



BlackBerry AtHoc



BlackBerry AtHoc Networked Crisis Communication

BlackBerry AtHoc ServiceNow Operator Guide

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Chapter 1: What is the BlackBerry AtHoc ServiceNow integration

The BlackBerry AtHoc ServiceNow integration enables IT administrators to share critical information about high-priority IT outages across their organization using multiple notification modalities, leading to a quicker time for responding to and fixing issues. The BlackBerry AtHoc ServiceNow integration provides an easy way for BlackBerry AtHoc alerts to be generated for ServiceNow incidents from ServiceNow.

The BlackBerry AtHoc ServiceNow integration provides the following capabilities:

- A single interface to manage IT issues and notify users.
- Multiple messaging modalities promote faster collaboration.
- Outages can be resolved more quickly and efficiently.
- Logging of alerts published under one ServiceNow incident.

Chapter 2: Publish an alert from ServiceNow

You can create an alert for an existing incident or from a newly created incident. You can create more than one alert in an incident.

To send an alert from ServiceNow to Blackberry AtHoc, complete the following steps:

1. Open the ServiceNow instance and log in with your credentials. The ServiceNow console opens.
2. In the Filter navigator, type **Incident** and then click **Incident > All**. The Incident screen opens.
3. Click an incident record for which you want to create an alert. The incident record opens.
4. Click the **AtHoc Alerts** tab and then click **New** to create a new alert. The New alert window opens.
5. Enter a title for your alert.

By default, the title of the alert is auto-populated with a short description of the incident.

6. (Optional) Enter the content for your alert in the Body field.

By default, the body of the alert is auto-populated with details of the incident such as description, caller, priority, assigned to, and assignment group.





7. (Optional) Select a severity for the alert from the Severity list.

By default, the severity is populated based on the priority of the incident.



8. (Optional) In the **More info link** field, enter a URL to include in the alert.




By default, the More Info Link includes a link to the incident record.

9. In the Target Groups section, do the following:

- a. Click the  **Edit Target Groups** icon.
- b. Click the  **Lookup using list** icon. The Groups window opens.
- c. Click the group you want to target. You can select one target at a time.
- d. (Optional) To delete a target, click the target you want to remove and click the  **Remove selected item** icon.
- e. After you finish adding the target groups, click the  **Lock** icon. The selected target groups display in the Target Groups section.

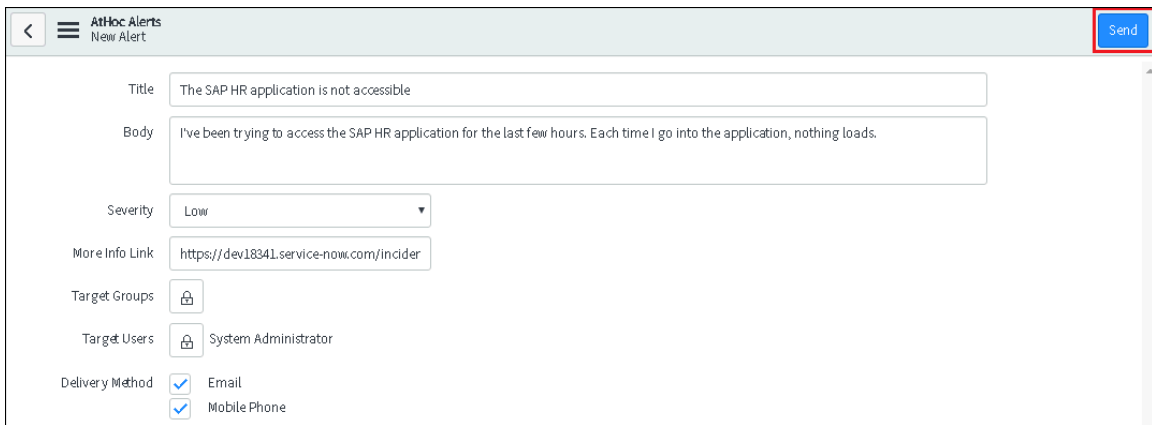
10. In the Target Users section, do the following:

- a. Click the  **Edit Target Users** icon.
- b. Click the  **Lookup using list** icon. The Users window opens.
- c. Click the user you want to target. You can select one user at a time.

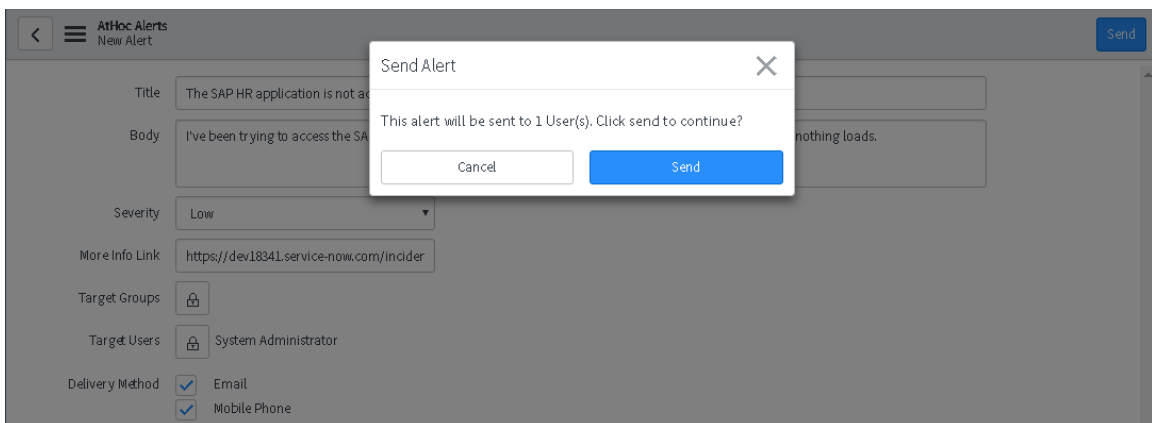
- d. (Optional) Click the  **Add me** icon to add yourself as a target user.
- e. (Optional) To delete a user, click the user you want to remove and click the  **Remove selected item** icon.
- f. After you finish adding the target users, click the  **Lock** icon. The selected target users display in the Target Users section.

Note: You must either select a target user or target group in the Target Users or Target Groups section.

11. Select the delivery methods you want to use to send your alert. You must select at least one delivery method.
12. Click **Send**. A Send Alert confirmation message window is displayed.



13. Click **Send**. You are redirected to the Alert Tracking page that displays the alert status and tracking details.



The screenshot displays a ServiceNow alert interface. At the top, the user is identified as 'System Administrator'. The alert title is 'AtHoc Alerts - The SAP HR application is not accessible', with a 'Last Updated' timestamp of '2018-07-02 23:44:09' and a 'Refresh' button. The alert body contains the following information:

- Title:** The SAP HR application is not accessible
- Body:** I've been trying to access the SAP HR application for the last few hours. Each time I go into the application, nothing loads.
- More Info Link:** [INC0000053](#)
- Sent on:** **Status:** **Severity:** Low

A 'Delivery Summary' section is visible, listing three activities:

1. Syncing Users...
2. Sending Alert (Not yet Started)
3. Alert Tracking (Not yet Started)

At the bottom of the summary, it states: 'Report will be displayed after the 3 activities are successful.'

Chapter 3: View alert tracking details

Once you have successfully created and sent an alert, you are redirected to the Alert Tracking page. This section describes the three states of an alert and how to track the details of a sent alert.

Observe the following to track the details of a sent alert:

1. After you click on **Send**, the Alert Tracking page displays one of the following status:

- **User Sync failed:** When the user sync with the BlackBerry AtHoc fails for all the users targeted in the alert.

The screenshot shows a 'Delivery Summary' section with three steps: 1) User Sync failed (highlighted in red with a red 'X' icon), 2) Sending Alert (Not yet Started), and 3) Alert Tracking (Not yet Started). A note at the bottom right states: 'Report will be displayed after the three activities are successful.'

- **User sync partially successful:** When the user sync with the BlackBerry AtHoc fails for some users targeted in the alert.

The screenshot shows a 'Delivery Summary' section with three steps: 1) User sync partially successful. (highlighted in green with a green checkmark icon) and 1 of 2 users failed to sync and will not be targeted (highlighted in red with a red 'X' icon), 2) Alert Sent (highlighted in green with a green checkmark icon), and 3) Alert Tracking... (with a refresh icon). A note at the bottom right states: 'Report will be displayed after the three activities are successful.'

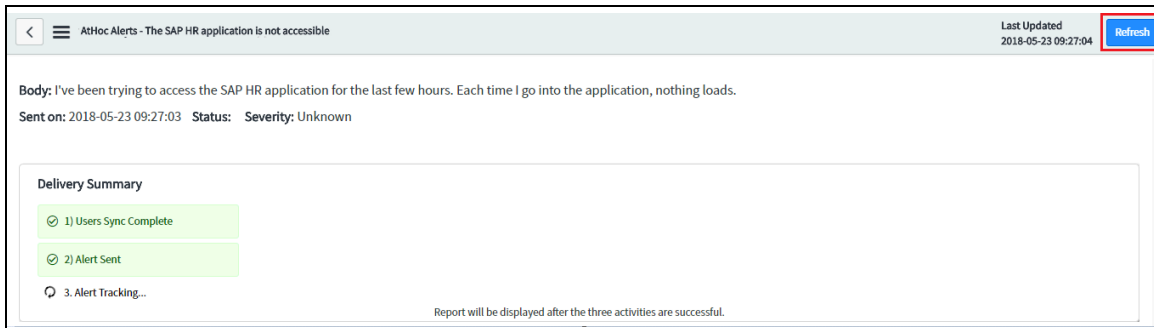
- **Users Sync Complete:** When the user sync with the BlackBerry AtHoc is successful for all users targeted in the alert.

The screenshot shows a mobile interface with a header 'AtHoc Alerts - The SAP HR application is not accessible' and a 'Refresh' button. The body text reads: 'I've been trying to access the SAP HR application for the last few hours. Each time I go into the application, nothing loads.' Below this, it says 'Sent on: 2018-05-23 09:27:03 Status: Severity: Unknown'. The 'Delivery Summary' section shows three steps: 1) Users Sync Complete (highlighted in green with a green checkmark icon), 2) Sending Alert... (with a refresh icon), and 3) Alert Tracking (Not yet Started). A note at the bottom right states: 'Report will be displayed after the three activities are successful.'

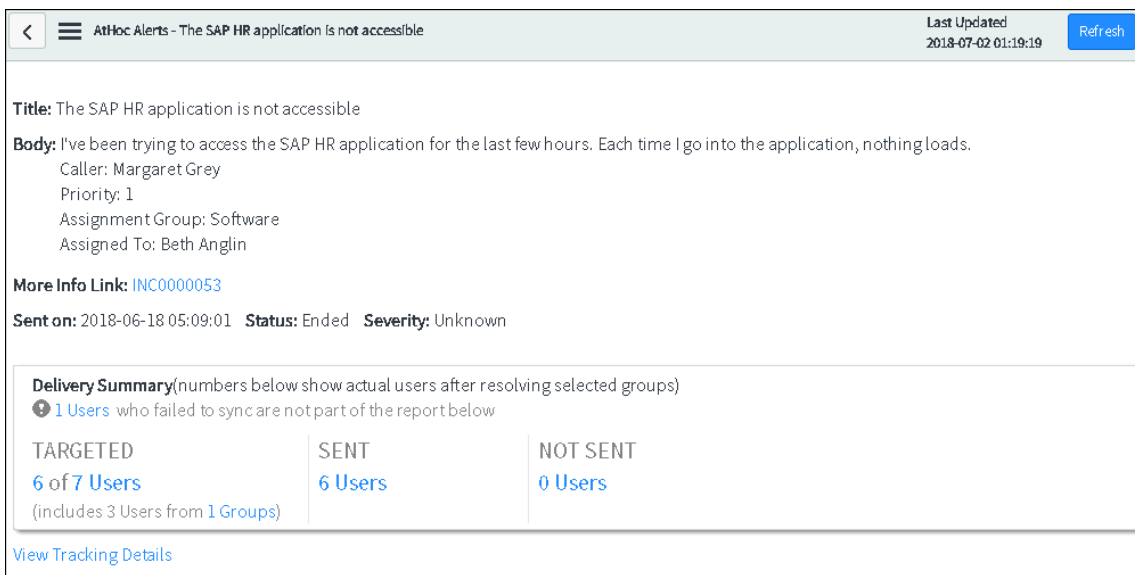
2. When the user sync is complete or partially successful, the alert publishing starts. The status of the sent alert is displayed on the Alert Tracking screen.

Note: An alert is sent to only synced users.

3. After the alert is published successfully, alert tracking starts. It can take a while for the alert tracking page to display the tracking details. The auto-refresh functionality updates the tracking details once a minute. Click **Refresh** to view the latest tracking details immediately. After alert tracking is complete, the alert delivery summary is displayed.



4. In the Delivery Summary section, click on the links to view the details of:
 - Users for whom the user sync with BlackBerry AtHoc failed
 - Total users targeted by the alert
 - Actual users targeted by the alert
 - Users reachable by the alert (Sent)
 - Users unreachable by the alert (Not Sent)
 - Groups that were added to Target Groups during alert creation



5. (Optional) Click **View Tracking Details** to view a detailed tracking report of the alert for the targeted users device.

Athloc Alerts - The SAP HR application is not accessible

Last Updated Refresh

Showing Alert Tracking Details

Name	User Name	Device Name	Address	Timestamp	Type
Beth Anglin	beth.anglin@example.com	Email - WorkName	beth.anglin@example.com	6/18/2018 5:09:14 AM	Sent
Fred Luddy	fred.luddy@example.com	Email - WorkName	fred.luddy@example.com	6/18/2018 5:09:14 AM	Sent
ITIL User	itil@example.com	Email - WorkName	itil@example.com	6/18/2018 5:09:14 AM	Sent
Darrell Amrich	darrell.amrich@example.com	Email - WorkName	darrell.amrich@example.com	6/18/2018 5:09:14 AM	Sent
David Loo	david.loo@example.com	Email - WorkName	david.loo@example.com	6/18/2018 5:09:14 AM	Sent
Reginald Humes	reginald.humes@example.com	Email - WorkName	reginald.humes@example.com	6/18/2018 5:09:14 AM	Sent

Title: The S
Body: I've b
Calle
Prior
Assig
Assig

More Info Link

Sent on: 2018-06-18 05:09:01 **Status:** Ended **Severity:** Unknown

Delivery Summary(numbers below show actual users after resolving selected groups)
1 Users who failed to sync are not part of the report below

TARGETED 6 of 7 Users (includes 3 Users from 1 Groups)	SENT 6 Users	NOT SENT 0 Users
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[View Tracking Details](#)

Chapter 4: BlackBerry AtHoc customer portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Portal:

<http://www.athoc.com/customers/customer-support.html>

The BlackBerry AtHoc Customer portal also provides support through computer-based training, Operator checklists, best practice resources, reference manuals, and user guides.