

## Use Case: Alert paths in monitoring

### Introduction:

The website is the flagship for companies. Be it the company website, cloud solution for customers or a webshop. If users cannot access the website around the clock, it comes to long loading times. In addition, purchasing processes in the webshop or cloud functions can fail due to technical errors, which can lead to loss of reputation and customer. To avoid such losses, the network monitoring solution should warn immediately if the website has unusual behavior.

### Challenges / Problem:

IT managers of a medium-sized company have gained a rapidly growing number of heterogeneous servers and end-user devices through company acquisitions. Experience has shown that disturbances are usually occur without notice. Therefore, it is important for administrators to have a monitoring software to support their daily activities. In order to monitor the infrastructure (e.g., web servers, mail servers, IoT devices, and sensors), the IT department relies on the established Nagios monitoring solution.

The solution allows the IT staff to monitor the complex IT landscape on the screen and react to critical situations as soon as something "unusual" happens. Nowadays, the monitoring tool sends critical warnings by e-mail, pager or SMS. However, these alert paths are not the ideal solution, since e-mails gladly disappear, if there is already a flood of e-mails, or once again the mailbox is flooded and no more e-mails can be received. Pager and SMS are limited in count of information to be transmitted; in addition, there are additional costs for SMS. Therefore, employees have difficulty reacting quickly to system failures while they are on the move. In addition, mobile workers are limited in the initiation of actions to get the system online again and initiate a recovery.

### Solution:

Respond immediately to critical situations by receiving critical alerts from Nagios as instant messages. The Business Bot "**Citunius Notifier**" allow you to compile the most important information as instant message, without a limit of 160 characters. In addition, you get important information directly on the lock screen of the smartphone.

Thanks to our **Business Bot Platform**, you have the opportunity to establish a dialogue between the mobile user and the Nagios solution in order to initiate further steps and actions in a critical situation. However, the solution also allows you to implement your own Business Bots to perform various company-specific tasks during a system failure and monitoring. The Business Bot offers the user a customizable service menu to retrieve frequently used information and initiate actions.

**Result:**

The Business Bot "**Citunius Notifier**" allows IT managers to receive important information directly as an instant message in monitoring all kind of network components to start further steps and actions immediately in a critical situation before any serious damage occurs. The instant information delivery via instant message gives the IT department a good overview even when administrators are on the move.

**About Citunius**

Citunius is a software provider of professional chatbot solutions focused on network monitoring, service management, and knowledge management. The company supports customers in the implementation of strategic initiatives in the field of IoT, ERP and CRM. The Business Bot Platform has recently launched as the first independent chatbot platform with marketplace for professional business systems. The platform is available worldwide as cloud and on-premise solution and enables customers to build personal digital assistants as well as building intelligent dialogue systems aligned to custom business needs. Detailed information about the Business Bot Platform is available at [www.citunius.de](http://www.citunius.de).

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