine will show the trends that can answer these questions.

With access to data visualizations and summaries, team managers can now more easily analyze trends and improve the effectiveness of their teams. Managers can use the insights from reporting to:

- examine alert distribution and evaluate team productivity
- better balance out workloads
- prioritize work based on alert volume
- improve MTTR
- inform post-mortem analyses through downloadable reports
- keep stakeholders current

Rather than stumbling upon ways to improve work flow processes, managers can now use the OnPage Reporting Engine to be more analytical and proactive about how they create shifts. Manage alerts, manage teams and manage clients.

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## GROUP TO GROUP

*Group to Group* messaging allows OnPage administrators and users to add further robustness to their alerting. Managers can still enable alerts to go to groups. However, with the addition of *group to group*, managers can have alert failovers escalate to an entirely separate group which can, in turn, escalate to yet another group.

Each team member within a group can continue to maintain their alerting preferences. When a group does not respond to an alert and the alert fails over to a second group, the second groups' alerting preferences are not

changed. For example, if individuals in this second group were to receive the prominent OnPage alert along with a SMS message, this preference would not be altered.

The advantage this escalation provides is that it allows managers to provide an extra layer of assurance to normal alerting schedules. By employing *group to group*, team managers can add a group which is the “alert of last resort” which would be alerted if absolutely no one else is able to answer an important alert. This level of extra security might prove necessary if maintaining the uptime of a specific infrastructure or client is paramount. For example, if a very important client has a critical IT needs on a public holiday and their normal IT team is off, the client’s alerts might not be responded to under a normal alerting schedule. However, if there is a *group to group* messaging solution included, then the alert in this scenario could escalate to the next group or individual on-call.

## ALERTS

The new and updated ConnectWise Manage, ServiceNow and Slack technologies under the OnPage 2.0 hood provide users with enhanced ways to manage **alerts**. Users can now manage alerts by either directly updating tickets from the OnPage app or through taking part in a Slack conversations.

OnPage 2.0 also provides alerting redundancies and IVR capabilities to enhance alert management.

### INCREASED ALERT RESILIENCE WITH ONPAGE REDUNDANCIES

While our prominent and persistent in-app alerts are the most reliable way to receive notifications, there are times when wi-fi is not available. This scenario can occur in so-called "dead zones", rural areas or areas where the wi-fi is overloaded. For times like these, you need to have redundancies that enable your receipt of alerts.

OnPage provides the following redundancies:

- **SMS** - receive the OnPage alert as an SMS message
- **Phone (IVR)** - receive the OnPage alert as a phone call and have the message’s subject matter read to you
- **E-Mail** - receive the OnPage alert as an e-mail

The administrator can set up these redundancies in the OnPage console where he or she has the option to choose from one of the above options as well as an email option

### PHONE TO PAGE

#### What it does

OnPage's phone to page capabilities enables individuals without an OnPage account to alert, via automated phone trees, the on-call engineer or other important personnel who do have OnPage.

#### How it works

Individuals without an OnPage account call a 1-800 number and follow the prompts to either reach a specific department at the company or a particular engineer. The recipient is alerted on their OnPage account with OnPage’s signature prominent and persistent alert.

#### Use cases

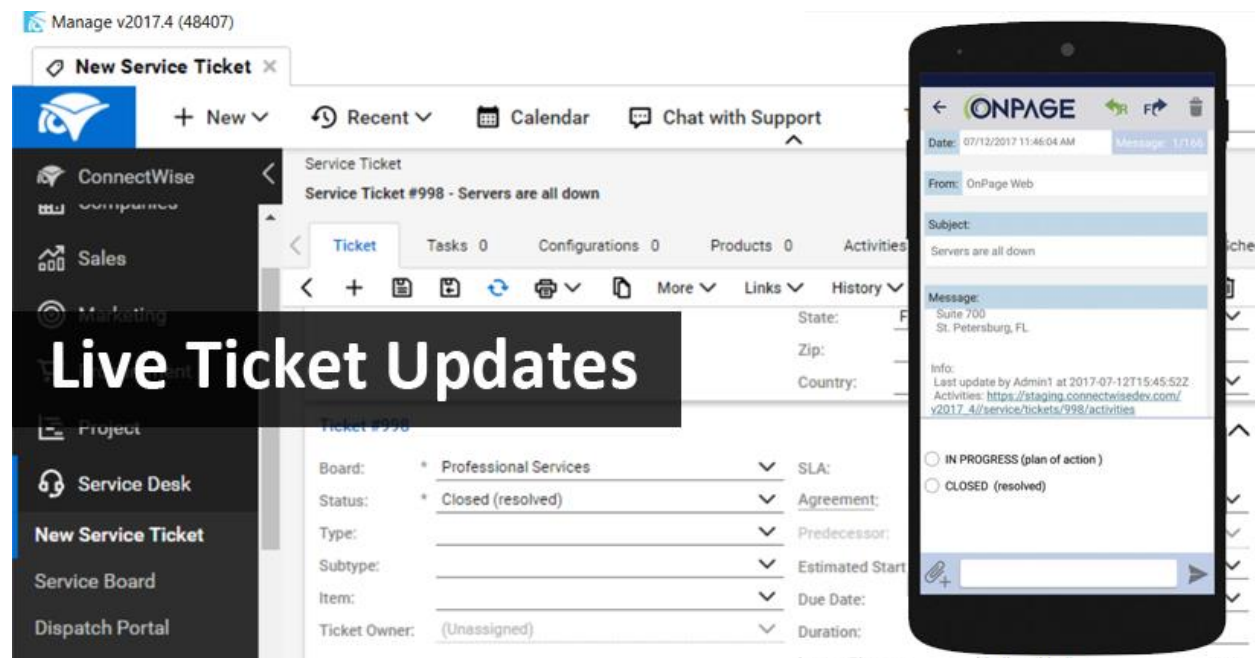
The phone to page technology can play a critical role when individuals need to alert on-call personnel or administrators but do not know the OnPage account information of these individuals. All the individual needs to

know is a unique phone number. Essentially, the phone to page platform simplifies getting in touch with key personnel when time is of the essence.

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## CONNECTWISE MANAGE

ConnectWise Manage is the ticketing solution used by 2 out of every 3 incident responders to manage their customers' critical events. With the enhanced functionality provided by the OnPage update, ConnectWise users can now streamline the incident resolution lifecycle. Users can provide ConnectWise Manage ticket updates from within the OnPage application on a mobile phone.



With the enhanced integration, OnPage eliminates the need for multiple processes and allows MSP incident responders to update the status of a ticket with the simple click of a button on their OnPage application from the mobile device. Responders can also effectively manage their SLAs and create ticket updates in real-time, which increases the accuracy of post-incident reporting.

With the new integration, MSP Incident responders not only ensure full visibility into the incident when they write back to the ConnectWise Manage ticket from their OnPage application, but also receive multiple options for managing their SLA from their mobile device:

- “In Progress” – Allows incident responders to acknowledge the incident and indicate that they are working to resolve the incident.
- “Closed” – This important feature signals that the incident has been resolved and that the responder can move on to the next ticket.

All updates to the ConnectWise Manage tickets are done in real time. A thread of all replies from the OnPage application to the ConnectWise platform are saved within the ticket to make the process of post-incident reporting and incident management more effective.

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## SERVICENOW

ServiceNow is a tool used throughout the IT and DevOps worlds to consolidate IT alerts. Ticketing not only provides a record of when alerts come in but also allows NOC teams to assign events on the fly. Additionally, technology teams can have a much better sense of the volume of alerts when they use ServiceNow ticketing. Understanding the volume of alerts can also enable a much better understanding of which technologies are *producing* the alerts.

When integrated with OnPage, this ITSM software allows users to better manage ITIL processes, reduce costs, lower risk, improve business agility and meet customer-facing SLAs. The OnPage engine allows users to consolidate alerts from ServiceNow on a smartphone in the form of text alerts with attachments. As such, managers can take control of complex situations.

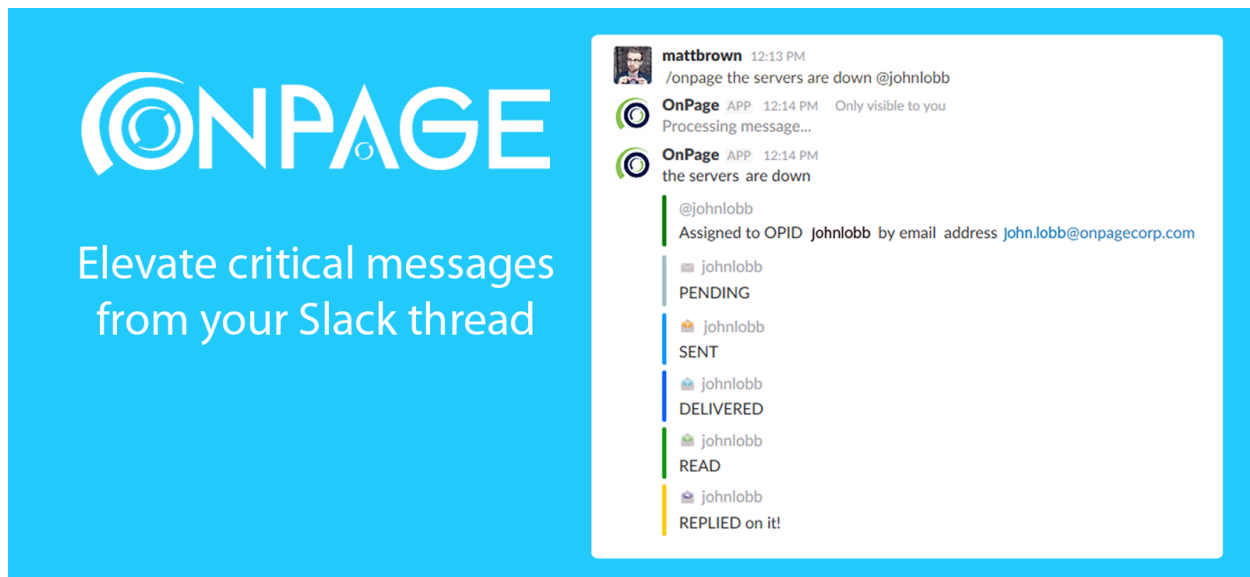
With the addition of OnPage, the record keeping and graphics provided by ServiceNow are integrated with a critical alerting platform that brings incidents to life. The alert is a persistent ringtone that goes on for 8 hours until the alert message is acknowledged.

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## SLACK

OnPage has also updated its Slack integration. Slack has been part of the OnPage family for over a year. Recently though, the integration was updated so that now Slack users can send alerts and receive messages in reply from both OnPage IDs as well as OnPage groups.

For example, if a Slack conversation between users identifies an important IT issue, one of the engineers can easily reach out for help by contacting the engineer on-call or a subject matter expert on their OnPage account through the Slack thread. The following demonstrates how this is done from the Slack channel using the OnPage command `/onpage` to initiate a conversation with `@onpage_id` or `@onpage_group`:



The above example shows how the relevant individual is alerted on their OnPage app by a message sent from the Slack console or the Slack app. The OnPage recipient is instantly made aware of the issue through a persistent alert sent to their OnPage ID.

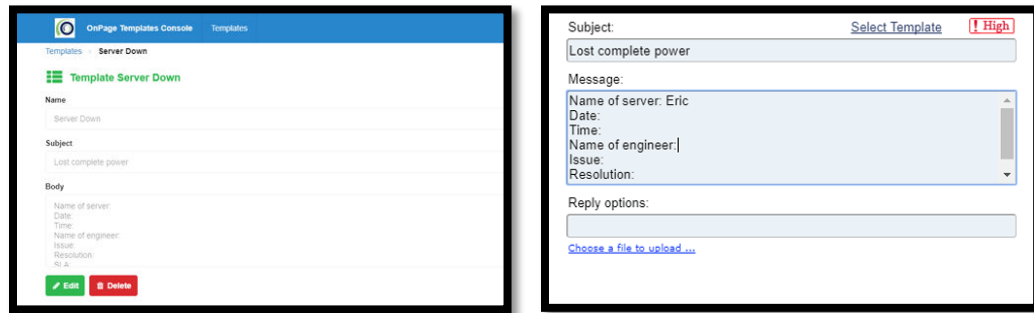
If the engineer who was alerted was not available as he or she was working on another issue, the OnPage algorithm will escalate the alert and send the alert to the next person on-call. Once alerted, the second engineer could address the issue and start a conversation with the group on a Slack channel away from the noise of the regular conversation.

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## TEMPLATES

The OnPage Templates feature enables users to send messages by inputting a pre-defined format. OnPage users can now create messages fast and streamline the formatting of their messages without having to copy/paste formats from old messages. This not only saves time but reduces errors. Users can create unlimited number of templates in whatever size they wish to be used whenever needed. You can create templates for handling certain kinds of

incidents or you can create templates to forward a ticket to another incident responder.



The left screenshot shows the 'OnPage Templates Console' with a 'Template Server Down' form. The form has fields for Name, Subject, and Body. The right screenshot shows the 'Select Template' form with fields for Subject, Message, and Reply options.

#### Creating a Template:

- 1- From the dispatcher console, click on Select Template
- 2- Click on the Templates Manager
- 3- Click on Create Template
- 4- Input the required information for example: Name, Subject and Body
- 5- Click save

#### Editing Template:

- 1- Click on the Template name
- 2- Click on edit
- 3- Make changes and click save again

#### Accessing/using Template:

- 1- From the OnPage dispatcher console under dispatching
- 2- Click on Select template
- 3- Choose the template you wish to use and click select
- 4- Make any variations and click send page.

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## UPTIMEROBOT INTEGRATION



Uptime Robot is all about helping you to keep your websites up. It monitors your websites every 5 minutes and alerts you if your sites are down. Get alerted via e-mail, SMS, Twitter, push, Slack, HipChat and now OnPage through WebHooks.

#### How It Works? The Details

Here are the step-by-step actions of Uptime Robot to understand it better:

- It asks for your websites headers and gets status codes like "200-ok", "404-not found", etc. every 5 minutes (or more depending on the monitor's settings),
- If the status code doesn't indicate a problem, we are good
- If the status code is ~400+ and 500+, then the site is not loading
- In order to make sure the site is down, Uptime Robot makes several more checks in the next 30 seconds,
- If the site is still down, it sends an alert.



## Conclusion

The updates described above for OnPage 2.0 enable a significantly enhanced level of functionality that provide users with many advanced tools to update their environment. With these tools, teams can do more than just better manage their environment. They now have the opportunity to change the way in which they receive alerts (ServiceNow and Slack), respond to alerts (ConnectWise Manage), escalate alerts (Group to Group), respond to alerts (Slack) and summarize alerts (post-mortem reporting). With the API v2, users can redefine how they adopt future integrations.

TO LEARN MORE, VISIT OUR WEBSITE OR CALL: [ONPAGE.COM/CONTACT-US](https://onpage.com/contact-us) 781-916-0040



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