

# Noise Reduction

Noise reduction is about minimizing unnecessary interruptions. PagerDuty filters out up to **98%** of noise by using data science techniques and machine learning to intelligently group alerts and reduce alert fatigue.

The features that fall under this category include:

- Time-based alert grouping
- Intelligent alert grouping
- Content-based alert grouping
- Alert thresholds
- Pause incident notifications
- Auto-pause incident notifications

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# Root Cause Analysis

Root cause analysis provides incident responders with full context on “what happened & when” during troubleshooting. This means you can surface past and related incidents as well as recent changes to help determine root cause. PagerDuty will even suggest likely origin points using historical data of correlated incident patterns to help responders know where to focus first. The features that fall under this category include:

- Past incidents
- Related incidents
- Outlier incidents
- Probable origin
- Change correlation
- Change events

# Event Orchestration

Orchestration & Automation allows teams to remove manual work and toil by processing events in real-time using custom logic and nested rules. PagerDuty does this via its Event Orchestration feature. The features available via Event Orchestration include:

## Basic Event Orchestration

*(available to all plans):*

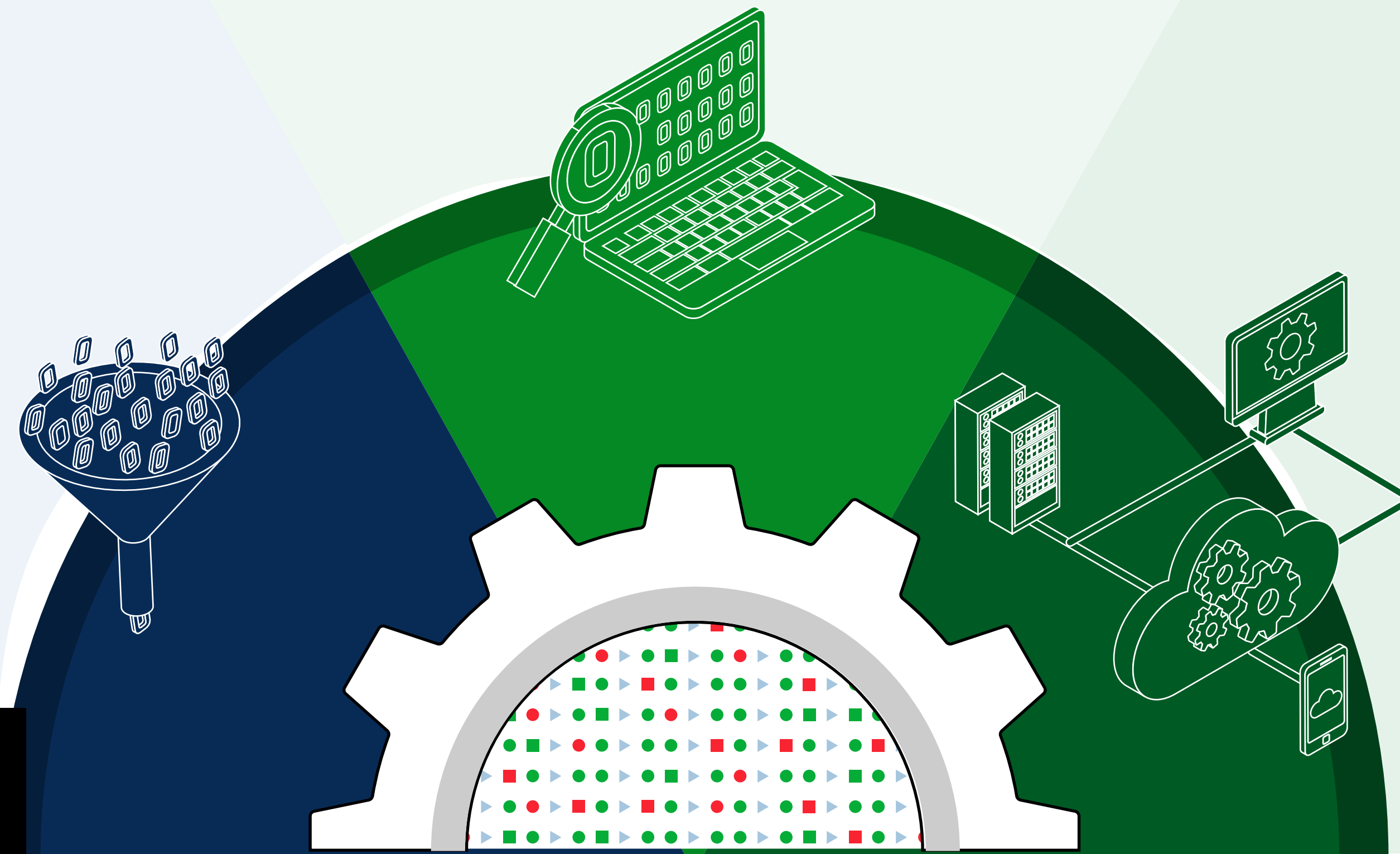
- Alert deduplication
- Service rules
- Routing rules
- Basic conditions
- If/else statements
- Basic enrichment (priority, severity, event actions)
- Event rule notes

## Advanced Event Orchestration

*(some features are only available on certain pricing plans):*

*Includes all Basic Event Orchestration features, plus:*

- Dynamic field enrichment & extraction
- Threshold conditions
- Recurring conditions
- Schedule conditions
- Rule nesting
- Paused incident notifications
- Alert Suppression
- Webhooks
- Global Event Orchestration
- Global and Service Level Cache Variables
- Dynamic Routing
- Dynamic Escalation Policies



\*PagerDuty Automation Actions are available as an add-on for Business and Digital Operations pricing plans.