

TelAlert® 6e and HP ServiceCenter™

TelAlert 6e:

TelAlert 6e provides customers with a global, two-way messaging system designed to extend the power of HP ServiceCenter software to your mobile workforce. Today's IT infrastructure requires a reliable communications system to guarantee delivery and workflow management of time-critical information. TelAlert 6e Messaging Server integrates with HP's help-desk platforms to provide a comprehensive mobile solution that saves organizations time and money.



HP ServiceCenter

HP ServiceCenter is a popular help desk solution for effective management of IT assets, systems, networks and people. TelAlert 6e bi-directional messaging increases the efficiency of HP ServiceCenter and improves the management of calls by offering guaranteed notification plus the means for interactive response via any data-enabled device.

TelAlert 6e integrates with HP ServiceCenter through the HP ServiceCenter Automate (SCAuto) adapter adding powerful notification and response capabilities. Any events generated by attached back end applications can be configured to generate a notification. Various event agents can be set-up and managed within HP ServiceCenter Event Scheduler.

Benefits

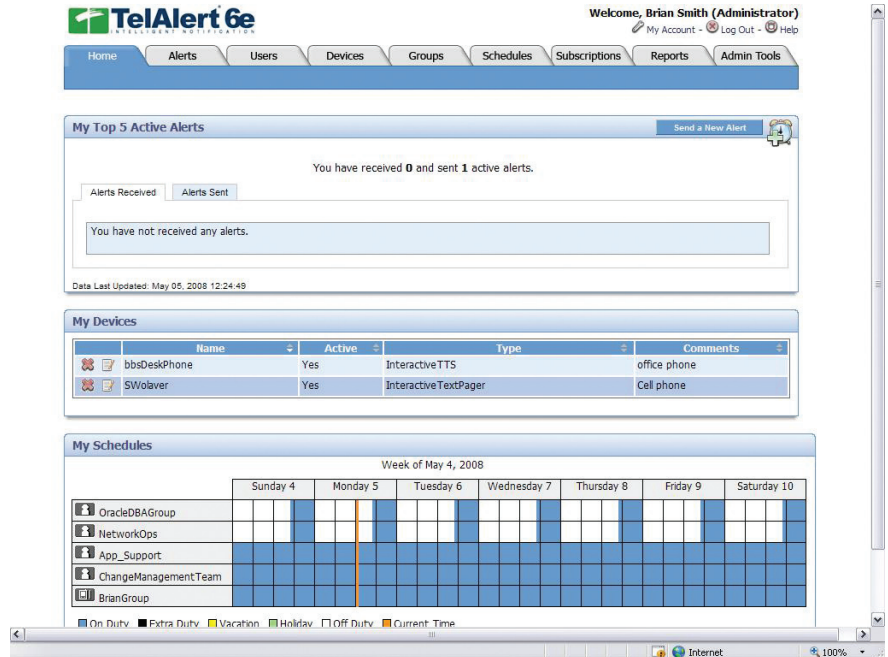
- Messaging Server maximizes HP ServiceCenter personnel communications
- Flexible notification option increases productivity of mobile staff
- Two-way messaging allows for remote problem resolution
- Customizable to your own business rules for greater control over workflow processes
- Integration saves the cost of building an in-house communications infrastructure
- Anytime/anywhere access to critical business service information

TelAlert 6e and the HP ServiceCenter Environment

The TelAlert 6e software is structured as a multi-tiered web application. The TelAlert 6e client and server do not have to be running on the same hardware system, allowing HP ServiceCenter and TelAlert 6e applications to reside on different servers. In this case a copy of the TelAlert 6e client must be on the HP ServiceCenter server to make a socket connection to TelAlert 6e for job registration.

Leveraging the Power of HP ServiceCenter Applications

By extending the HP ServiceCenter application to your mobile staff, they can provide better service while in the field and respond to critical situations wherever they may be, allowing for increased productivity and customer satisfaction. TelAlert 6e can send messages to entire workgroups or individuals, depending upon the type of event and 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, HP ServiceCenter can instantly update trouble tickets and status reports.



The screenshot displays the TelAlert 6e web application interface. At the top, there is a navigation menu with tabs for Home, Alerts, Users, Devices, Groups, Schedules, Subscriptions, Reports, and Admin Tools. The user is logged in as Brian Smith (Administrator). The main content area is divided into three sections:

- My Top 5 Active Alerts:** Shows a summary of alerts received and sent. It indicates that the user has received 0 alerts and sent 1 active alert. Below this, there is a section for Alerts Received and Alerts Sent, with a message stating "You have not received any alerts."
- My Devices:** A table listing active devices. The table has columns for Name, Active, Type, and Comments. The devices listed are bbsDeskPhone (Interactive TTS, office phone) and SWolaver (Interactive TextPager, Cell phone).
- My Schedules:** A calendar grid for the week of May 4, 2008. The grid shows the on-duty status for various groups: OracleDBAGroup, NetworkOps, App_Support, changeManagementTeam, and BrianGroup. The legend indicates that blue squares represent "On Duty" status.

The TelAlert 6e-HP ServiceCenter Integration Provides:

- Secure and guaranteed notification and bi-directional response
- Robust and scalable architectural core
- Support for multiple protocols and devices including pagers, PDA, Web-enabled mobile phones, IVR, electronic sign-boards and email notifications
- Interactive Voice Response for updating HP ServiceCenter messages from any touch-tone phone
- Easy configuration for any type of event

Contact Us:

For more information on how integrating TelAlert 6e with HP ServiceCenter can help your organization, please contact MIR3.