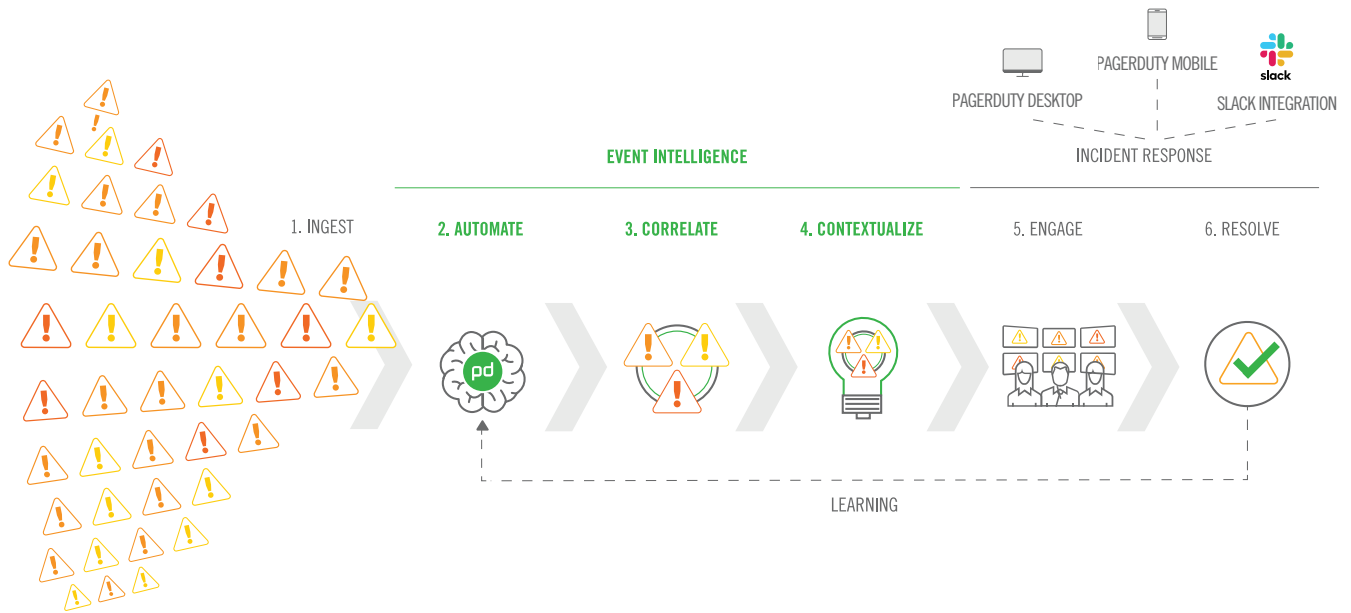




Real-Time Digital Operations Made Simple.

Hub for Hybrid-Cloud Digital Operations

Many modern ITOps and DevOps teams count on Slack to keep everyone on the same page when things are running smoothly—and perhaps even more so when they aren't. PagerDuty's Slack app allows those teams to use PagerDuty's powerful real-time operations platform (without having to leave Slack) to do things like reassigning or escalating an incident and viewing additional incident context. The PagerDuty platform also allows users to create an incident war room Slack channel from within PagerDuty, adding additional users to it as the situation evolves.



Our teams have dedicated Slack channels for their alerts, and PagerDuty is integrated into each of them. So straight away, you can see when there's a serious problem, you can see when someone acknowledges it, and you can see that it's being resolved—all in one channel. That means, in terms of recovery, there's just one log for that particular product.

- Tom Clark, Head of Common Platform, ITV





Drive real-time ops from Slack

Run a PagerDuty incident response play from a Slack notification and add responders on-the-fly. Create, reassign, escalate, or gather more context about an incident—all from within Slack.



Drive on-call from Slack

Teams can quickly and easily change PagerDuty schedules, and view up-to-date on-call information and timelines from within Slack.



Create Slack channels

Create a war room (or any Slack channel) and add additional responders when needed—all from within PagerDuty.

Key PagerDuty + Slack Features:

Slack as a PagerDuty Interface: Use PagerDuty's desktop or mobile interfaces or Slack to manage real-time ops with PagerDuty.

Respond Your Way: Create, reassign, escalate, or run an incident response play, all from within Slack.

Loop In Additional Responders: Add response help directly from a Slack notification.

One Set of Permissions: With the PagerDuty Slack integration, there's no need to duplicate or rebuild permissions.

Rich Incident Context: Arm responders with relevant incident facts and data points, all visible inside Slack.

Learn by Bot: Learn how to use Slack integration features via a Slackbot.

Integrated War Room Channels: Create or point to a Slack channel directly from PagerDuty and automatically invite responders to the right channel. Capture all discussions and actions in the channel for postmortem reviews.

Stay Informed About Your On-Call Schedules: View all of your on-call schedules from Slack.

The screenshot shows a Slack interface for a channel named #inc-2332. The channel was created by @PagerDuty on April 20th, 2019. A PagerDuty incident notification is displayed, titled "Service Monitor (Shopping Cart - Add to Cart Health Check violated API Request Failure)". The notification includes details such as "Priority: P2", "Business Service: Shopping Cart (Prod)", and "Service: API Gateway". A description box contains the following text: "details: Monitor failed for location Sydney, AU", "current_state: open", and "condition_name: API Request Failure". Below the description are buttons for "View in PagerDuty", "Add Additional Responders", and "Quick Actions". A note states: "This channel was auto-generated for PagerDuty Incident #2332". Team members amy and jon have responded with messages about customer checkouts failing and load balancers. Another PagerDuty notification asks "What Service do you want to find the on-call for?" with "Infrastructure" selected in a dropdown menu. A final notification states: "Current on-call for Infrastructure service is Bryan Long (@bryan)". Buttons for "Add to Incident" and "View Escalation Policy" are visible at the bottom.