

Psyncopate Notification Service for MuleSoft

OVERVIEW

Psyncopate Notification Service for MuleSoft (Notification Service) is an omnichannel message delivery service with out-of-the-box support for email and text messaging and customizable support for most help desk application suites. Client applications and services can inform support personnel and stakeholders of important events by issuing a request to The Notification Service, which will deliver the message to the intended recipient.

Failures in software are a fact of life. Required services can be down, databases can be offline, or user errors can and do occur. In addition to failures, other important events that also require human intervention frequently occur. An important requirement when events like these happen is to notify one or more persons that they need to take action. Although important, log files and other intrinsic features of the implementation platform are not always effective at garnering the necessary attention in a timely fashion.

The Notification Service is a configurable and extensible service that any client may use to issue notifications. As the needs of the organization evolve, the configuration of the Notification Service can be easily changed to meet those demands without impacting the notifying client application.

FEATURES

- **EMAIL AND TEXT**
Out-of-the-box support for electronic mail and SMS text messaging.
- **RESTFUL INTERFACE**
The service provides a full-featured ReST interface through which client requests are serviced.
- **EXTENSIBLE**
Easily customized or extended to support most help desk software suites or messaging applications [like Slack].

- **CONFIGURABLE**
Notification addressees and delivery channels can be changed through configuration without changing client code.

BENEFITS

- **NO CODE**
Rather than implement some form of custom notification from within every application and service, The Notification Service can be accessed by any other client application using a simple ReST call.
- **AUTOMATIC RECOVERY**
The Notification Service recovers automatically from reachability and other errors with email servers and other third-party service providers, making client consumption a breeze.
- **FASTER TIME TO MARKET**
The Notification Service provides an out-of-the-box solution for notification that significantly reduces the time and money that would otherwise be required to implement complex and time-consuming email or text notification capabilities.
- **FLEXIBILITY**
The Notification Service is easily adaptable for any help desk application suites, such as Zendesk, Solarwinds, Salesforce Service Cloud, ServiceNow and others; or messaging platforms like Slack or Microsoft Teams.

REQUIRED SOFTWARE

- Microsoft SQL Server 2017 or higher
- MuleSoft Runtime 4.3.0 or higher

Psyncope Notification Service for MuleSoft

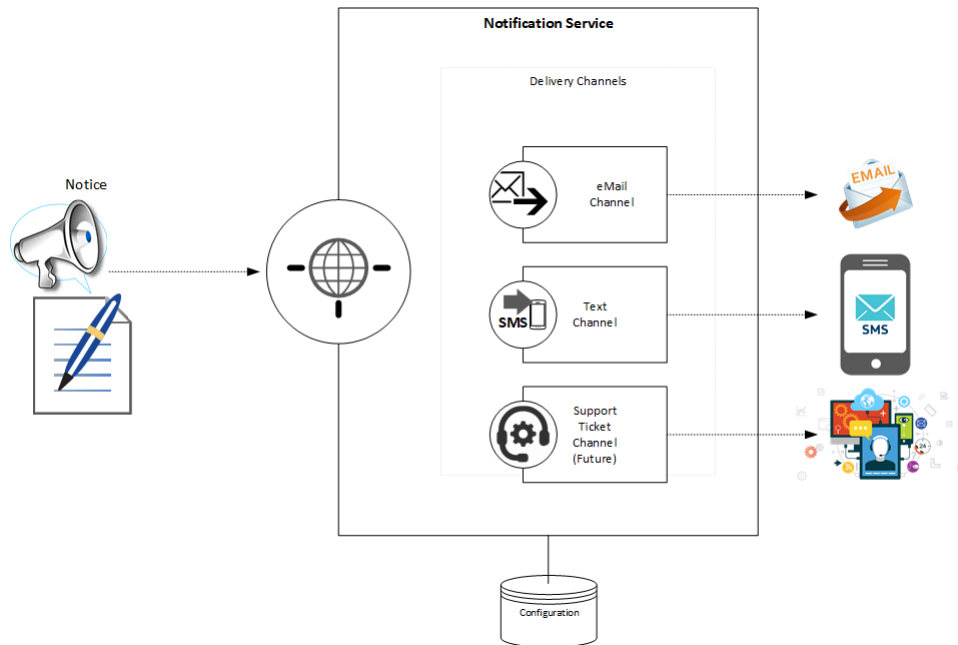
DESCRIPTION

Without exception, there are times when even the best software will encounter conditions that cannot be handled through automation. These conditions often require human intervention to resolve. Sometimes, even when these conditions are resolved automatically, it is often prudent to let someone know that a problem occurred so that they can investigate and report on what occurred. Other times, a key part of a workflow involves one or more people to complete their part of the process.

Some organizations use tools like Splunk to look for certain keyword combinations in log files and then use the intrinsic features of those platforms to notify users, but when those tools are not available the alternative is custom programming that extends individual services and applications to perform explicit notification. This kind of customization is usually implemented as a minimally functional and costly to change stopgap solution that is lacking any consideration for the future needs of the organization.

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The Notification Service offers an out of the box solution that can support both current needs, and future requirements, without changing the applications it serves. To support email notices today, and some other notification method tomorrow requires a simple one-time implementation to make a call to the Notification Service. If the requirements change future, all that needs to happen is a configuration change in the Notification Service, and the new notification channel will be activated without changing a single line of client code.

The Notification Services entirely abstracts away from the client application all the housekeeping and logic required to notify stakeholders of events they need to pay attention to. With out of the box support for email and text messaging, The Notification Service can also be customized to deliver notices to any other application the organization may lean on, including Slack or even popular help desk applications like Zendesk, ServiceNow, SolarWinds, and others.

For more information, e-mail: info@psyncope.com