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# Google Cloud Platform (Monitoring) – SendQuick Cloud Integration Guide

Version 1.0

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# REVISION SHEET

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# Google Cloud Platform (Monitor) – SendQuick Cloud Integration Guide

## 1.0 Introduction

### 1.1 About SendQuick Pte Ltd

SendQuick™ develops and offers **enterprise mobile messaging solutions** to facilitate and improve business workflow and communication, and is widely used in areas such as IT alerts & notifications, secure remote access via 2-Factor Authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, SendQuick's messaging solutions have also been developed with other key features in mind. These include **security** and **confidentiality** of company information, and **ease in mitigating disruption** during unplanned system downtime such as that arising from cyberattacks.

### 1.2 About SendQuick Cloud

**SendQuick Cloud** is a cloud based Software-as-a-Service (SaaS) application to monitor and notify for cloud based incidents with omni-channel messaging capability. It has ability to monitor using ICMP Ping, Port check and URL check. It has policy based notifications using Email and Webhook, supporting any applications as well as Cloud Providers like AWS, Azure, Alibaba Cloud, Google Cloud and Oracle. Given the above integration methods, SendQuick Cloud is able to work with any applications to send notifications. Supporting notification channels include SMS, Telegram, Slack, Facebook Messenger and others. Lastly, there is Roster for messaging based on duties and time frame for each recipients, reducing alert fatigue.

### 1.3 Purpose of Document

This document is a guide on how to integrate SendQuick Cloud with Google Cloud Platform Monitor service to send message notifications and alerts. In this guide, we will be using SendQuick Cloud for the integration.

Google Cloud Platform (GCP) Monitor used is available at <https://cloud.google.com/monitoring>

There are two ways to send alert messages from GCP Monitor to SendQuick Cloud. You can use any of the following methods

- Webhook method
- Email method (SMTP)

## 2.0 Configure in SendQuick Cloud

SendQuick Cloud is designed to complement the systems, virtual instances, devOps and other applications on the cloud for sending message notifications when an event happen. This will your services uptime for your cloud services.

### 2.1 Email Filters in SendQuick Cloud

SendQuick Cloud can receive any emails (SMTP) from any applications, apply the configured filters (policies) and if the condition matches, messages will be sent to the recipients. When starting to configure, create an account in SendQuick Cloud and go to **Email Filter** (left Menu) and **Create New Mail Filter Rule**. You will be presented with the interface as shown below.

You will notice the Email Address **TO** as the first Policy item. The email address is pre-assigned by SendQuick Cloud and will follow the name of your account name. This email address cannot be changed and will be used to configure in Google Cloud Platform Monitor as explained in section 3.1.

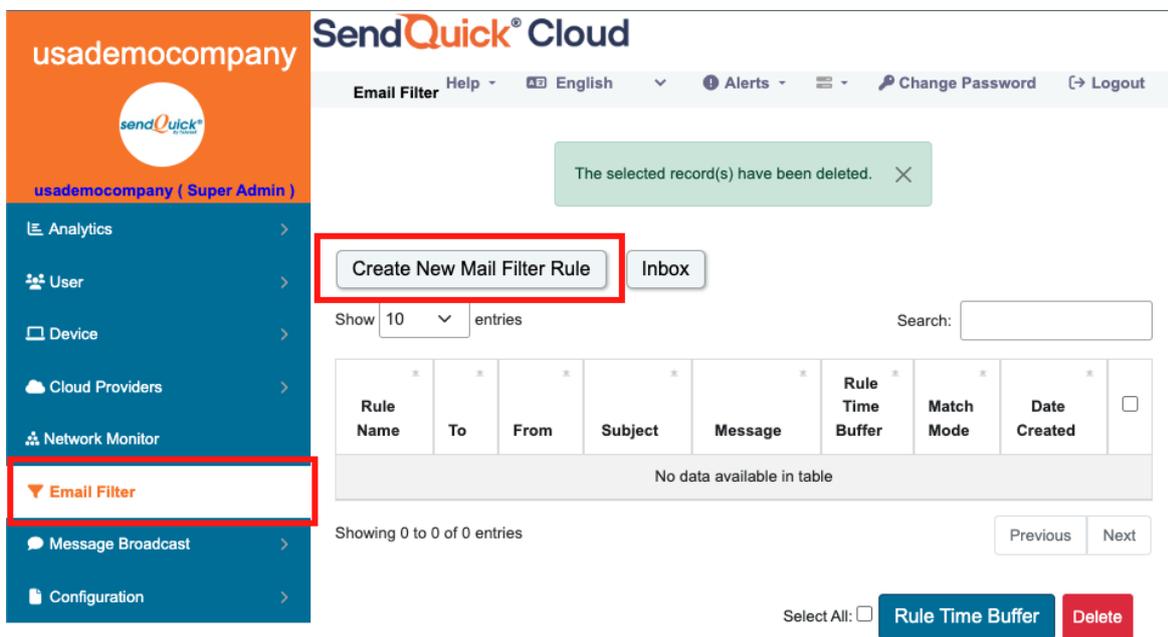


Figure 1.1: SendQuick Cloud Email Filter

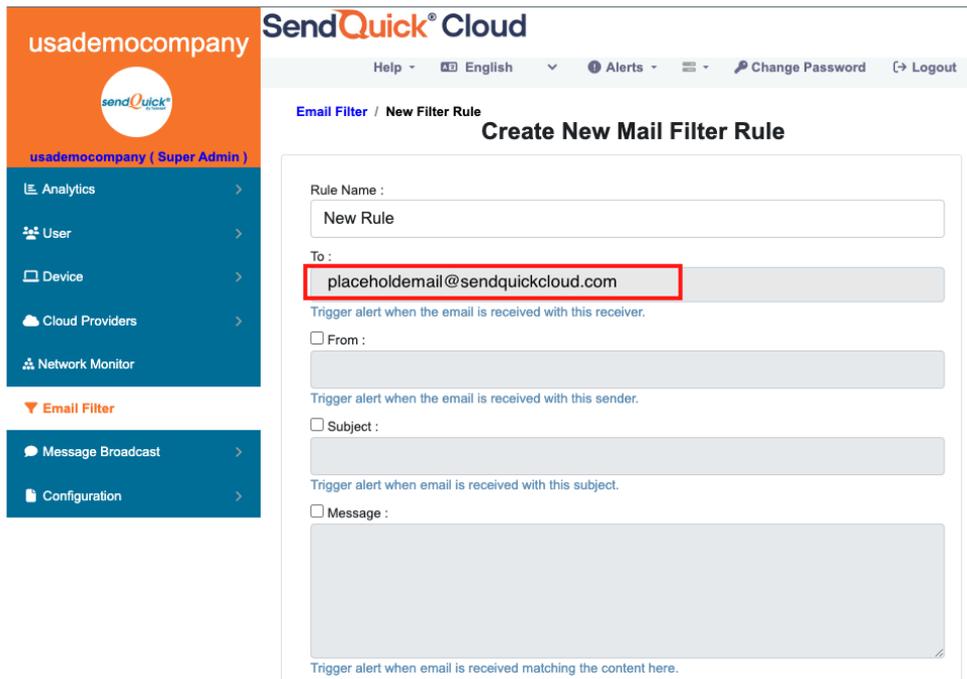


Figure 1.2: Creating New Email Filter Rule

## 2.2 Cloud Provider in SendQuick Cloud using Webhook

The second method to integrate between GCP and SendQuick Cloud is using Webhook method. This is via an Application Programming Interface (API) where the event information is sent to SendQuick Cloud and SendQuick Cloud will process and check against the pre-configured policies (conditions). If the conditions are met, it will trigger an alert to the assigned users.

In summary, the flow is as below:



The webhook sending to SendQuick Cloud is found on the Service Configuration for Cloud Provider in SendQuick Cloud. This is depicted in interface below.

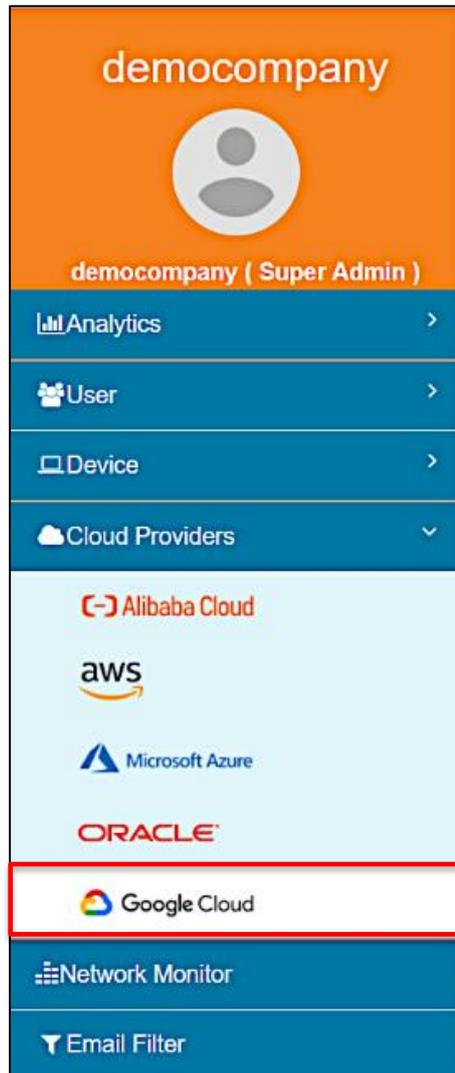


Figure 2.1: SendQuick Cloud Menu (left)

Chose the Cloud Provider as shown on the left Menu in the diagram above. Copy the Integration URL as shown on the top of the Integration page. This is the URL to be configured in GCP as shown in section 4.0.

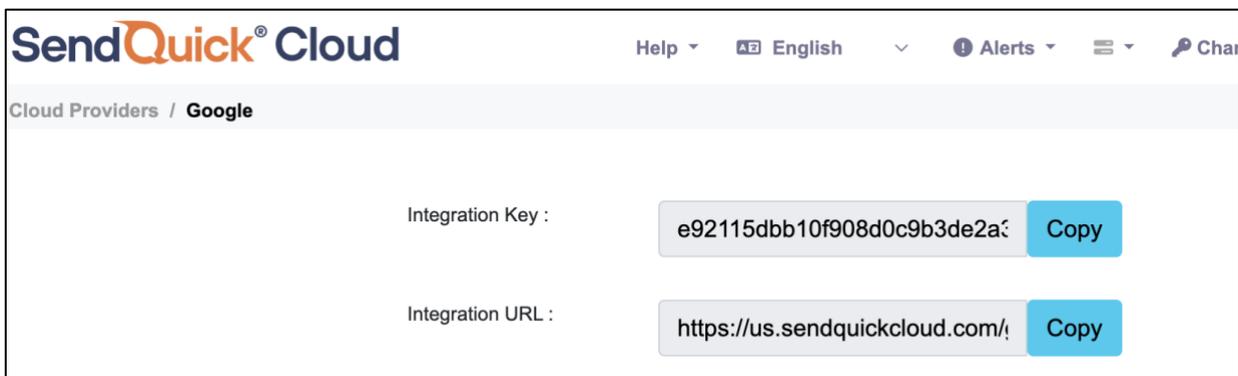


Figure 2.2: Cloud Providers Integration Information

## 3.0 Send Email to SendQuick Cloud (SMTP Delivery)

When any event happens or there is a need to send a notification alert, GCP can trigger an email to SendQuick Cloud. SendQuick Cloud will then convert the email message to alerts and send to mobile phone based on the policy (filter) rules assigned. The email messages is sent from GCP to SendQuick Cloud for processing based on the rules in GCP.

### 3.1 Configure Email Delivery on GCP Monitor

On the dashboard of GCP Monitor, the alert function is found on the left **Menu > Alerting**.

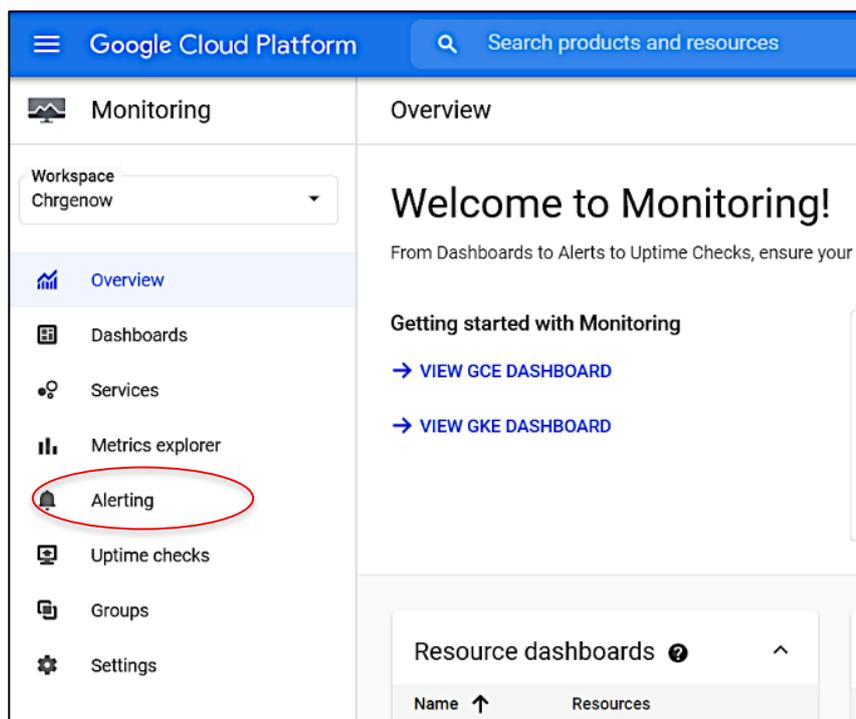


Figure 3.1: Google Cloud Monitor Page

**Select Alerting > Create New Policy > Specify the metrics and threshold value to trigger an Alert.**

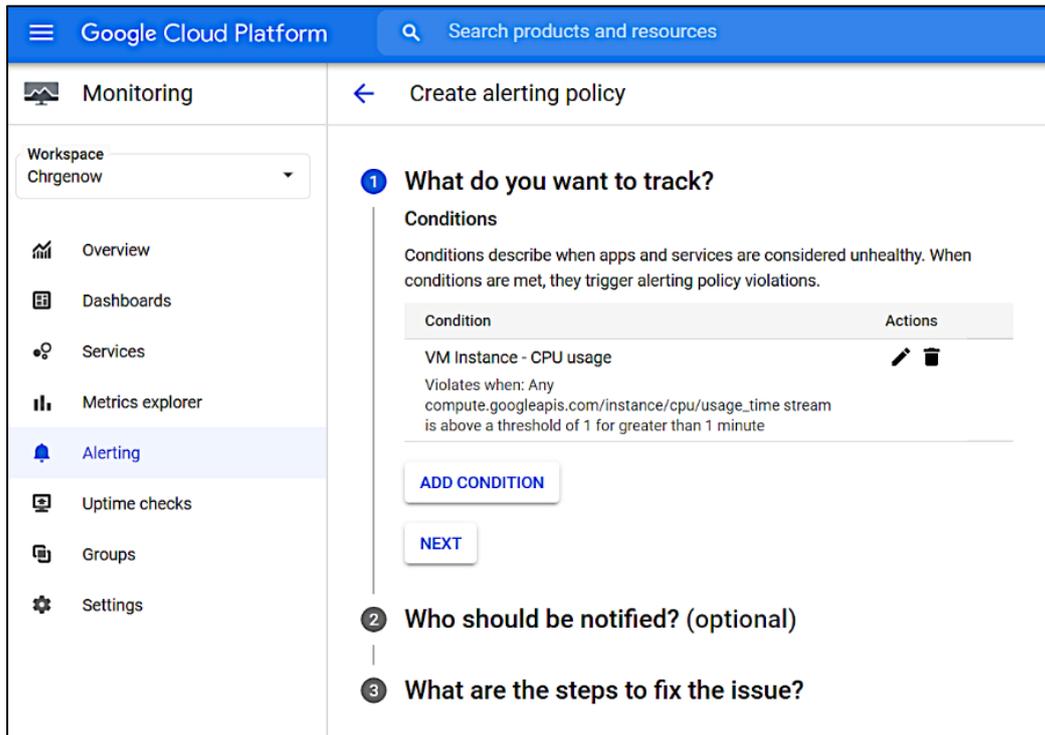


Figure 3.2: Creating New Alert

Then select **Next** as shown above.

Configure the Email Channel by selecting **Manage Notification Channels**, as shown below.

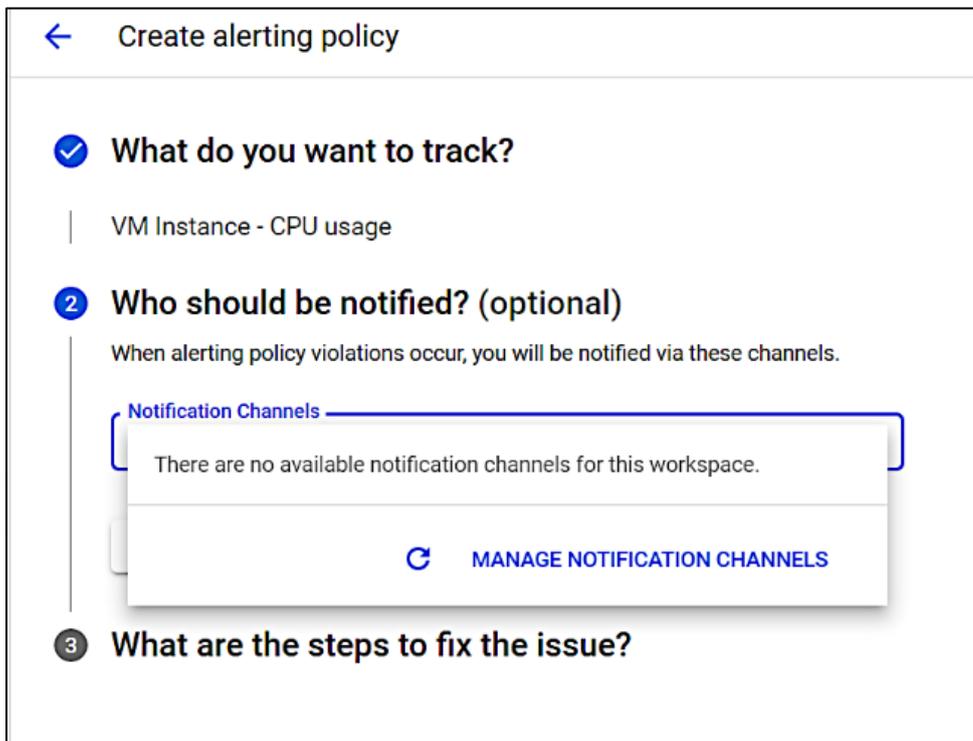


Figure 3.3: Configuring Alert Channels

Enter the email address provided by SendQuick Cloud and give a name to the channel (for easy reference and selection). Then **Save**.

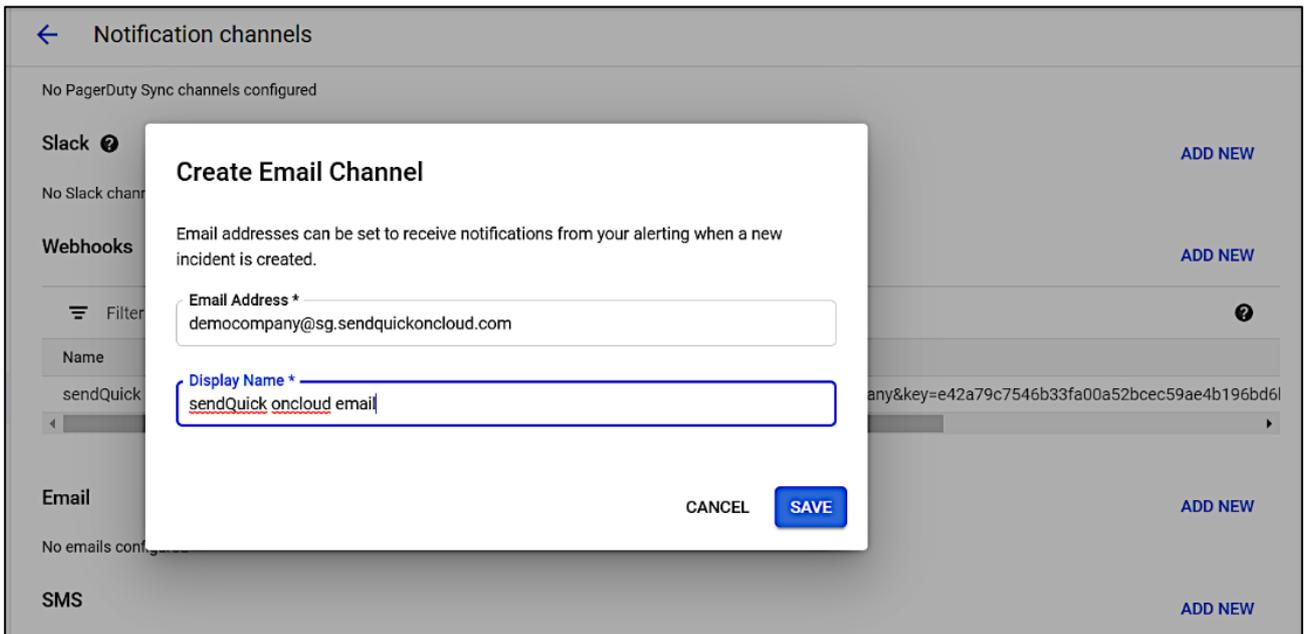


Figure 3.4: Configuring Email Channel

Once completed, you can choose the **Email Channel Name** in the selection Window as shown below.

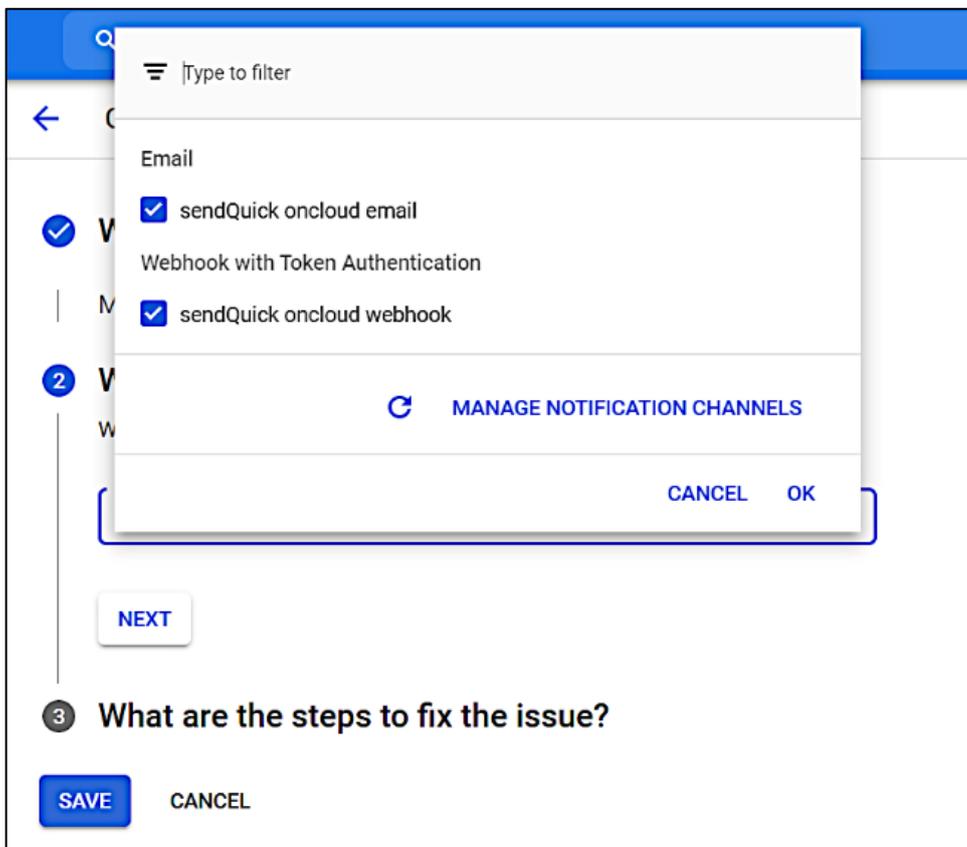


Figure 3.5: Create the New Alert

The last step is complete the Message/Steps to fix the issue and Save the Alerting Policy.

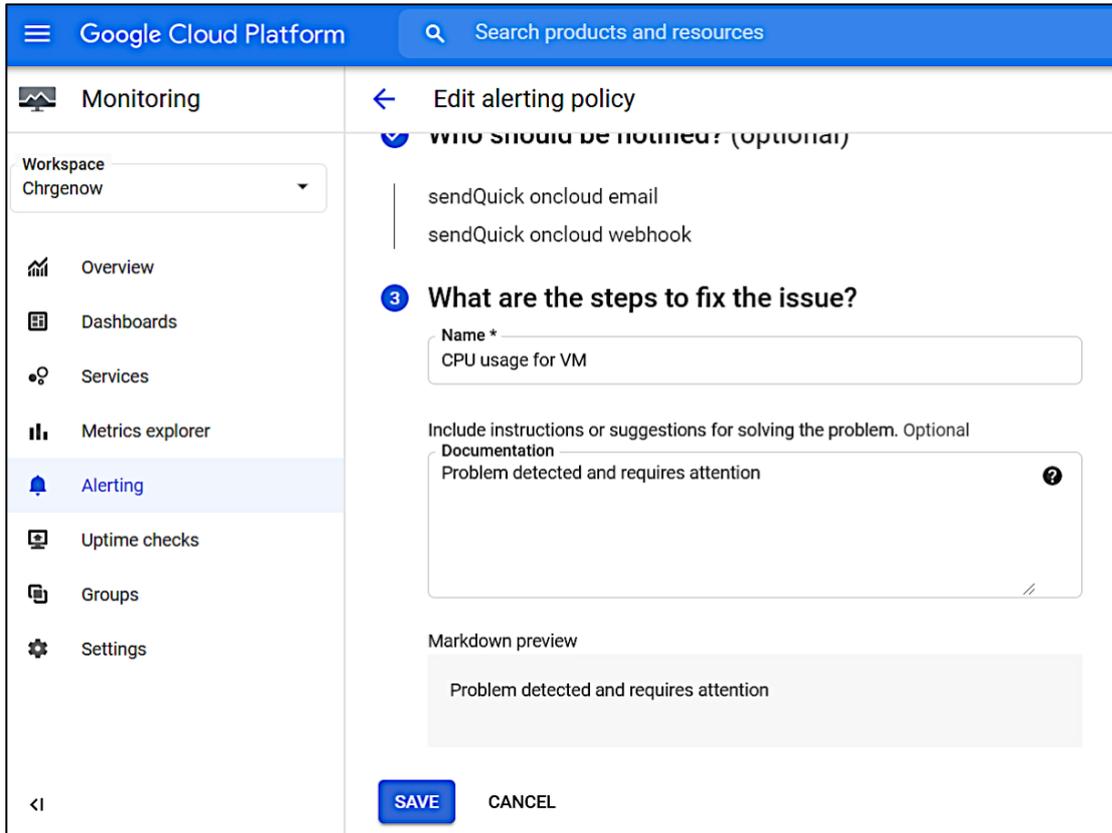


Figure 3.6: Alert Created

Once the step is completed, you will be able to send the information/event to SendQuick Cloud for notifications.

To confirm that SendQuick Cloud has subsequently received the event messages (email or webhook) and sent out as SMS or other text messages, login to SendQuick Cloud and check the following:

**For SMS and text messages (to check if messages sent):**  
**Message Logs > Outgoing Messages**

**For Email Filter Logs (to check if events matched email filters/policies):**  
**Incident Management > Email Filter**

**For Cloud Provider Event log (to check if events matched GCP filters/policies):**  
**Cloud Providers > Google**

## 4.0 Send Notification via Webhook Method

Similarly, notification alerts can be sent to SendQuick Cloud from GCP via Webhook method. The steps are similar except for **Webhook Channel** configuration.

### 4.1 Configure Notification using Webhook

In the GCP, after setting the Conditions and Metrics, you can configure to send GCP metrics using Webhook.. In Manage Notification Channels, Add Static Webhook and you can add the Webhook from SendQuick Cloud (section 2.2) into the interface as below.

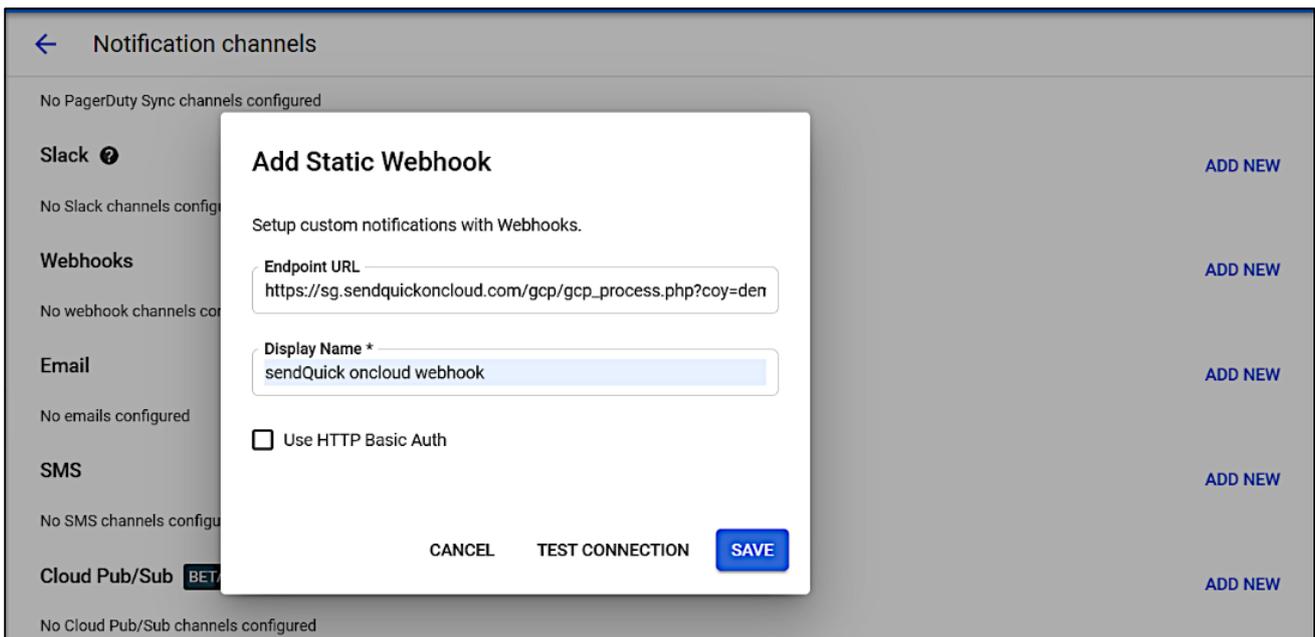


Figure 4: Configure Webhook

Insert the Webhook and give it a name. Then do a Test Connection and GCP will make a connection to SendQuick Cloud to ensure the Webhook (URL) is valid, Once it is tested successfully, the Save button will appear.

Click on Save to save the setting and repeat the steps in Section 3.1 to complete the setting the Alerting policy in GCP.

You can create additional alerting function in GCP and send to SendQuick Cloud when required. This can be applied any items being monitored by GCP Monitor, including Google based functions as well as partners' like AWS and others.

Just configure and start using SendQuick Cloud. For more SendQuick Cloud configuration, refer to SendQuick Cloud User Manual or Video Tutorial.