

*Shockey Monkey*



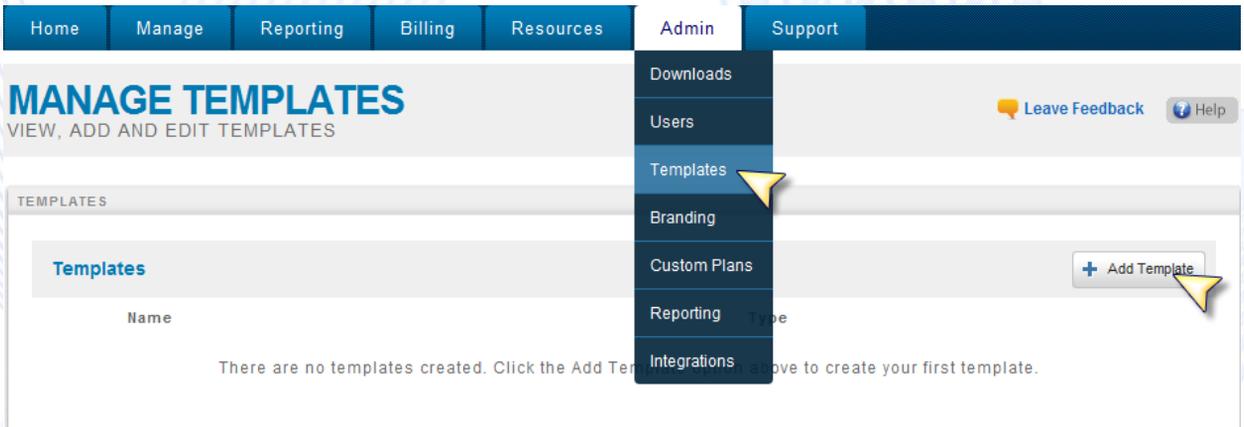
# **Intronis Integration**

## Introduction

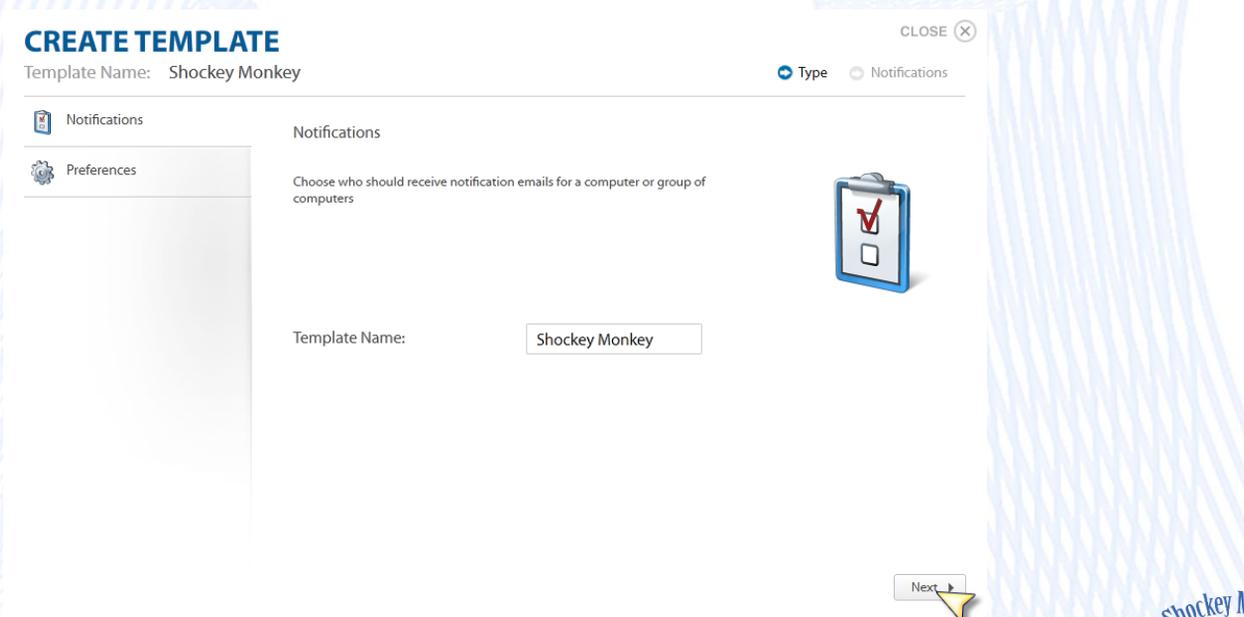
This integration is relatively simple to configure and should take no longer than a few minutes. It will allow you to configure alerts from Intronis to automatically be pushed into Shockey Monkey as tickets. The configuration for this integration is done inside of Intronis with some advanced customization inside Shockey Monkey.

## Intronis Configuration – Templates

1. Sign into your Intronis Portal with your service provider username and password.
2. Mouse over Admin, select Templates, then click on “Add Template”.



3. You can create the Template as you wish and click “Next”.



4. Click “Add Extra Email” and set your Notification preferences, click “Create”.

## CREATE TEMPLATE

CLOSE (X)

Template Name: Shockey Monkey

✓ Type    ⚙ Notifications

EMAILS    SETTINGS

+ Add Main Email    + Add Extra Email

	Backup Complete	Backup Warning	Backup Failed	Backup Missed	No Recent Backup
key@rafiki.shockeymonkey.com	<input checked="" type="checkbox"/>				

← Back    Create

5. Now from the Manage section you can apply the Template to all of your Jobs. Click on “Apply Template”. The Template list will pop up for you to apply to your computer(s). Select the desired Template and click Apply.

## APPLY TEMPLATE

CLOSE (X)

Apply the following template(s) to the Gizmoduck account:

Notifications

Shockey Monkey

Preferences

(None)

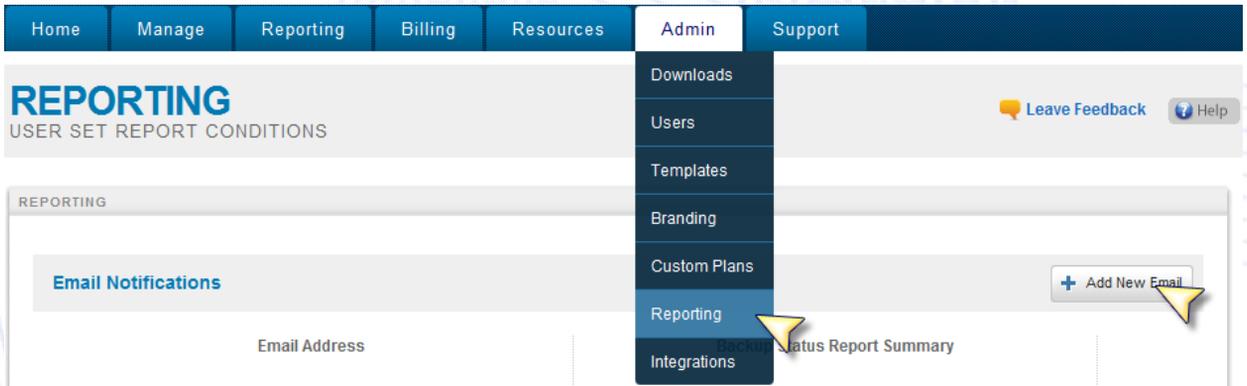
Apply

Cancel

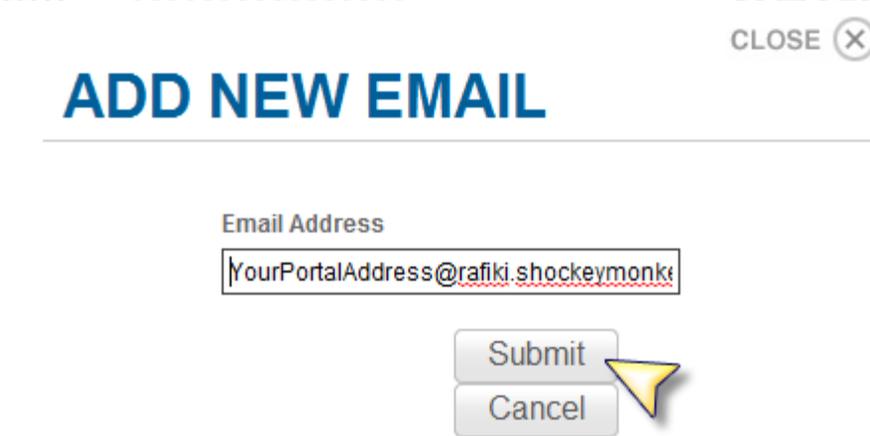


# Intronis Configuration – Admin Reporting

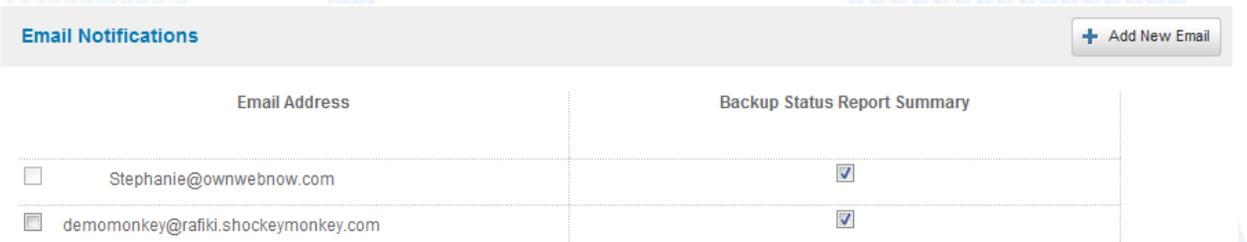
1. From the Intronis portal, mouse over “Admin” and click on “Reporting”.



2. Click on “Add New Email” and provide it in the dialog box.



3. Now you can select and customize the reports that are sent to that address.



## Shockey Monkey Configuration

Remember, in order for the portal to accept an email to ticket request, the incoming address needs to be defined in the portal. Please create a contact in your portal with the following addresses, as shown below:

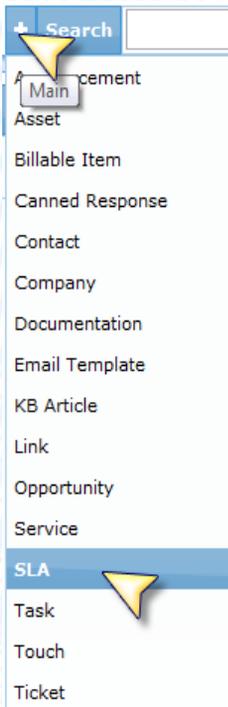
[support-noreply@intronis.com](mailto:support-noreply@intronis.com)  
[support@intronis.com](mailto:support@intronis.com)

Contact Details	Support History	Touches	Assets	Assets (Company)	Calls	Documentation
<b>Personal Information</b>						
Name:	<input type="text" value="Intronis Backup"/>	Phone:	<input type="text" value="8775460316"/>			
Company:	<input type="text" value="Demo Defender"/> 	E-mail:	<input type="text" value="support-noreply@intronis.com"/>			

## Advanced Customizations

Once you've become comfortable with our platform you can create custom SLAs that can create different types of tickets for example, creating a ticket as Urgent if its for a failed backup and have it emailed and an sms message sent to contacts. Below is a sample of how to achieve this.

1. Mouse over the "+" icon on the top right and select SLA.



2. Set up the trigger parameters as shown below but with your company details and custom actions.

**SLA Editor**

SLA automation allows us to automate support request routing, response and assignment based on criteria defined below:

Email:	<input type="text" value="support-noreply@intronis.com"/>	Assigned to:	<input type="text" value="Demo Defender"/>
Company:	<input type="text" value="Demo Defender"/>	Service:	<input type="text" value="Select one"/>
Subject:	<input type="text" value="Failed for"/>	Contract:	<input type="text" value="Select one"/>
Priority:	<input type="text" value="Urgent"/>	Queue:	<input type="text" value="Select one"/>
Category:	<input type="text" value="Support"/>	Location:	<input type="text" value="Select one"/>
		Notify Email 1:	<input type="text" value="demo@demo.exchangedefender.com"/> <input type="checkbox"/> SMS
		Notify Email 2:	<input type="text" value="1231231234@yourcarriers.text.address"/> <input checked="" type="checkbox"/> SMS
		Notify Email 3:	<input type="text"/> <input type="checkbox"/> SMS

[Create SLA](#)

