



GRAPEVINE INTERACTIVE

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:

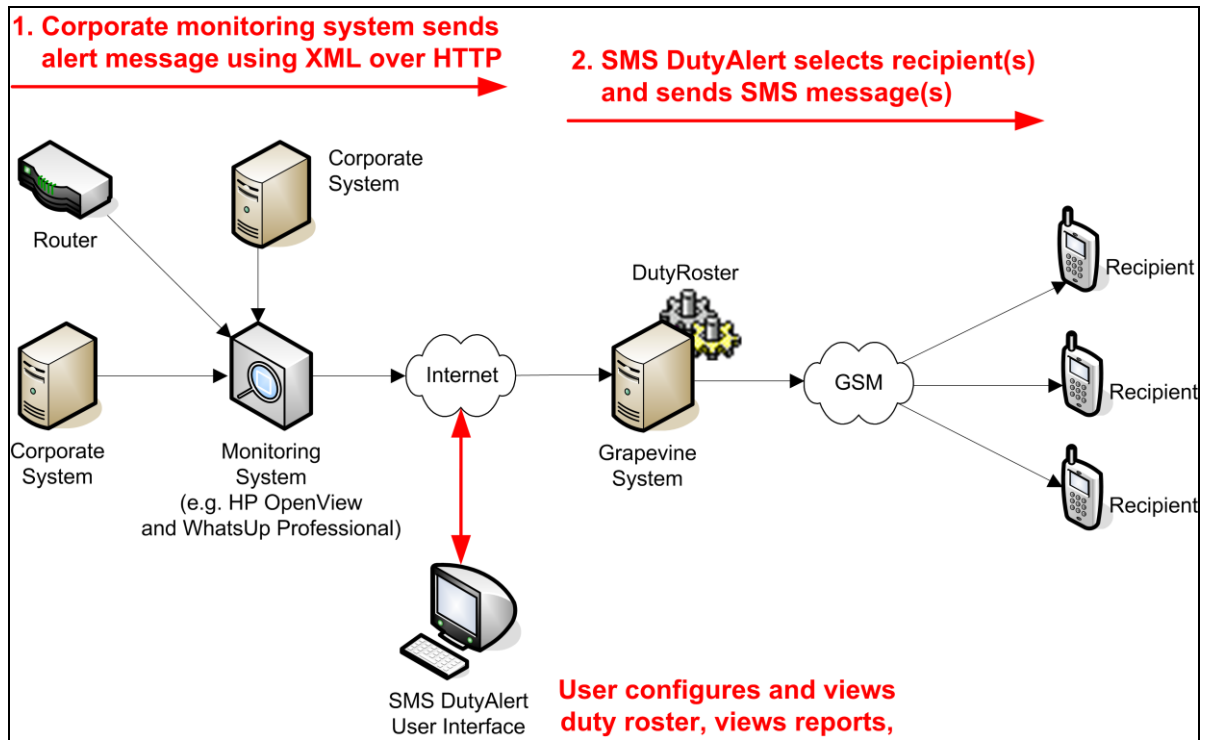


Figure 1: SMS DutyAlert Overview

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.

#	System:	MANAGE COMPONENTS	DELETE
1	all	MANAGE COMPONENTS	DELETE
2	int-ops	MANAGE COMPONENTS	DELETE
3	java	MANAGE COMPONENTS	DELETE
4	junior	MANAGE COMPONENTS	DELETE

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

If your 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.

#	Component:	DELETE
1	All	DELETE

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**.

The screenshot shows a web application interface for role management. At the top, there are navigation tabs: Home, Management, Calendar, Operators, and Message Log. Below the tabs is a breadcrumb trail: SYSTEM | ROLES | TRIGGER. The main heading is "Role Management".

Below the heading, there are two text boxes for "Affiliate Name: Grapevine Interactive" and "Affiliate Code: ZZZ022".

There is an "Add Role:" section with a text input field containing "First-line support" and a "SUBMIT" button.

Below that is a section titled "Manage existing Roles:" containing a table with two columns: "#", "Roles:", and "DELETE".

#	Roles:	DELETE
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.

Home Management Calendar Operators Message Log

OPERATOR LIST | ADD OPERATOR

Add Operator

Affiliate Name: Grapevine Interactive
Affiliate Code: ZZZ022

* Required fields

Name: *

Email Address: *

Mobile Number: *

Work Number: *

Home Number:

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**.

Home Management Calendar Operators Message Log

CALENDAR | ADD CALENDAR ENTRIES | DUTY LIST

Add Calendar Entries

Affiliate Name: Grapevine Interactive
Affiliate Code: ZZZ022

* Required fields

Start Time: 2006-10-23 00:00:00

End Time: 2006-10-29 23:59:59

Operator: Lindiwe Sisulu

Role: First-line support

System: Customer Database on Postgresql

Component: All

SUBMIT BACK

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.

Home Management Calendar Operators Message Log

CALENDAR | ADD CALENDAR ENTRIES | DUTY LIST

Calendar

Affiliate Name: Grapevine Interactive
Affiliate Code: ZZZ022

Calendar Date: Monday, 23 October 2006

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Operator List:

Shift: 2006:10:23 00:00:00 - 2006:10:29 23:59:59

Role: First-line support

System/Component: Customer Database on Postgresql / All

Operator: Lindiwe Sisulu

Contact: 0847147784

EDIT DELETE

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.

The screenshot shows a web interface for testing triggers. At the top, there are navigation tabs: Home, Management, Calendar, Operators, and Message Log. Below these is a breadcrumb trail: SYSTEM | ROLES | TRIGGER. The main heading is 'Trigger Tester'. A box displays 'Affiliate Name: Grapevine Interactive' and 'Affiliate Code: ZZZ022'. A note indicates '* Required fields'. The form contains several fields: 'Timestamp' (a date and time picker set to 2006-10-23 14:11), 'System' (a dropdown menu set to 'Customer Database on Postgresql'), 'Component' (a dropdown menu set to 'All'), 'Affiliate Code' (a text field containing 'ZZZ022'), 'Authentication Code' (a text field containing 'JHGPOUYF'), 'Error Message' (a dropdown menu set to 'Database down'), and 'Role' (a dropdown menu set to 'First-line support'). At the bottom, there is a 'View XML' button and a 'SUBMIT' button.

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 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 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>ALKJHBFDPFI</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.

The screenshot shows the 'Message Log' interface. At the top, there are navigation tabs: Home, Management, Calendar, Operators, and Message Log. Below the tabs, the page title is 'Message Log'. There is a form for filtering with the following fields: Affiliate Name: Grapevine Interactive, Affiliate Code: ZZ2022. Filter options include: Today (selected), Last [] days, This Month, and Custom Dates. Custom Dates fields are Start Date: 2006-10-23 00:00:00 and End Date: 2006-10-23 15:25:54. A SUBMIT button is present. Below the filter form is a table titled 'Error Logs: page 1'.

#	Timestamp:	System:	Component:	
1	2006:10:23 14:11:00	Customer Database on Postgresql	All	VIEW
2	2006:10:23 13:41:32	junior	All	VIEW
3	2006:10:23 11:38:06	all	all	VIEW
4	2006:10:23 07:41:33	junior	All	VIEW
5	2006:10:23 04:25:03	junior	All	VIEW
6	2006:10:23 03:25:11	junior	All	VIEW

DUTY LIST

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

The screenshot shows the 'Duty List' interface. At the top, there are navigation tabs: Home, Management, Calendar, Operators, and Message Log. Below the tabs, the page title is 'Duty List'. There is a form for filtering with the following fields: Affiliate Name: Grapevine Interactive, Affiliate Code: ZZ2022. Filter fields include: Start Date: 2006-10-23, End Date: 2006-10-23, System: Customer Database on Postgresql (dropdown), Component: All (dropdown), and Operator: Lindive Sisulu (dropdown). A SUBMIT button is present. Below the filter form is a table titled 'Shifts:'.

#	Duty:	System:	Comonent:	Operator:	Role:
No Entries match your request, please try again.					

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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