DATAMATICS

CONFIGURE APPLICATION INSIGHTS ALERT ON MICROSOFT TEAMS
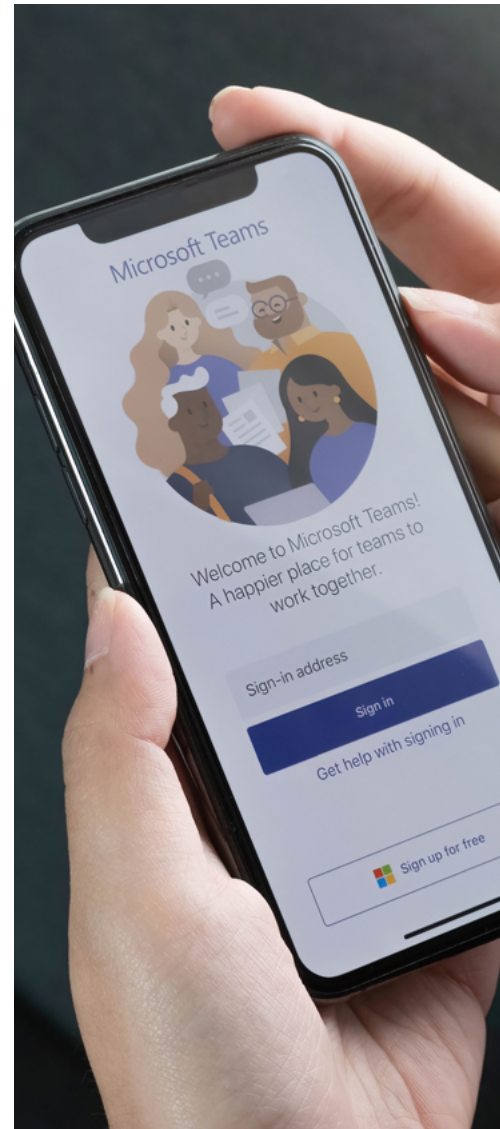
PROBLEM STATEMENT

The mailbox at times fails to receive notifications from the Application or server either due to the slowed mailbox server or a technical issue.
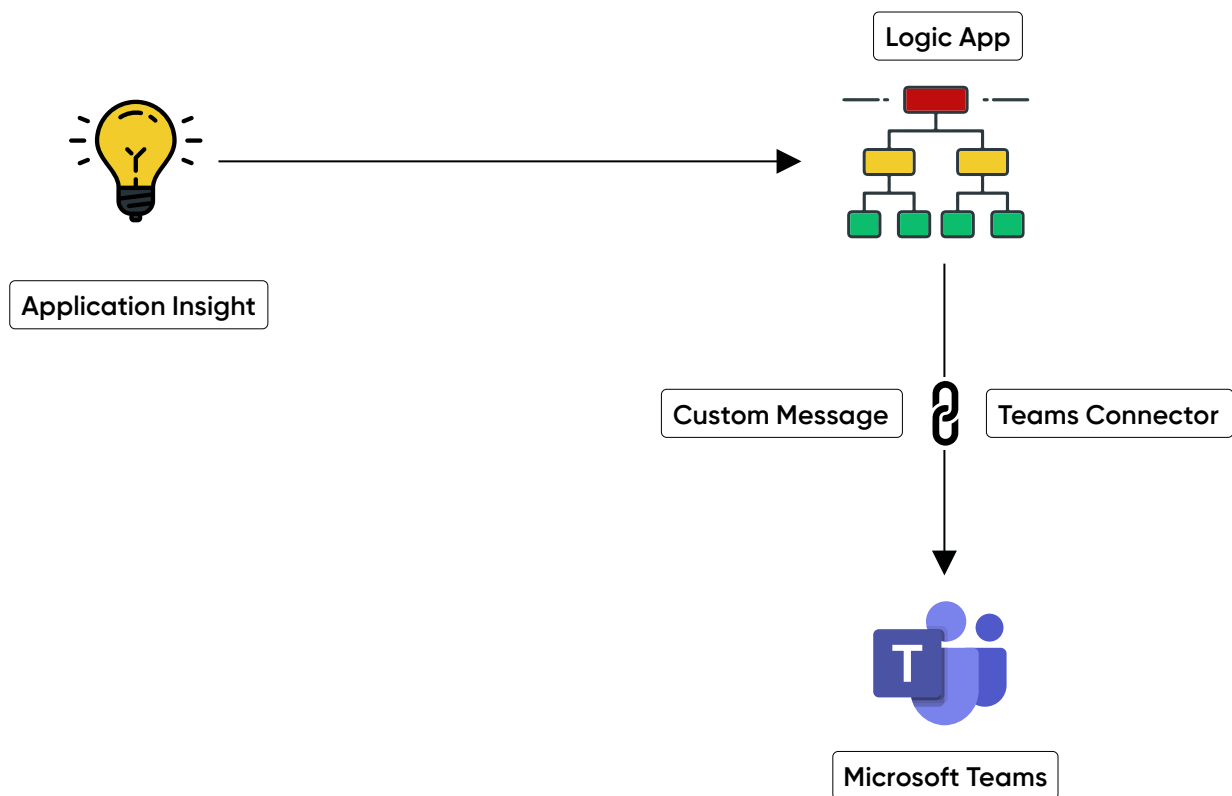
SOLUTION

Modern solution for managing the application notifications or server uses the Microsoft teams channel. MS Teams can be installed on mobile devices or can be accessed directly through a web browser without the need for an organization's laptop or devices.

Why the Application Insight Alert is Sent on Microsoft Teams

A module for application insight alerts is set up with Microsoft Teams so that a user can get critical alerts from the application seamlessly on Microsoft Teams. It can be accessed on mobile devices in readable format just like normal messages. This feature creates an alert on Teams for the user, so that the user can check it even when away from his desk.

ARCHITECTURE OF ALERTS TO MS TEAMS FROM APP INSIGHT

Logic App

Application Insight

Custom Message   Teams Connector

Microsoft Teams

OUTPUT

29-09 17:06
HTTP Alert Has been triggered
Resoruce ID - []
Alert ID - /subscription

Alert Rule - DR Http Error Alert
Metric Name - Http5xx
Metric Name - Microsoft.Web/sites

See less

IMPACT

The impact of system downtimes is rapidly rising due to businesses' increased dependency on data and technology. It can cause loss of opportunities, productivity loss, confidence erosion, SLA penalties, supply chain ripple effects, and most importantly, a damaged reputation.

If the user is on the go and does not have access to emails through the workstation, there might be a delay in communicating. A key feature of Azure is its alerting service, which enables you to set up alerts to monitor the metrics and log data for the entire stack across your infrastructure.

Azure dispatches these alerts via Email. However, for critical metrics indicative of degraded user experience, an email may not be good enough to elicit a prompt response and resolution from your reliability and NOC teams.

For high-availability services with SLA timeframes in minutes, you need to alert the right engineers and team about a critical issue at the right time.

BENEFIT OF GETTING ALERTS TO THE MICROSOFT TEAMS CHANNEL

- The alerts from application insights can be received on MS Teams applications anywhere on the go via the Internet. This solution can help you mitigate all the mentioned impacts and risks.

- Reduced TAT (Turn around Time) to resolve the impacted resource.

ABOUT
DATAMATICS

Datamatics provides intelligent solutions for data-driven businesses to increase productivity and enhance the customer experience. With a complete digital approach, Datamatics portfolio spans across Information Technology Services, Business Process Management, Engineering Services and Big Data & Analytics all powered by Artificial Intelligence.

It has established products in Robotic Process Automation, Intelligent Document Processing, Business Intelligence and Automated Fare Collection.

Datamatics services global customers across Banking, Financial Services, Insurance, Healthcare, Manufacturing, International Organizations, and Media & Publishing.

The Company has presence across 4 continents with major delivery centers in the USA, India, and Philippines. To know more about Datamatics, visit www.datamatics.com

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