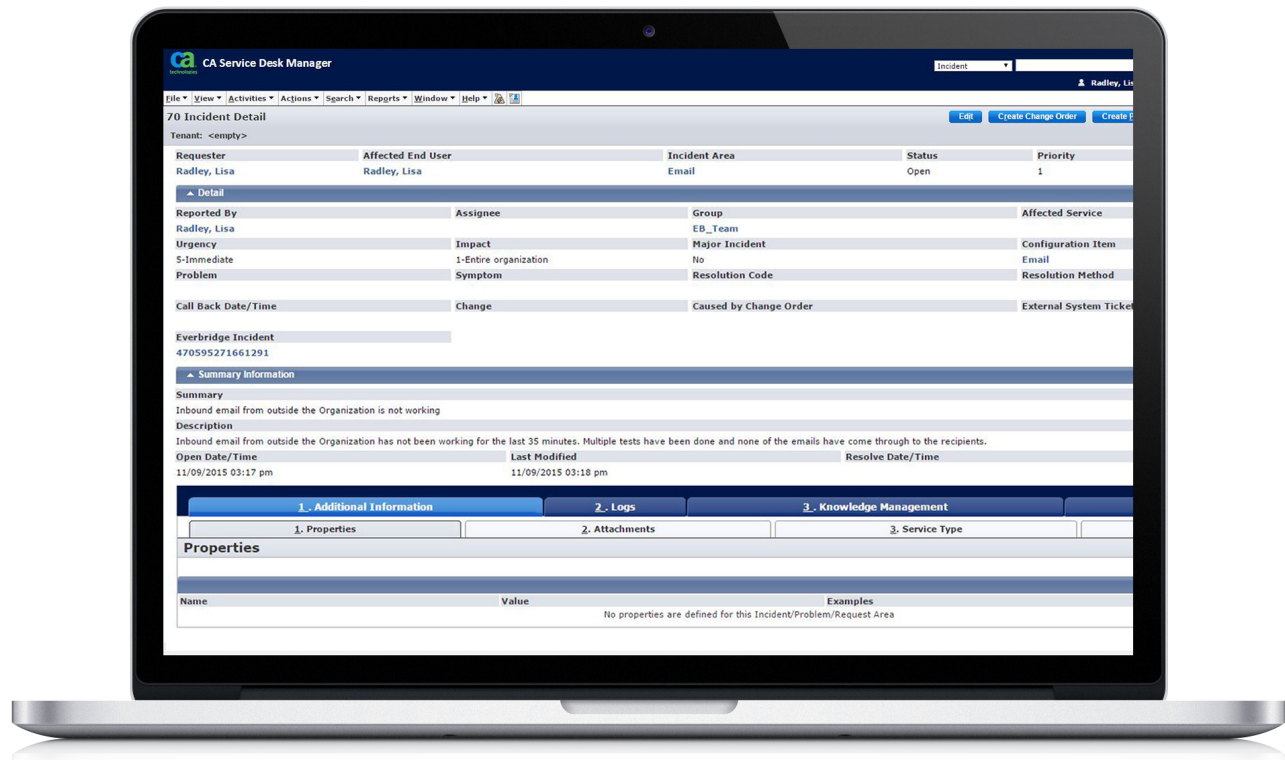# IT ALERTING INTEGRATION
FOR CA SERVICE DESK MANAGER

QUICKLY CONNECT THE RIGHT INFORMATION WITH THE RIGHT ON-CALL PEOPLE DIRECTLY FROM CA SERVICE DESK MANAGER

Tap into the leading critical communications platform with Everbridge IT Alerting and automatically contact on-call team members, launch conference bridges and escalate incidents to senior personnel when needed. Avoid wasted time looking for cell phone numbers and paper schedules and spend more time resolving incidents with Everbridge IT Alerting.

WHY YOU NEED IT ALERTING

+ Minimize "time to know," fix issues faster and help reduce business impact

+ Automate IT Incident Communications workflows

+ Reach the right on-call personnel at any time

+ Join "war room" conference calls in one click

+ Reach people on any device, via 100+ delivery paths

KEY FEATURES AND FUNCTIONALITY

MULTI-MODAL ALERTING

Notification recipients will be reached through multiple modalities such as email, push notification, SMS text, voice and desktop alerting (Alertus).

TRUE SCALABILITY AND GLOBAL REACH

Built to deliver millions of messages around the world at the same time, the native SaaS Everbridge platform is trusted by our 3000+ customers everyday.

ONE-CLICK CONFERENCE CALLS

Speed up the process of launching a "war room" conference bridge and allow specialists to join with a sinlge click.

EASY TO USE TEMPLATES

No need to code template – use 'drag and drop' conditional logic and tokens to build flexible templates.

ON-CALL SCHEDULING

CA Service Desk Manager will trigger Everbridge's incident to go out to the right on-call resources. Assign ticket ownership based on their response and track it within CA Service Desk Manager. If nobody

AUTOMATIC ASSIGNMENT AND ESCALATION

responds, automatically escalate to individuals, groups or on-call resources based on customizable and self-configurable rules.

DETAILED PERFORMANCE REPORTS

All Everbridge notification details and delivery details are available for reporting. Users know what communications were launched from Everbridge and what delivery paths were used to reach contacts. Users can also see who responded through which delivery paths at what time.

+ GET STARTED REDUCING YOUR MEAN TIME TO REPAIR CRITICAL IT SERVICES

About Everbridge

Everbridge is a leading unified critical communications platform trusted by corporations and communities of all sizes that need to reach the right people for immediate action, collaboration, and decision-making. Connecting millions of people and internet-connected devices, the company provides reassurance that secure, compliant messages are delivered, locally and globally, received and responded to, no matter the recipient's location. Everbridge is based in Boston, Los Angeles, San Francisco, Beijing and London.

For a full product description, along with best practices and product details please see the Everbridge User Guide and Everbridge University.

≋everbridge®

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