

TelAlert® 6e for BMC REMEDY™

Help Desk and Action Request System Integration Overview

Business Challenge

MIR3's TelAlert 6e integrates with Remedy Help Desk and Action Request System (AR System) platforms to provide a comprehensive wireless solution that saves organizations time and money. Today's business environment demands that organizations increase efficiency and cut costs to compete in the global marketplace. Operational and personal productivity must be improved by the development of reliable applications that automate business processes.



Remedy Help Desk System

Remedy Help Desk automates the IT support help desk by providing a complete framework for submitting, monitoring and managing trouble requests. Remedy Help Desk also lets you assign priority to any given incident or problem based on your business processes. The TelAlert 6e integration further extends the reach of Remedy Help Desk to your mobile work force by alerting them anywhere, anytime of an open ticket and letting them respond back from field to update the ARS ticket.

Remedy Action Request System (AR System)

Remedy AR System is an application development and deployment environment that enables customers to build applications that automate IT Service Management processes. Remedy AR System provides an adaptable application foundation where service management solutions can be built. The TelAlert 6e bi-directional messaging capability increases the efficiency of Remedy AR System and improves the management of service requests by offering guaranteed notification plus the means for interactive response via voice or any data-enabled device.

TelAlert 6e with BMC Remedy Help Desk/AR System

TelAlert 6e integrates with Remedy by adding powerful personnel notification and response capabilities. Any requests generated by Remedy Help Desk/AR System can be configured to generate a notification. For example, if you are using the Remedy Help Desk/AR System allowing users to submit requests for assistance or problem reports, you could configure a Remedy filter to watch for requests from the CEO. When the filter detects an incoming request, it can invoke TelAlert 6e to immediately notify the person responsible for supporting him or her.

TelAlert 6e provides one-way, two-way and interactive voice response (IVR) notification for the Remedy platform.

One-way Messaging

Based on the Remedy filtering mechanism and, optionally, the escalation facility, TelAlert 6e can send a message to an individual or group based on an appropriate duty schedule.

Two-way Messaging

The two-way messaging interface uses the Remedy API to provide responses to the Remedy Help Desk/AR System from the technician or service provider. For example, if the service provider is busy or does not answer, a Remedy diary field associated with the request is updated to indicate the type of problem that has been encountered. TelAlert 6e will automatically resend the message. When a message is successfully delivered, the diary field indicates the date and time the message was delivered to the device.

Interactive Voice Response

The IVR interface uses the Remedy API to provide information, such as the request status, dynamically from a Remedy form via touch-tone phone. Through this interface, a technician can also update any field on the form. For example, a technician could be paged regarding a problem, call into TelAlert 6e and, using the IVR capabilities, update the request status to specify that the request has been fixed. At a later time, the technician could dial in to close the request via touch-tone phone.

Leveraging the Power of Remedy Applications

By extending Remedy applications, your mobile technicians can provide better service while in the field and respond to critical situations where they may be, allowing for increased productivity and enhanced customer satisfaction. TelAlert 6e can send messages to entire workgroups or individuals, depending upon the type of event and duty scheduling requirements. Remote staff can call in via touch-tone phone or PDA to access applications, perform diagnostics and resolve problems. As responses are received through TelAlert 6e, Remedy requests are instantly updated.

Integration Features

- Secure and guaranteed notification and bi-directional response
- Robust and scalable architectural core
- Support for multiple devices and protocols -- wireless devices including pager, PDA, mobile phones, IVR, electronic sign-boards and email notifications
- Interactive Voice Response for updating Remedy Help Desk/AR System messages from any touch-tone phone
- Easy configuration for any type of event

Contact Us:

For more information on how integrating TelAlert 6e with REMEDY Help Desk and Action Request System will be a helpful part of your organization, please contact MIR3.

The screenshot displays the TelAlert 6e web interface for an administrator named Brian Smith. The interface includes a navigation menu with options like Alerts, Users, Devices, Groups, Schedules, Subscriptions, Reports, and Admin Tools. The main content area is divided into three sections: 'My Top 5 Active Alerts' (showing 0 received and 1 sent), 'My Devices' (a table listing devices like bbsDeskPhone and SWolver), and 'My Schedules' (a calendar grid for the week of May 4, 2008, showing duty schedules for various groups like OracleDBAGroup and NetworkOps).

Name	Active	Type	Comments
bbsDeskPhone	Yes	InteractiveTTS	office phone
SWolver	Yes	InteractiveTextPager	Cell phone

	Sunday 4	Monday 5	Tuesday 6	Wednesday 7	Thursday 8	Friday 9	Saturday 10
OracleDBAGroup							
NetworkOps							
App_Support							
ChangeManagementTeam							
BrianGroup							



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