



# **Splunk – SendQuick Integration Guide**

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## REVISION SHEET

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<b>1.0</b>	<b>22/11/2019</b>	<b><i>First published version</i></b>
<b>1.1</b>	<b>27/01/2021</b>	<b><i>Revised with new format</i></b>
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# Splunk - SendQuick 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. Our solutions are widely used in areas such as IT alerts & notifications, secure remote access via Multi-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. Our solutions are available in the form of server-grade hardware Appliance, Virtual Machine or Cloud-based.

SendQuick is your Innovative Partner for future-proof enterprise mobility solutions – used by over 1,500 corporations, with over 2,000 installations, including many Fortune Global 500 companies, in over 40 countries across the banking, finance, insurance, manufacturing, retail, government, education, and healthcare sectors.

### 1.2 *Purpose of Document*

This document is a guide on how to integrate SendQuick with Splunk to send SMS alerts. In this guide, we will be using SendQuick Entera for the integration. In this guide, we will be using SendQuick Entera Version 20220809-4HF1 and Splunk 9.2.0.1 for the integration illustration.

We will illustrate two methods in this guide:

- Email method
- Webhook http method

The common method is the email method. This method allows users to make full use of SendQuick notification management features such as roster and escalation management. Besides SMS, SendQuick can also notify alerts through other communication channels such as social messenger applications, multiple emails and automated Voice calls.

## 2.0 Send Email to SendQuick

When any device is down or there is a need to send a notification alert, Splunk can trigger an email to SendQuick. SendQuick will then convert the email message to SMS.

### 2.1 Configure Email Filter in SendQuick

SendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combination of emails and SMS. To explore this feature, navigate on the SendQuick dashboard to **Filter Rules > Email Filter**.

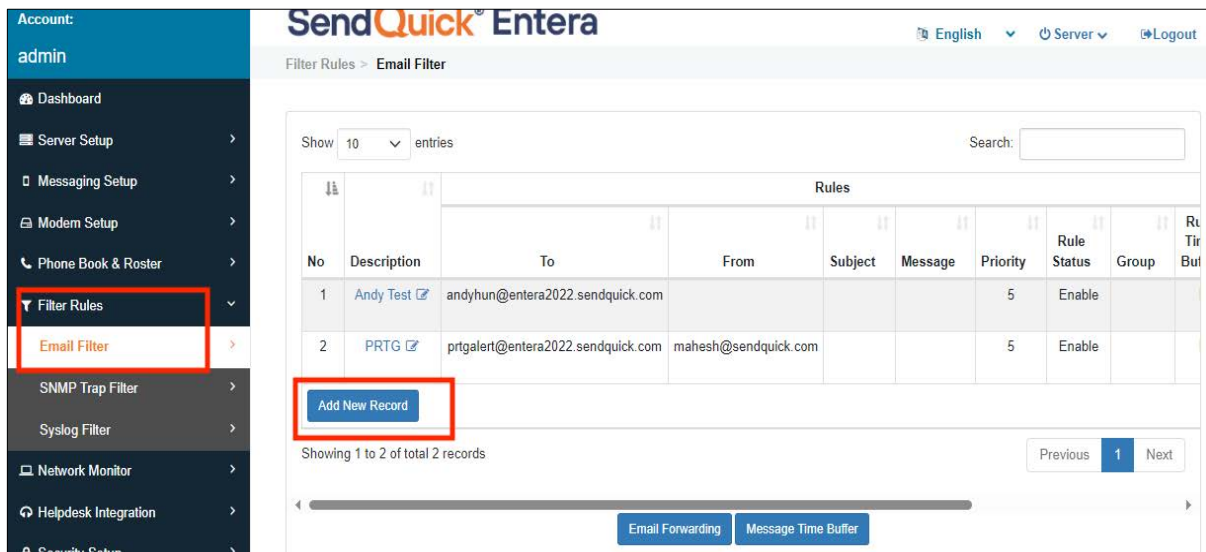


Figure 2-1: Email Filter > Add New Record

Click on **Add New Record**.

You can then create a new record to define the email address Splunk should send to. In our example, we will use **splunk@entera2022.sendquick.com**

**(Check your host and domain name value in the SendQuick dashboard under System Overview under Host and Domain. In this example it is entera2022.sendquick.com)**

The user email can be anything meaningful that you choose but the domain name of the email address must correspond to your domain name of your SendQuick system.

Fill in the **Description**, **Mail To**. For **Match Mode**, check **ANY**. Once done, click **Save**.

**Add Mail Filter Rule**

Description: Splunk  
Variables Usage

Mail To  splunk@entera2022.sendquick.com

Mail From

Subject

Message

Match Mode:  ALL  ANY

Priority: 5

Rule Status: Enable

Figure 2-2: Add Mail Filter Rule

Click on **View** for the record that you have created:

Filter Rules > Email Filter

Show 10 entries Search:

No	Description	To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert
1						5	Enable		No	04/03/2024	ALL	<a href="#">View</a>
2						5	Enable		No	05/03/2024	ANY	<a href="#">View</a>
3	Splunk	splunk@entera2022.sendquick.com				5	Enable		No	05/03/2024	ANY	<a href="#">View</a>
4						5	Disable		No	02/02/2024	ALL	<a href="#">View</a>

Add New Record Duplicate Enable Disable

Showing 1 to 4 of total 4 records Previous 1 Next

Figure 2-3: Email Filter > View

Then click on **Add New Record**.

The screenshot shows the 'Email Filter Rules' configuration page. At the top, there is a table with the following data:

Email Filter Rules	
Description	Splunk
Mail To	splunk@entera2022.sendquick.com
Mail From	
Subject	
Message	
Match Mode	ANY

Below the table, there is a 'Collapse' button. Underneath, there is a search bar and a table with columns: No, Message Receiver, Alert Template, Edit, and a checkbox. The table is currently empty, displaying 'No data available in table'. A red circle highlights the 'Add New Record' button located at the bottom left of the table area.

Figure 2-5: Add New Record (Recipients)

You can then add multiple numbers, emails, or even pre-defined groups to receive the notification alerts.

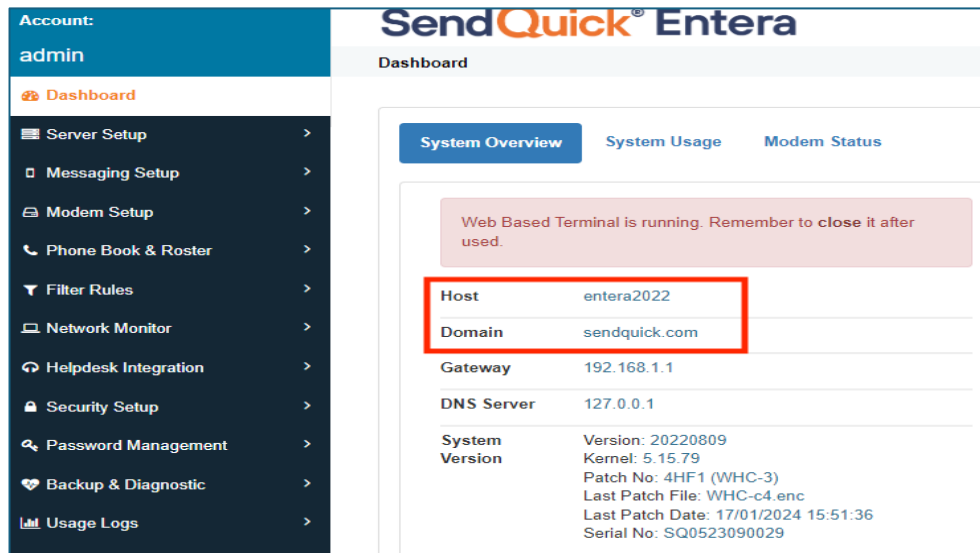
The screenshot shows the 'Alert Recipient Configuration' page. It has tabs for 'Alert SMS', 'Alert Email', and 'Alert Voice'. The 'Alert MIM' tab is selected. The 'Alert Template' field contains 'xFRxSxSUBxMSGx'. The 'Alert Format' is set to 'None' and the 'Alert Mode' is set to 'Once'. There are checkboxes for 'Send Acknowledgement Notice' (checked), 'Disable Roster Management', and 'Disable Roster Management will ignore the phonebook user shift'. A text box on the right explains the default message format: 'The default message is: xFRxSxSUBxMSGx where: xFRx is the Email sender, xSUBx is the Email subject, xMSGx is the Email message, xDTMx is the alert triggered date/time, xCASEIDx is the alert case id, xLEVELx is the alert escalation level'. Below this, there are four sections: 'Mobile Number to Receive Alert', 'Email to Receive Alert', 'Voice to Receive Alert', and 'Group to Receive Alert'. The 'Mobile Number to Receive Alert' field is circled in red. Each field has a 'Select from Phone Book' button below it. At the bottom, there are 'Save' and 'Cancel' buttons.

Figure 2-4: Alert Recipient Configuration

After you have keyed in the information, click on **Save** to continue.

**Quicktip** - To check your host and domain name, you can find the value in the SendQuick dashboard under **System Overview** under **Host** and **Domain**.

For e.g. our domain name is *entera2022.sendquick.com*



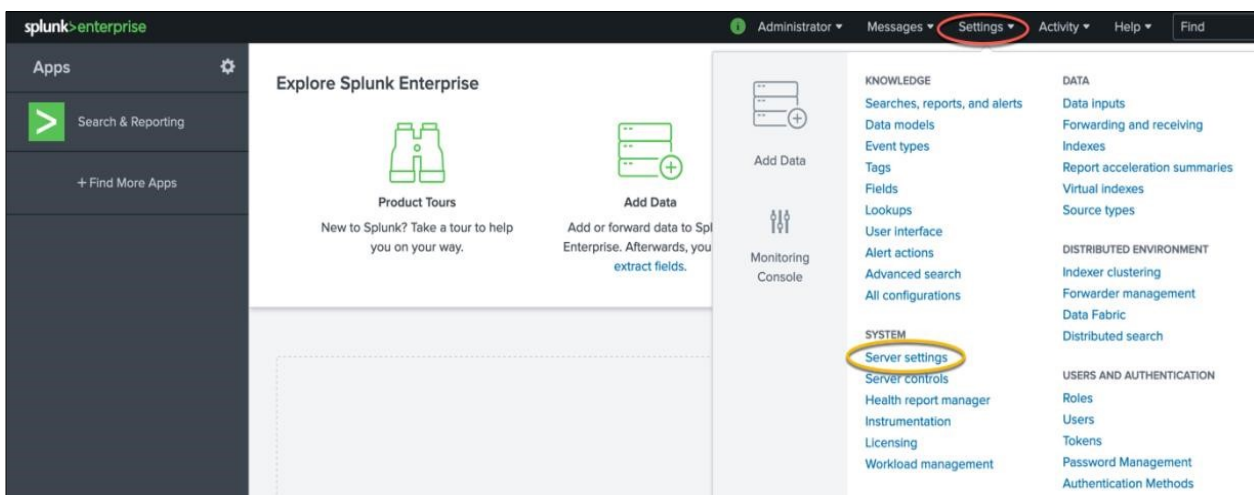
The screenshot shows the SendQuick Entera dashboard. The left sidebar contains a navigation menu with items like Dashboard, Server Setup, Messaging Setup, Modem Setup, Phone Book & Roster, Filter Rules, Network Monitor, Helpdesk Integration, Security Setup, Password Management, Backup & Diagnostic, and Usage Logs. The main content area is titled 'System Overview' and displays system information. A red box highlights the 'Host' and 'Domain' fields, which contain the values 'entera2022' and 'sendquick.com' respectively. Other fields include Gateway (192.168.1.1), DNS Server (127.0.0.1), and System Version (20220809).

Host	entera2022
Domain	sendquick.com
Gateway	192.168.1.1
DNS Server	127.0.0.1
System Version	Version: 20220809 Kernel: 5.15.79 Patch No: 4HF1 (WHC-3) Last Patch File: WHC-c4.enc Last Patch Date: 17/01/2024 15:51:36 Serial No: SQ0523090029

Figure 2-6: System Overview

## 2.2 Configure Email Settings on Splunk.

On the dashboard of Splunk, navigate to **Settings > Server Settings > Email Settings**.



The screenshot shows the Splunk Enterprise dashboard. The top navigation bar includes 'Administrator', 'Messages', 'Settings', 'Activity', 'Help', and 'Find'. The 'Settings' menu is circled in red. The main content area is titled 'Explore Splunk Enterprise' and features 'Product Tours' and 'Add Data' options. The right sidebar contains a list of settings categories: KNOWLEDGE, DATA, DISTRIBUTED ENVIRONMENT, and SYSTEM. The 'SYSTEM' category is circled in yellow, and 'Server settings' is highlighted within it.

Figure 2-7: Server Settings

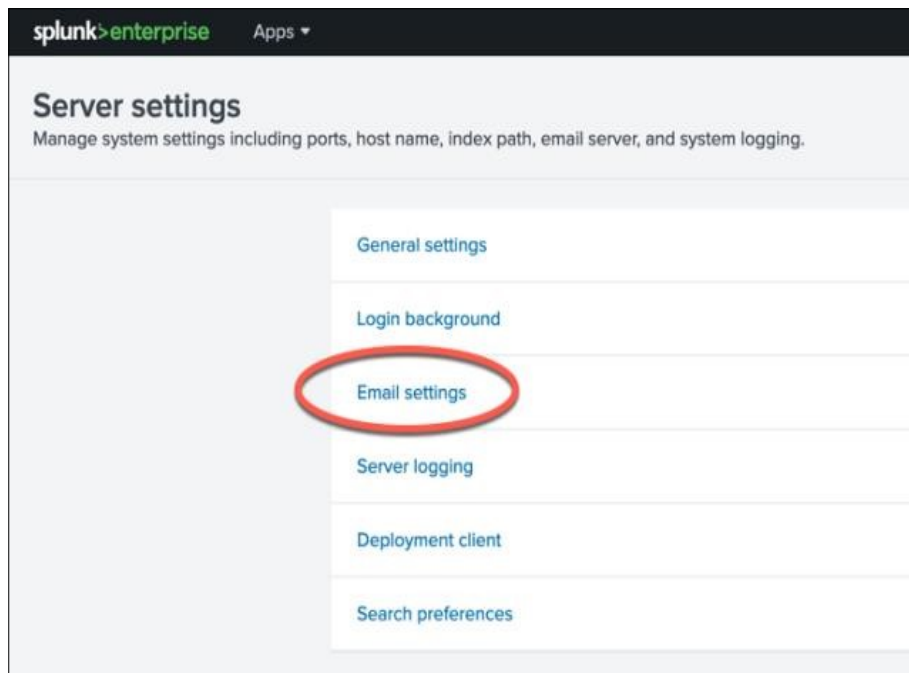


Figure 2-8: Email Settings

In the **Mail Server Settings** section, key in your own SendQuick IP address in the **Mail Host** field as shown in the screenshot example below.

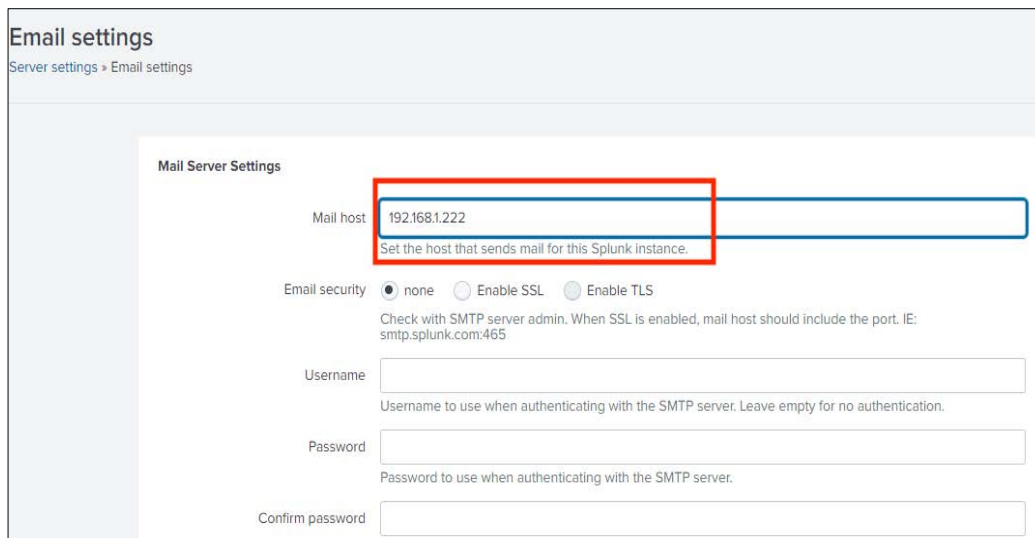
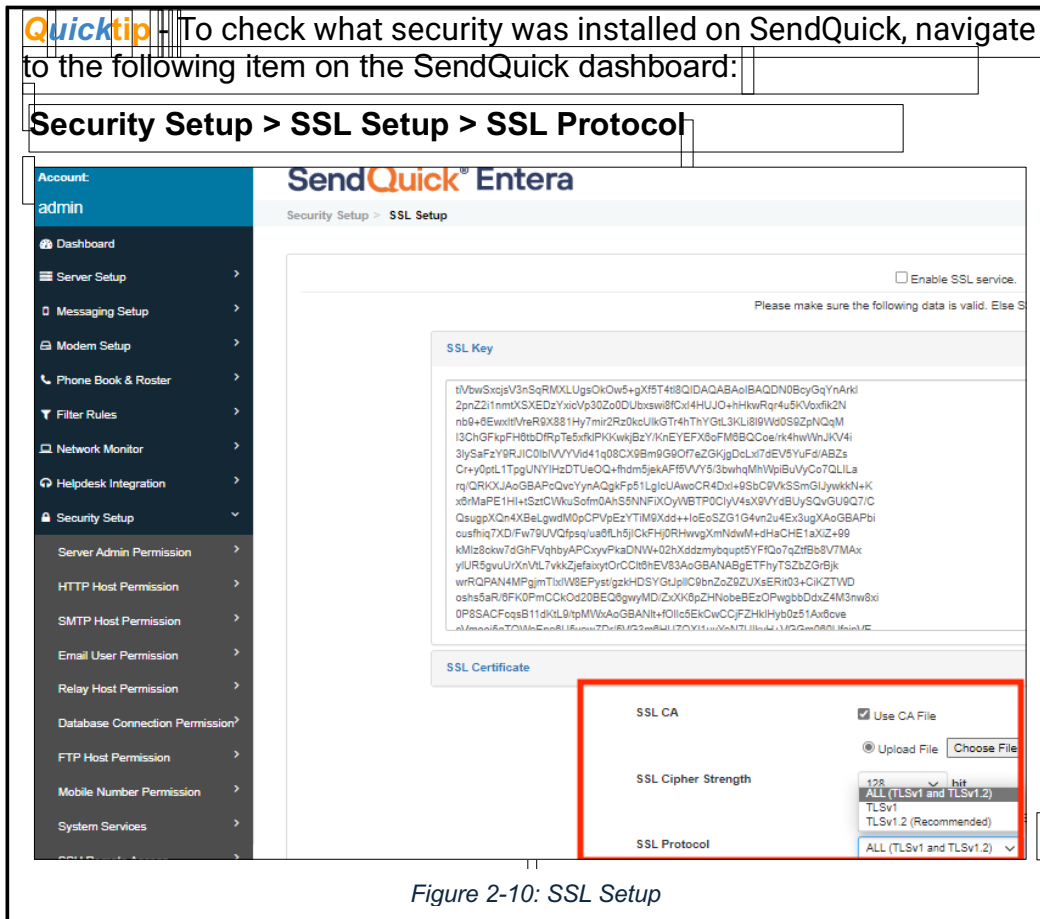


Figure 2-9: Email Server Configurations

For **Email Security**, leave it as “none” unless you have configured SSL or TLS in SendQuick.

Please note that you will also need to have the same security certificate on Splunk for this to work. Please refer to Splunk manuals on how to configure this. If no security has been configured, leave the **Username** and **Password** fields blank.



You can key in the email address of your choice in the **Send emails as** field and **Email footer**. Click on **Save**.

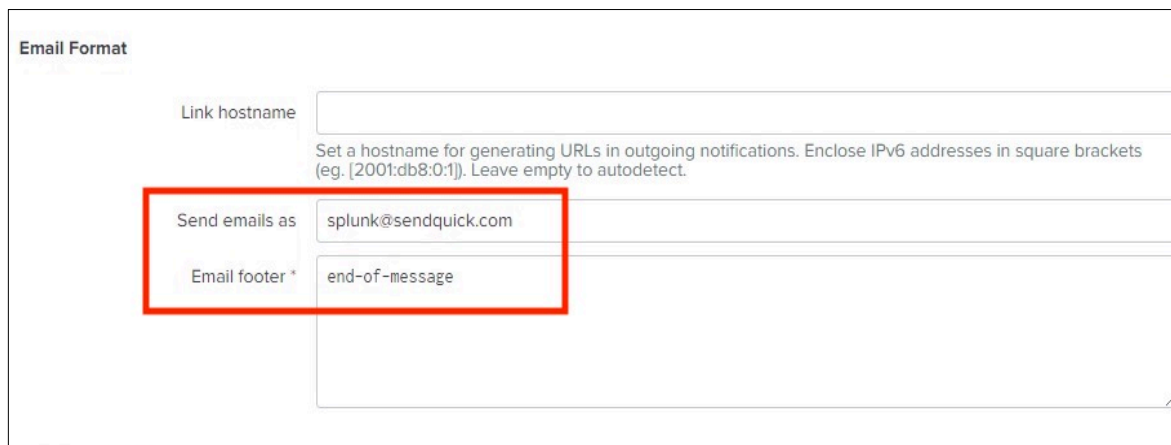


Figure 2-11: Configuring Sender Email

## 2.3 Setting Up An Alert

To create an alert in Splunk, you can save an alert from a search. In this example we will create a sample real-time alert. On the **Splunk > Enterprise Dashboard**, click on the **Search & Reporting** app.

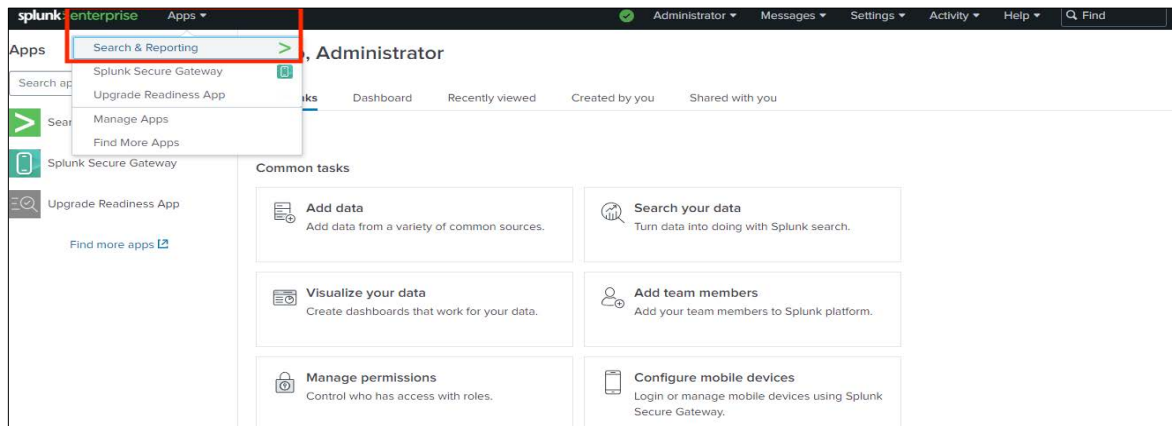


Figure 2-12: Search & Reporting

On the search bar, key in the following to create a new search to look for errors (for more on splunk searches, please refer to documentation from Splunk)

**index=\_internal " error " NOT debug source=\*splunkd.log\***

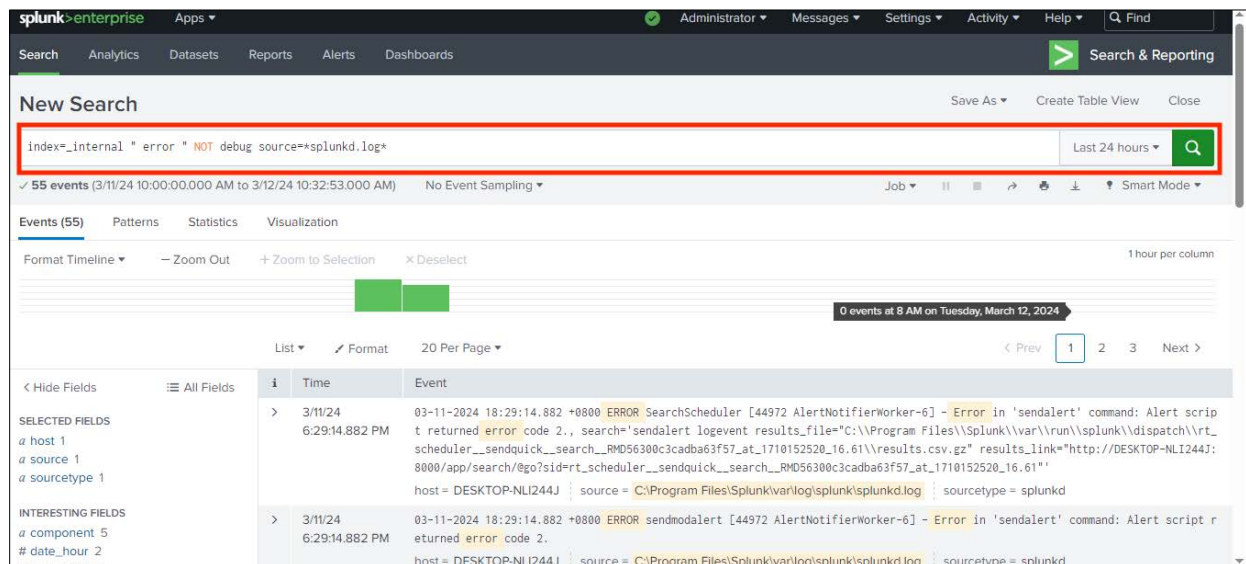


Figure 2-13: Error Search

Click on the magnifying glass icon.

After the search results has appeared, you can then save it as an alert by selecting **Save As > Alert**

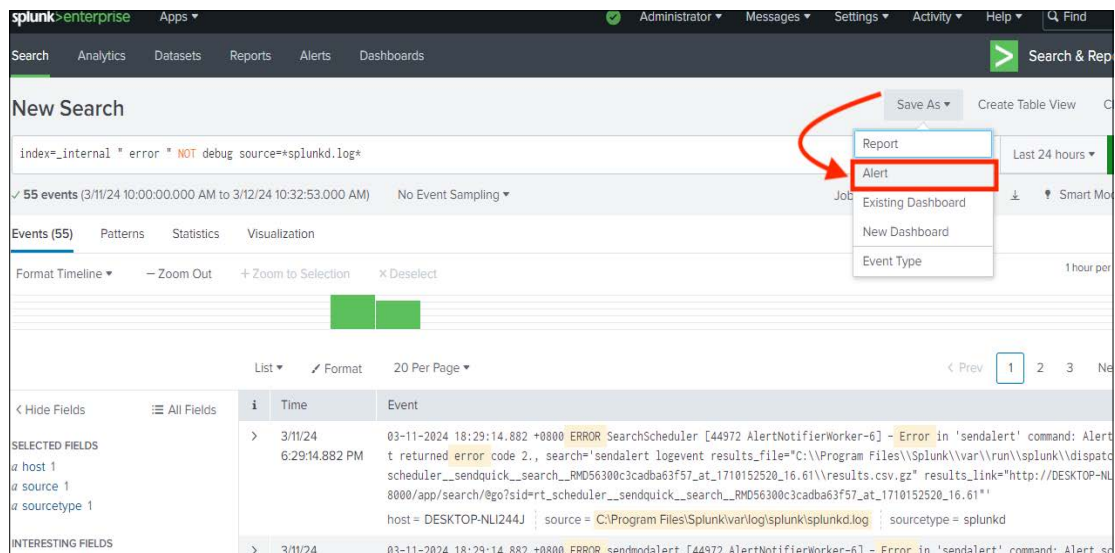


Figure 2-14: Save Incident Scenario as Alert

Configure the alert according to your needs. For this example, we will use the sample alert provided by [Splunk tutorial on Alert Samples](#)

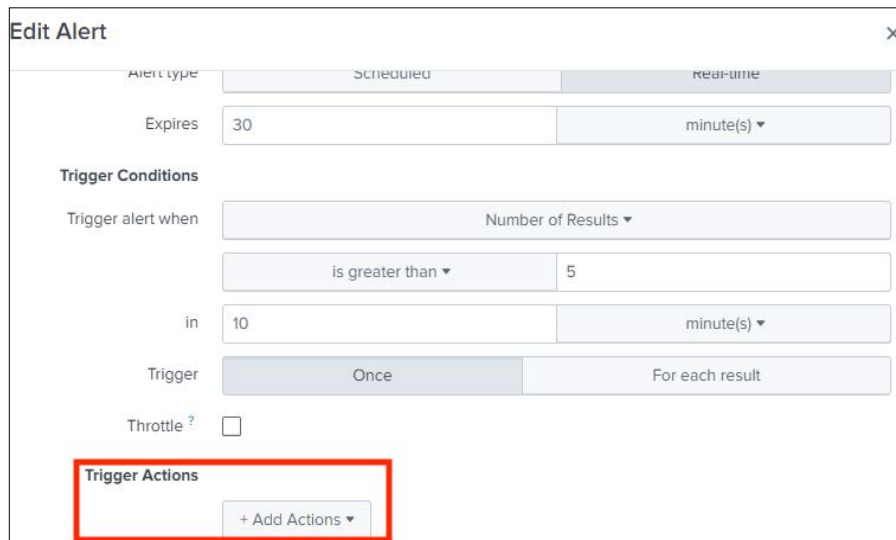
Fill in the following:

- **Title:** Errors reported (Real-time)
- **Alert type:** Real-time
- **Trigger condition:** Number of Results
- **Trigger if number of results:** is greater than 5 in 10 minutes.

The screenshot shows the 'Edit Alert' configuration window. The 'Alert' dropdown is set to 'Errors Reported (Real-Time)'. The 'Alert type' is set to 'Real-time'. The 'Expires' field is set to '30 minute(s)'. The 'Trigger Conditions' section is configured as follows: 'Trigger alert when' is set to 'Number of Results', 'is greater than' is set to '5', and 'in' is set to '10 minute(s)'. The 'Save' button is highlighted in green.

Figure 2-15: Alert Configuration

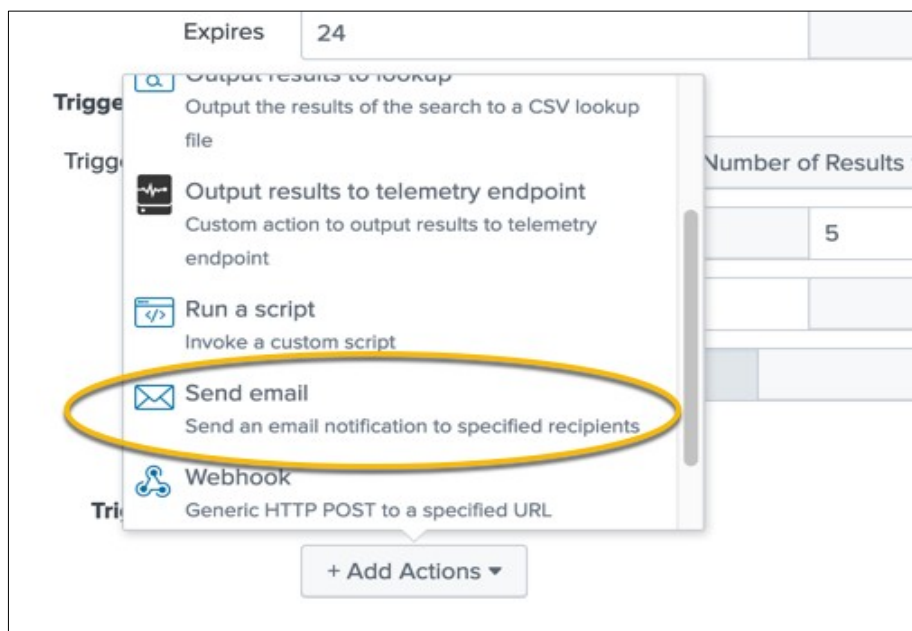
Before you click **Save**, scroll down until you see **Trigger Action**. Click on the **Add Actions** button.



The screenshot shows the 'Edit Alert' configuration window. The 'Alert type' is set to 'Scheduled'. The 'Expires' field is set to '30' and 'minute(s)'. Under 'Trigger Conditions', 'Trigger alert when' is set to 'Number of Results', which is 'is greater than' '5' in '10' 'minute(s)'. The 'Trigger' is set to 'Once'. A 'Throttle?' checkbox is present and unchecked. The 'Trigger Actions' section is highlighted with a red box and contains a '+ Add Actions' button.

Figure 2-16: Trigger Actions

Select **Send email** from the options provided.



The screenshot shows the 'Trigger Actions' dropdown menu. The 'Send email' option is highlighted with a yellow oval. The menu includes the following options: 'Output results to lookup file', 'Output results to telemetry endpoint', 'Run a script', 'Send email', and 'Webhook'. The 'Send email' option is described as 'Send an email notification to specified recipients'. The '+ Add Actions' button is visible at the bottom of the menu.

Figure 2-17: Trigger Action - Send Email

Enter the same email address configured in SendQuick email filter in the **To** field. Select **Plain Text** for **Type** and click **Save**.

Figure 2-18: Send Email Details

You should then have an alert like this.

Figure 2-19: Trigger Action Sample Configuration

To check if the Job is running, from the dashboard menu, select **Activity > Jobs**

Figure 2-20: View Running Jobs

If the condition is triggered, the **Status** will be changed to **Done**.

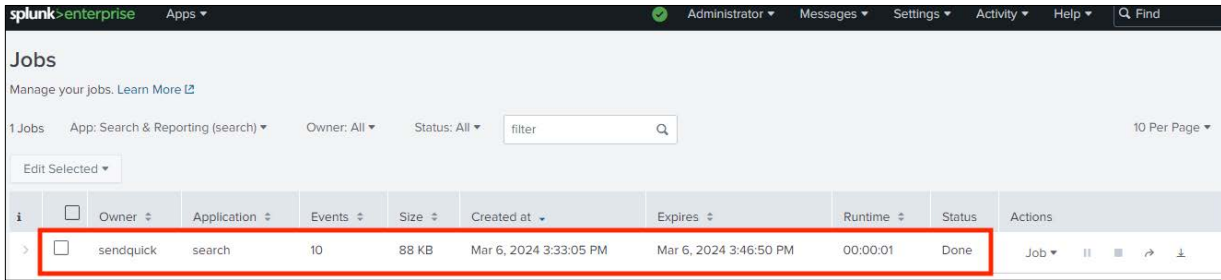


Figure 2-21: Trigger Action Status

To confirm that SendQuick has subsequently received the email and sent out as SMS, go to SendQuick dashboard. Navigate to **Usage Logs > Message Logs**

Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.

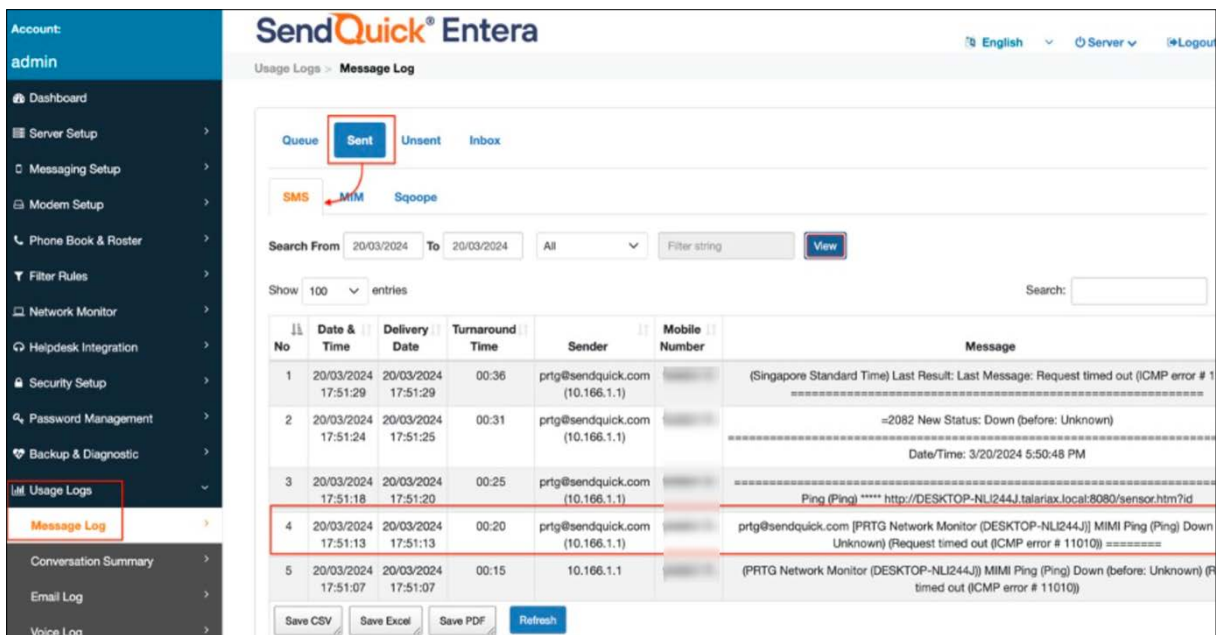


Figure 2-22: Message Logs