

TelAlert® 6e and HP Service Manager Integration Overview

TelAlert 6e:

TelAlert 6e provides customers with a global, two-way messaging system designed to extend the power of HP Service Manager 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 Service Manager

HP Service Manager 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 Service Manager 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 Service Manager through the HP Service Manager Automate (SCAuto) adapter adding powerful notification and response capabilities. Any events generated by attached back end applications can be configured to generate notifications. Various event agents can be set-up and managed within HP Service Manager Event Scheduler.

Benefits

- TA 6e Messaging Server maximizes HP Service Manager 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 Service Manager 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 Service Manager and TelAlert 6e applications to reside on different servers. In this case a copy of the TelAlert 6e client must be on the HP Service Manager server to make a socket connection to TelAlert 6e for job registration.

Leveraging the Power of HP Service Manager Applications

By extending the HP Service Manager 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 Service Manager can instantly update trouble tickets and status reports.

The TelAlert 6e-HP Service Manager 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
- Interactive Voice Response for updating HP Service Manager 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 Service Manager can help your organization, please contact MIR3.

The screenshot displays the TelAlert 6e web application interface. At the top, there is a navigation menu with options: 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 "You have received 0 and sent 1 active alerts." 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:

Name	Active	Type	Comments
bbsDeskPhone	Yes	InteractiveTTS	office phone
SWolaver	Yes	InteractiveTextPager	Cell phone
- My Schedules:** A calendar grid for the week of May 4, 2008, showing various duty statuses for different groups like OracleDBAGroup, NetworkOps, App_Support, ChangeManagementTeam, and BrianGroup. The legend indicates: On Duty (blue), Extra Duty (black), Vacation (yellow), Holiday (green), Off Duty (white), and Current Time (orange).



MIR3, Inc.
3398 Carmel Mountain Road
San Diego • California • 92121
Tel: 1.858.724.1200 • Fax: 1.858.724.1201
www.MIR3.com