

Customer Success Onboarding Guide



Hello and Welcome to the SmartBear family!

SmartBear has put a major focus on Customer Success to ensure our customers are able to maximize the return on their investment in their SmartBear products.

This document is your On Boarding Guide, and go to reference for all training needs. Our goal is to help plot you and your teams learning stages from beginner to advance within AlertSite. We are here to assist in your project benchmarks and challenges along the way.

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How AlertSite Works

Once you configure a monitor in AlertSite, the monitor runs tests from any of AlertSite's worldwide locations based on configuration. The monitor reaches out to your website at configured intervals, and returns with availability and response time. If the monitor discovers an error—the site is unavailable, the test times out, or other issue, it triggers an alert to the recipient (or recipient group). Availability, performance, details of each test (runs) are all available for each monitor that you define.

AlertSite collects performance data, determining if your application is loading fast and meets your SLAs. With this information you can answer the following questions:


- Is my application up?
- Does the response time meet my SLAs?
- Where are the bottlenecks?
- What is causing slow response?

Using AlertSite

➤ **Creating Monitors**

- Web Monitors - Monitor a URL or a multi-step transaction.
- API Monitors – Monitor a single API GET or POST operation and upload a Ready! API or SOAPUI test to AlertSite for monitoring.
- Mobile Monitors – Emulate mobile browsers to monitor the user experience for your mobile visitors and monitor your native web, and hybrid applications on real devices in Perfecto MobileCloud.

➤ **Monitor Settings**

- You must be an Admin or Co-Admin user to change the monitor settings.
-  > **Account > AlertSite Preferences > Monitoring.**
- Website Monitor Settings - Common
- Learn more about Editing Monitors [here](#)

Using AlertSite Continued

Alerts

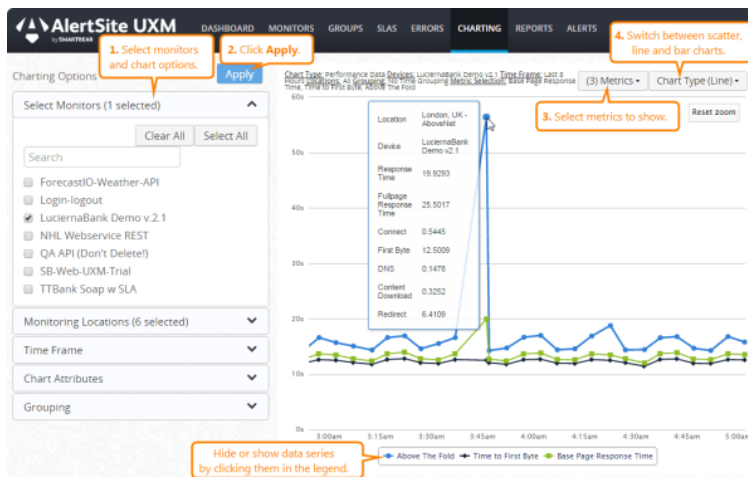
- Availability alerts - sent when a monitor detects an error (the monitor status turns red). For example, if your site does not respond within the timeout, returns incorrect content, or returns an HTTP error like 500 Internal Server Error. Conditions that trigger an error are specified in the [monitor settings](#).
- Performance alerts - sent when the response time exceeds the configured threshold.
- When a problem resolves, a monitor sends the “clear” notification.
- Set up alerts to know immediately when your response time becomes slow or if there is an availability error.

Service Level Agreements (SLAs)

- Create monitors for your key websites and APIs.
- Set service level objectives for availability, uptime and response time.

Charting

- Use the Charting dashboard to create custom charts showing your website response time and user experience metrics.



Reporting

- To create and manage reports, use the **Reports** menu at the top.

Private Nodes

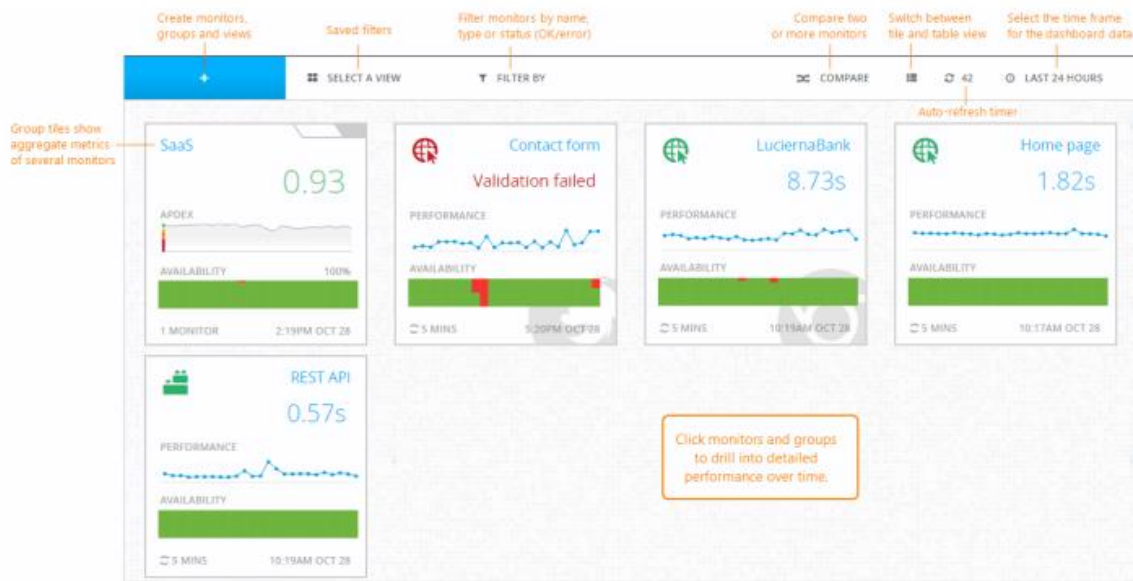
- Private Node is software (either a virtual machine or a downloadable application) that runs on your servers. Nodes inside your network can monitor your behind-the-firewall sites and APIs, their availability and response times. Data is sent to AlertSite via secure transfer (HTTPS).

For more assistance, visit the [AlertSite Product Hub](#) and view topics under [Documentation](#).

AlertSite Dashboards

➤ Main Dashboard

- The Dashboard shows the status of all your monitors.
- The main metrics are:
 - **Availability** – the status of the monitor check (success or error). For multi-step monitors (DéjàClick and API), a successful check means all steps completed successfully.
 - **Performance** – your website response time. For multi-step monitors, this is the total response time of all test steps.
 - **Apdex** (in group tiles only) – Application Performance Index, a value from 0 to 1 that estimates user satisfaction with the application’s response time. 1.00 is perfect, less than 0.50 is bad, and 0.00 means all users are frustrated.



➤ Monitor Dashboards

- The **Monitors** dashboards provide access to all your AlertSite monitors, and show your website monitoring status and performance over time. You can access these dashboards from the **Monitors** menu at the top.

➤ Groups Dashboards

- The **Groups** dashboard shows availability and performance metrics of a [group of monitors](#) over the selected period – last 24 hours, 7 days or 30 days. You can see and compare how your website availability and [Apdex](#) score vary across locations and monitor types. The dashboard automatically refreshes for the latest status updates.

➤ Errors Dashboards

- The **Errors** dashboard in AlertSite UXM shows all errors found by your [monitors](#) during the selected time frame – 24 hours, 7 days, or 30 days. You can filter the list by the monitor name, location, or error code.

Learning and Training References

Free Training and Support

[AlertSite Product Hub](#)



This page will be your one stop shop for support resources for AlertSite. Go here for best practices, videos, to connect with other users, and more. Please select the icon to go there now.

- [Weekly Training](#) – Learn how you can get the most out of the best class synthetic monitoring solution for APIs, web, and mobile applications with an AlertSite specialist.
- Getting Started and How to Videos – [Go here to watch!](#)

SmartBear Academy – Free to all Customers

- AlertSite 101 Getting Started Session for AlertSite Customers is held every other month. The training will be led by AlertSite Sales Engineer, John Lucania. What you will learn:
 - So you got an alert what's next?
 - How to create a monitor.
 - Creating and scheduling reports.
 - Making the dashboard your dashboard.
- 201 will be every other month on more advanced use case scenarios, advanced reporting and advanced monitoring.

Ask your Customer Success Advisor for more details to sign up for the training.

Helpful Documentation Sites

- Help.alertsite.com
- doc.alertsite.com
- Dejaclick.alertsite.com

Support Phone Number: 954-312-0188 Ext.8

Primary Hours 8am – 8pm EST

Emergency Support 24/7