Webhook Notification

Cloud Insights

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Notification using Webhooks

Webhooks allow users to send alert notifications to various applications using a customized webhook channel.

Many commercial applications support webhooks as a standard input interface, for example: Slack, PagerDuty, Teams, and Discord all support webhooks. By supporting a generic, customizable webhook channel, Cloud Insights can support many of these delivery channels. Information on webhooks can be found on these application websites. For example, Slack provides this useful guide.

You can create multiple webhook channels, each channel targeted for a different purpose; separate applications, different recipients, etc.

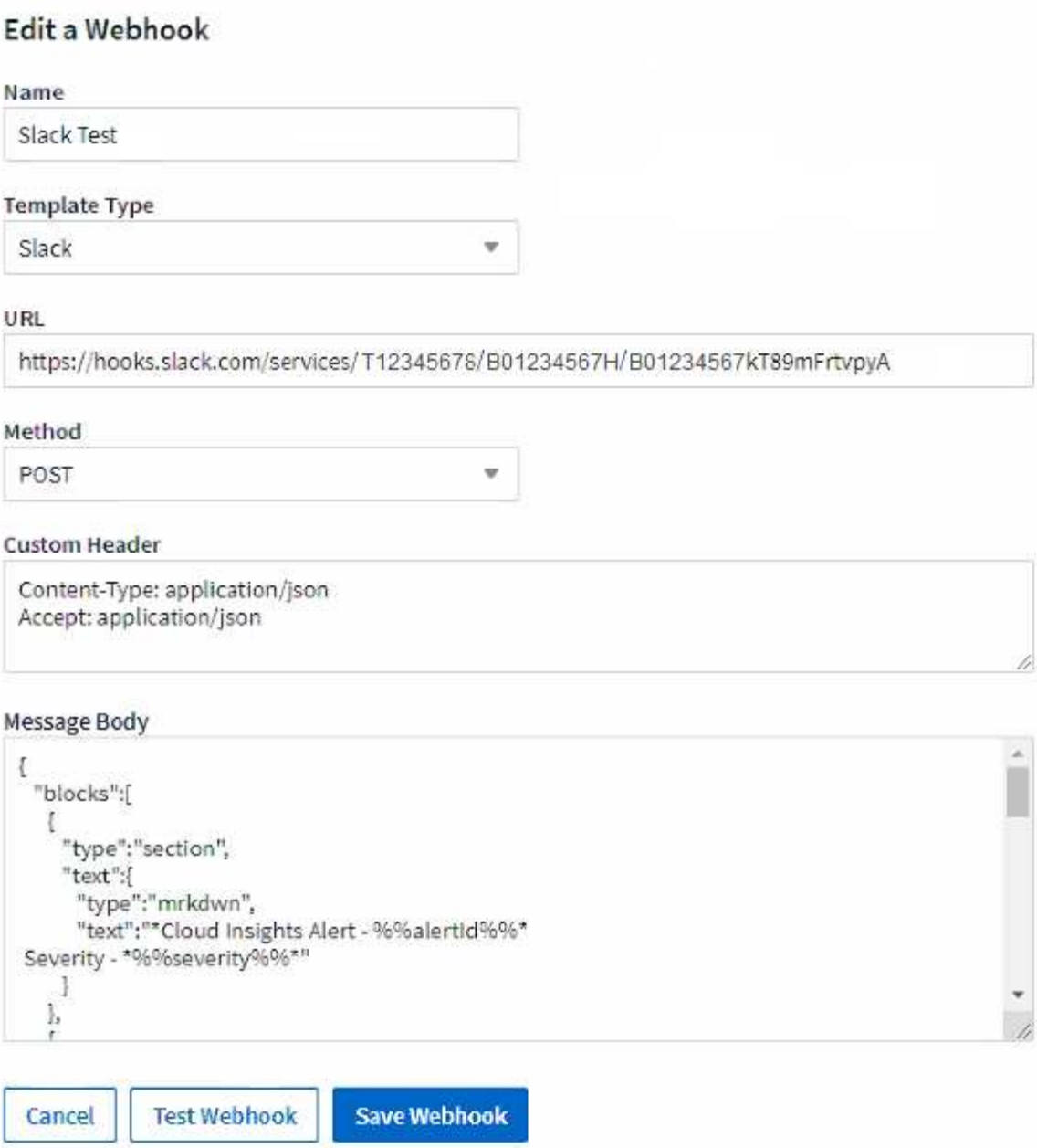
The webhook channel instance is comprised of the following elements:

Name	Unique name
URL	Webhook target URL, including the *http://* or *https://* prefix along with the url params
Method	GET, POST - Default is POST
Custom Header	Specify any custom header lines here
Message Body	Put the body of your message here
Default Alert Parameters	Lists the default parameters for the webhook
Custom Parameters and Secrets	Custom parameters and secrets allow you to add unique parameters and secure elements such as passwords

Creating a Webhook

To create a Cloud Insights webhook, go to **Admin > Notifications** and select the **Webhooks** tab.

The following image shows an example webhook configured for Slack:



Enter appropriate information for each of the fields, and click "Save" when complete.

You can also click the "Test Webhook" button to test the connection. Note that this will send the "Message Body" (without substitutions) to the defined URL according to the selected Method.

Cloud Insights webhooks comprise a number of default parameters. Additionally, you can create your own custom parameters or secrets.

Default Alert Parameters

Name	Description
%%alertDescription%%	Alert description
%%alertId%%	Alert ID
%%alertRelativeUrl%%	Relative URL to the Alert page. To build alert link use https://%%cloudInsightsHostName%%%%alertRelativeUrl%%
%%metricName%%	Monitored metric
%%monitorName%%	Monitor name
%%objectType%%	Monitored object type
%%severity%%	Alert severity level
%%alertCondition%%	Alert condition
%%triggerTime%%	Alert trigger time in GMT ('Tue, 27 Oct 2020 01:20:30 GMT')
%%triggerTimeEpoch%%	Alert trigger time in Epoch format (milliseconds)
%%triggeredOn%%	Triggered On (key:value pairs separated by commas)
%%value%%	Metric value that triggered the alert
%%cloudInsightsLogoUrl%%	Cloud Insights logo URL
%%cloudInsightsHostname%%	Cloud Insights Hostname (concatenate with relative URL to build alert link)

Custom Parameters and Secrets

Name	Value	Description
No Data Available		

+ Parameter

Parameters: What are they and how do I use them?

Alert Parameters are dynamic values populated per alert. For example, the *%%TriggeredOn%%* parameter will be replaced with the object on which the alert was triggered.

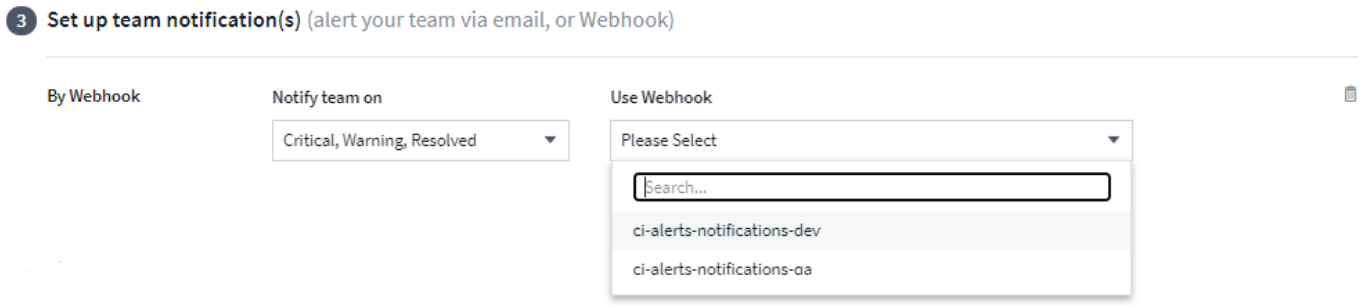
Note that in this section, substitutions are *not* performed when clicking the "Test Webhook" button; the button sends a payload that shows the *%%* substitutions but does not replace them with data.

Custom Parameters and Secrets

In this section you can add any custom parameters and/or secrets you wish. For security reasons, if a secret is defined only the webhook creator can modify this webhook channel. It is read-only for others. You can use secrets in URL/Headers as *%%<secret_name>%%*.

Choosing Webhook Notification in a Monitor

To choose the webhook notification in a monitor, go to **Alerts > Manage Monitors** and select the desired monitor, or add a new monitor. In the *Set up team notifications* section, choose *Webhook* as the delivery method. Select the alert levels (Critical, Warning, Resolved), then choose the desired webhook.



Webhook Examples:

Webhooks for Slack
Webhooks for PagerDuty
Webhooks for Teams
Webhooks for Discord

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