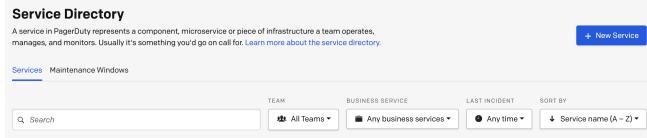
PagerDuty Integration

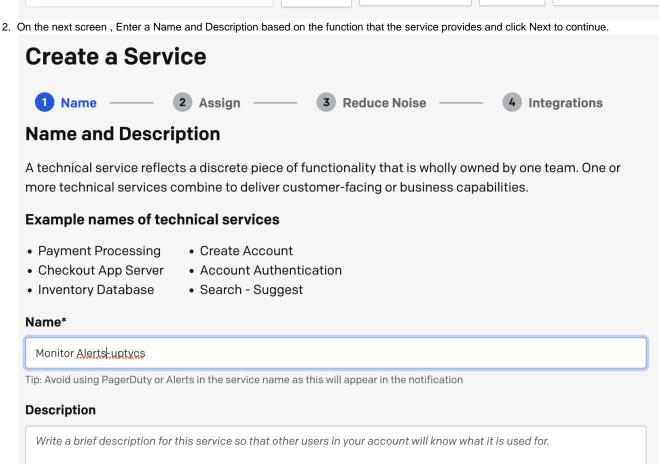
- Create a Service in PagerDuty
- Working Example
- Useful links

Create a Service in PagerDuty

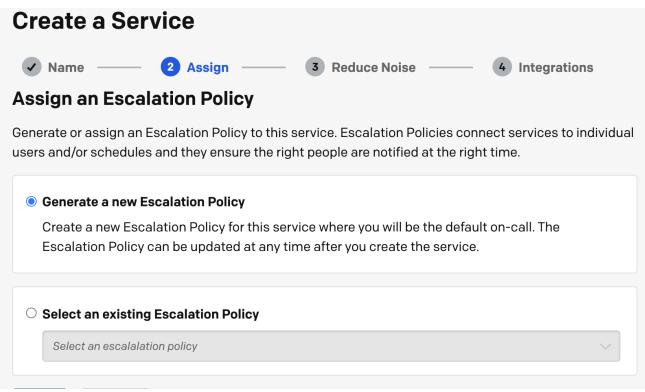
This Agent supports sending events to "Generic API" services and a Generic API service can be created as follows

1. Go to Services > Service Directory and click New Service.





3. Assign an escalation policy either by Generate a new Escalation Policy or Select an existing Escalation Policy. Click Next to continue.



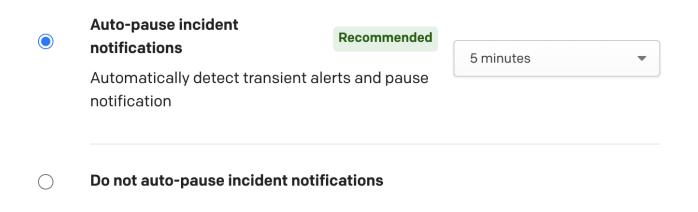
- 5. If you generate a new escalation policy, you will be placed as the first-level on-call for the service. You can edit the policy at any time after the service is created.
- 6. On the next screen, Reduce Noise: select Alert Grouping based on below options:
- 1. Intelligent: Group alerts based on alert content and past groups.
- 2. Content-Based: Group alerts when contents of specified alert fields match by clicking on Create Grouping and select your alert grouping criteria. You may choose to group alerts based on Any or All of the following fields, then select your preferred Field Name
- 3. Time-Based: Group alerts for a selected duration and select duration from dropdown
- 4. Turn Off Alert Grouping: Select this option if you would not like to use alert grouping

Create a Service 3 Reduce Noise 4 Integrations ✓ Name **Assign Reduce Noise Alert Grouping** Combine similar alerts into a single incident to reduce notification noise and provide more context when responding to incidents. Intelligent Recommended Intelligently based on alert content and past groups. **Content-Based** When contents of specified alert fields match. Time-Based 2 minutes For a selected duration. **Turn Off Alert Grouping**

^{6.} Transient Alerts: Pause incident creation and notification for alerts that are transient. Alerts that typically auto-resolve through integrations within minutes will be suspended for the selected duration.

Transient Alerts

Pause incident creation and notification for alerts that are transient. Alerts that typically auto-resolve through integrations within minutes will be suspended for the selected duration.



7. Click Next and select Events API V2 for the Integration and click on Create Service

Create a Service

Name Assign Reduce Noise Integrations

Alert feeds can come into PagerDuty from a number of sources. We apply our AI to these alerts and can trigger incidents and notify the right people at the right time.

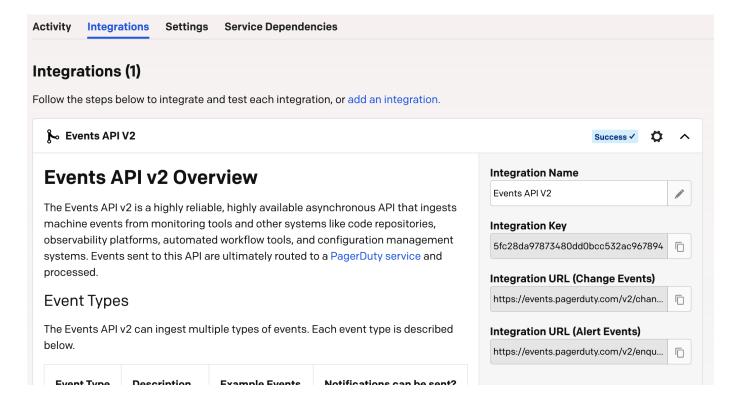
Select the integration(s) you use to send alerts to this service

Search for an integration(s)

Your selections (1)

Events API V2

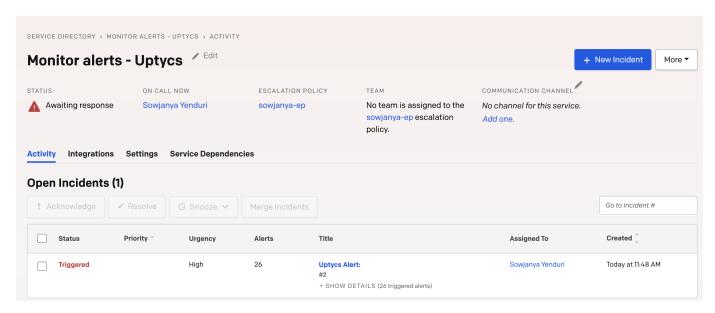
8. Once the Service is created, Go to Integrations page and you will see the Integration name, Integration key and Integration URL which is required when you send events to PagerDuty. You can see like below



Working Example

- 1. Create an Event rule and Alert rule under configurations in any stack and generate an alert
- 2. Go to Alert rule and click on Send notifications Select an existing destination to add Create and add new destination Notify on Every Alert Close After Delivery pagerduty Search destinations Please select destination type manoi mkokkiri@uptycs.com Name mayur Name is required. \sim mbodar@uptycs.com Service Key u+KsqD87WNYW1GS41NQw PD alert П
- 3. Select Destination type as pagerduty and provide a Name and Service Key will be your Integration Key created as part of Service creation in PagerDuty
- 4. Click on Notify on Every Alert and Close After Delivery and Save
- 5. Generate an alert and Go to PagerDuty > Incidents > All Incidents and check if your alert has been triggered

You should see like below



Note: Service Name here is Monitor alerts - Uptycs

Useful links

https://support.pagerduty.com/docs/services-and-integrations