GRAPEVINE INTERACTIVE

SMS Duty Alert
User Manual

SMS Duty Alert User Manual

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Welcome

Welcome to SMS DutyAlert!

SMS DutyAlert intelligently routes alert messages from a monitored system to a person on duty. DutyAlert routes the messages based on a Duty Roster, which combines operator, date, time and message origin.

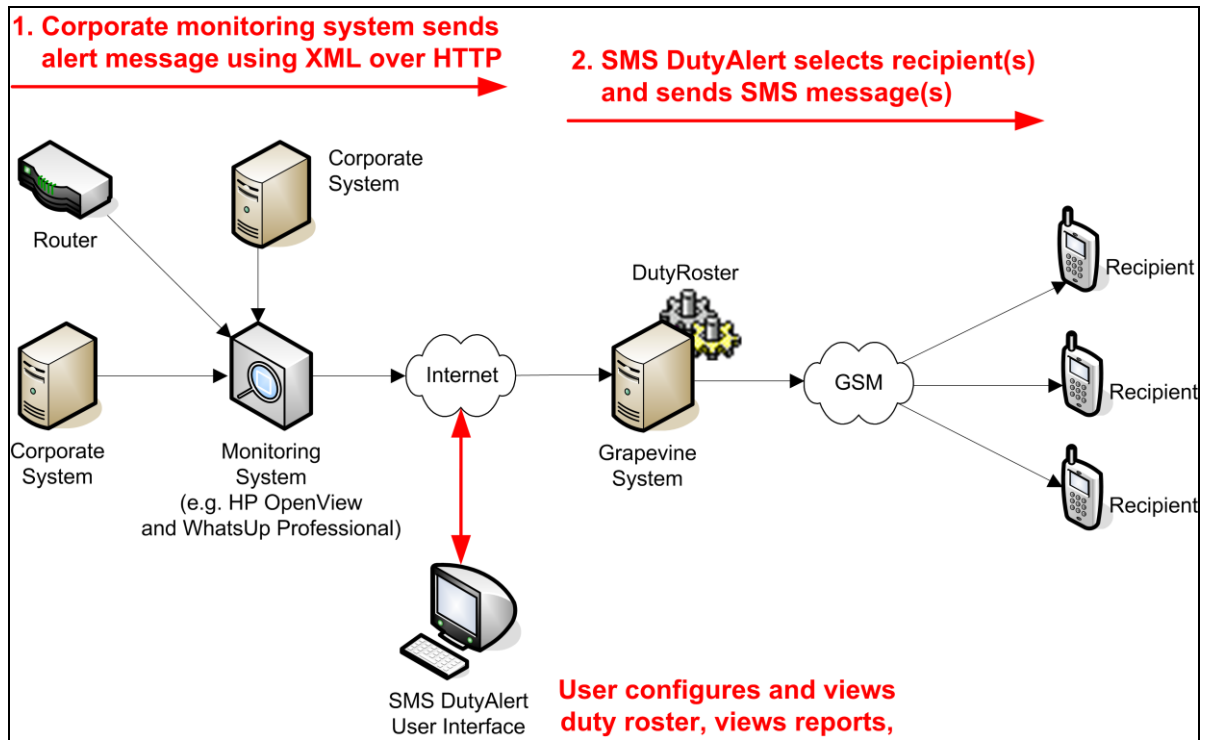An overview of SMS DutyAlert is in the figure below:

Figure 1: SMS DutyAlert Overview

Getting Started

To get started, you must be registered to use SMS DutyAlert. You will receive, via email, notification that you have been registered. The email contains the following information:

- Your authentication code (used to test alerts). You will have received this when you registered for SMS Duty Alert.
- The URL for the Business Messaging Portal (web site).
- Your username and password for the Business Messaging Portal, providing access to the Web User Interface and reporting.
- The URL to which you applications must post their alerts.

Setting up DutyAlert for the first time involves the following steps:

1. Specify the external systems that will send messages to DutyAlert.

2. Create the roles that you need for the people who will receive the alerts.

3. Specify the operators, their roles and their contact details.

4. Set up a duty roster to determine who receives messages when.

5. Test the alerts.

6. Configure you system to post the correct XML to the SMS DutyAlert URL.

Set Up Systems

You need to first create a system that will send messages to SMS DutyAlert.

1. Log into SMS DutyAlert with the user name and password that you received when you registered to use the system. If you don't have a user name and password yet, contact customer care and they will send the details to you.
2. Click the **SMS DutyAlert** link under the My Products heading.
3. The application lists all the affiliates for which you registered and you click the **MANAGE** link next to the affiliate for which you want to set up duty alerts.

4. The application displays the current list of systems and, to add a new system, you enter its name in the text box and you click **SUBMIT**.

5. Your new system appears in the list of systems.

   Note: If the system name contains spaces, DutyRoster's SMS query function (see *Query Who's On Duty* on page 12) will fail.

6. When you create a new system, the application automatically creates a component called 'all'.

   If you system consists of components that send alerts separately, you can specify these components by clicking the MANAGE COMPONENTS link for your system and entering component names.

   Note: If the system name contains spaces, DutyRoster's SMS query function (see *Query Who's On Duty* on page 12) will fail.

Set Up Roles

Roles help you to organise your staff in groups.

1. Click the **ROLES** link below the **Management** tab.

2. The application lists the existing roles and, to add a new role, you enter its name in the text box and you click **SUBMIT**.

| Home | Management | Calendar | Operators | Message Log |

SYSTEM | ROLES | TRIGGER

Role Management

Affiliate Name: Grapevine Interactive
Affiliate Code: ZZZ022

Add Role: First-line support   (SUBMIT)

Manage existing Roles:

#	Roles:	
1	Standby	DELETE
2	Backup	DELETE

Set Up Operators

The operators are the people who will receive alert messages.

1. Click the **Operators** tab.

2. The application lists the existing operators and, to add a new role, you click the **ADD OPERATOR** link below the **Operators** tab.

3. Enter the operator's information and click **SUBMIT**.

   Note: If the operator name contains spaces, DutyRoster's SMS query function (see *Query System for An Operator Today* on page 12) will fail.

Add and View Calendar Entries

Use this function to associate an operator with a system for a specified period.

1. Click the **Calendar** tab. 2. The application shows the current month's calendar and, to add a new entry, you click the **ADD CALENDAR ENTRIES** link below the **Calendar** tab. 3. Enter the calendar information and click **SUBMIT**.	
4. Click the **CALENDAR** link to view the operators on duty for a selected date. Note: you can view only the current calendar month's days.	

Test Your Roster Setup

Once you've set up your systems, roles, operators and calendar entries, you are ready to test the alerts.

1. Click the **Management** tab.
2. Then click the **TRIGGER** link below the **Management** tab.
3. Enter the required information and click **SUBMIT**.

    Note: *the authentication code is case sensitive.*

Home	Management	Calendar	Operators	Message Log	

SYSTEM | ROLES | TRIGGER

Trigger Tester

Affiliate Name: Grapevine Interactive
Affiliate Code: ZZZ022

* Required fields

Timestamp: 2006 10 23 14 11 *
System: Customer Database on Postgresql *
Component: All *
Affiliate Code: ZZZ022
Authentication Code: JHGPOUYF *
Error Message: Database down
Role: First-line support *

View XML: VIEW

SUBMIT

4. You can view the XML that your system must send to create the same alert by clicking the **View** button.

    If the `<messageOnly>` tag is set to true, only the content of the `<errorMessage>` tag is sent out via SMS.

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<errorTrigger>
  <date>2006-10-23T09:47:00</date>
  <system>Customer Database on Postgresql</system>
  <component>All</component>
  <affiliateCode>ZZZ022</affiliateCode>
  <authenticationCode>JHGPOUYF</authenticationCode>
  <errorMessage>
    <![CDATA[Database down]]>
  </errorMessage>
  <messageOnly>true</messageOnly>
  <role>First-line support</role>
</errorTrigger>
```

5. On her cell phone Lindiwe will see a test message in the format shown here.

```
Error: <error code>
Date: 5006-10-23 14:11:00
System: Customer Database on Postgresql
Component: All
Msg: <system generated message>
```

Configure Your System to Post XML to SMS Duty Alert

Set your system up to send XML in the following format to the URL
http://gvrhapp4.vine.co.za:8080/httpInputhandler/dutyRoster.

```xml
<?xml version="1.0" encoding="UTF-8" ?>
<errorTrigger>
  <date>2006-10-23T09:47:00</date>
  <system>Customer Database on Postgresql</system>
  <component>All</component>
  <affiliateCode>ZZZ022</affiliateCode>
  <authenticationCode>ALKJHBFDPI</authenticationCode>
  <errorMessage>
    <![CDATA[Database down]]>
  </errorMessage>
  <role>First-line support</role>
</errorTrigger>
```

Reporting

MESSAGES FROM SMS DUTY ALERT

1. Click the **Message Log** tab.
2. Enter your filters and click **SUBMIT**.
3. Click **VIEW** next to a message to display its details.

DUTY LIST

1. Click the **Calendar** tab.
2. Click the **DUTY LIST** link below the calendar tab.
3. Enter your filters and click **SUBMIT**.

Query DutyRoster via SMS

You can query the duty roster via an SMS to a standard-rate short code in two ways:

- who's on duty for a system and component on a date
- the system and component for which someone is responsible today

QUERY WHO'S ON DUTY

1. Send an SMS with the format shown on the right to 31225.
 	
Note: if your system name or component name contains spaces, this query will fail.
	`DUTY <AFFILIATE_CODE> <SYSTEM> <COMPONENT> <DATE>`
	
	Example:
	`DUTY ABC001 CUSTOMERDB ALL 24-10-2006`

2. The system returns a message with the format shown on the right to your phone.	LINDIWE SISULU (27821234567) is monitoring CUSTOMERDB ALL on 24-10-2006

QUERY SYSTEM FOR AN OPERATOR TODAY

1. Send an SMS with the format shown on the right to 31225.
 	
Note: if the operator name contains spaces, this query will fail.
	`DUTY NAME <AFFILIATE_CODE> <OPERATOR_NAME>`
	
	Example:
	`DUTY NAME ABC001 LINDIWE`

2. The system returns a message with the format shown on the right to your phone.	LINDIWE (27821234567) is monitoring CUSTOMERDB ALL on 24-10-2006

FAQ

What is the system's URL?

You should have received an e-mail with the URL, your username and your password when Grapevine Interactive provisioned you on the system. If you've forgotten any of this information, contact Grapevine Interactive's support desk.

Contact Us

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