



BlackBerry AtHoc

ServiceNow Operator Guide

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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.

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.

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

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

6. Optionally, 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. Optionally, select a severity for the alert from the **Severity** list.

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

8. Optionally, 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 .
- b. Click .
- c. On the **Groups** window, click the group you want to target. You can select one target at a time.
- d. Optionally, to delete a target, click the target you want to remove and click .
- e. After you finish adding the target groups, click . The selected target groups display in the Target Groups section.

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

- a. Click .
- b. Click .
- c. On the **Users** window, click the user you want to target. You can select one user at a time.
- d. Optionally, click  to add yourself as a target user.
- e. Optionally, to delete a user, click the user you want to remove and click .
- f. After you finish adding the target users, click . 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**.

13. On the **Send Alert** confirmation message window, click **Send**.

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

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 **Send**, the Alert Tracking page displays one of the following statuses:
 - **User Sync failed:** When the user sync with the BlackBerry AtHoc fails for all the users targeted in the alert.
 - **User sync partially successful:** When the user sync with the BlackBerry AtHoc fails for some users targeted in the alert.
 - **Users Sync Complete:** When the user sync with the BlackBerry AtHoc is successful for all users targeted in the alert.
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. Optionally, click **View Tracking Details** to view a detailed tracking report of the alert for the targeted users device.

BlackBerry AtHoc Customer Support 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 Support Portal:

<https://support.athoc.com/customer-support-portal.html>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

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