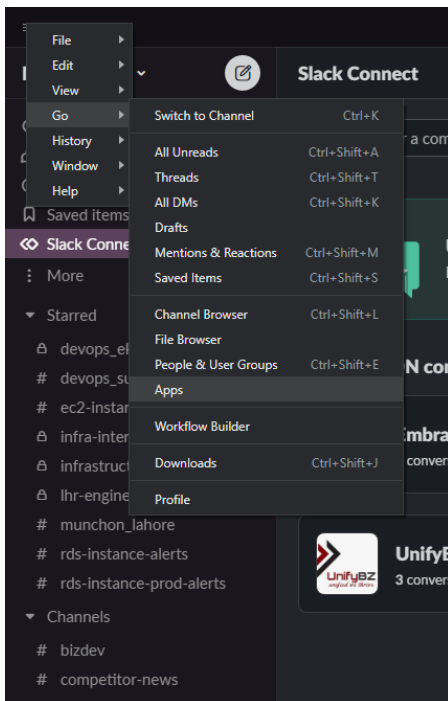
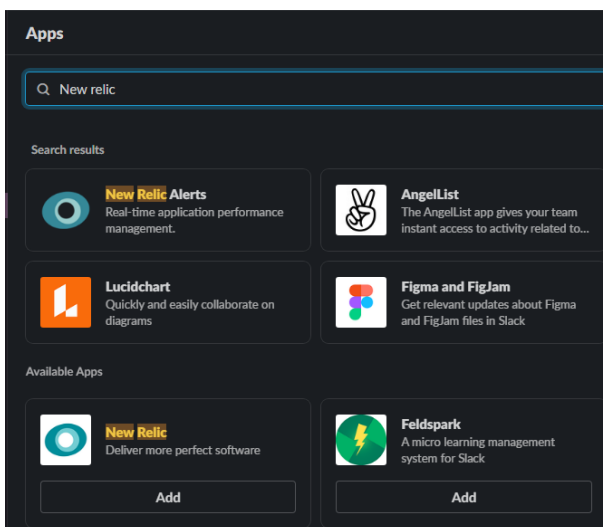


How to enable service level alerts and integration of New Relic with Slack

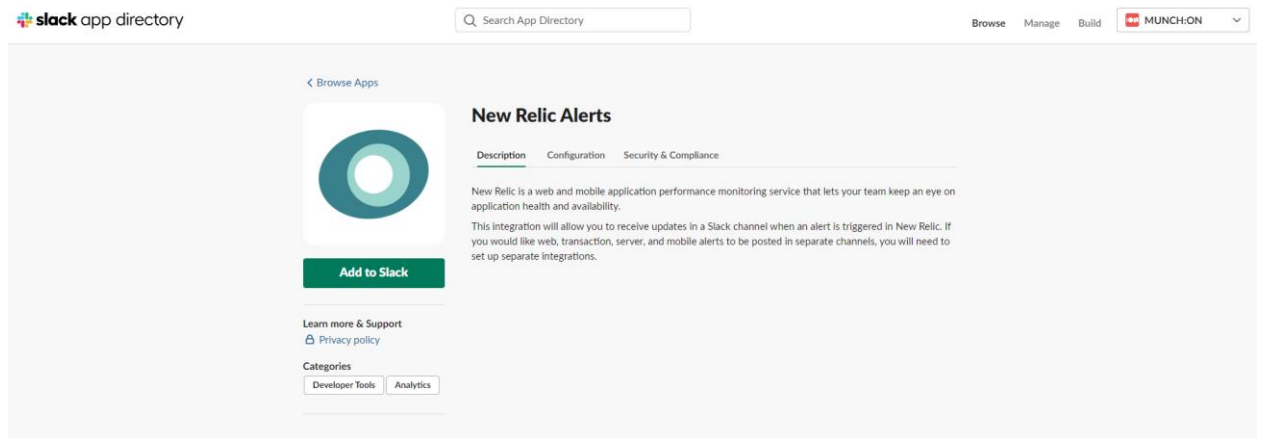
- 1) Create Slack channel
- 2) Select **GO -> Apps** From navigation bar.



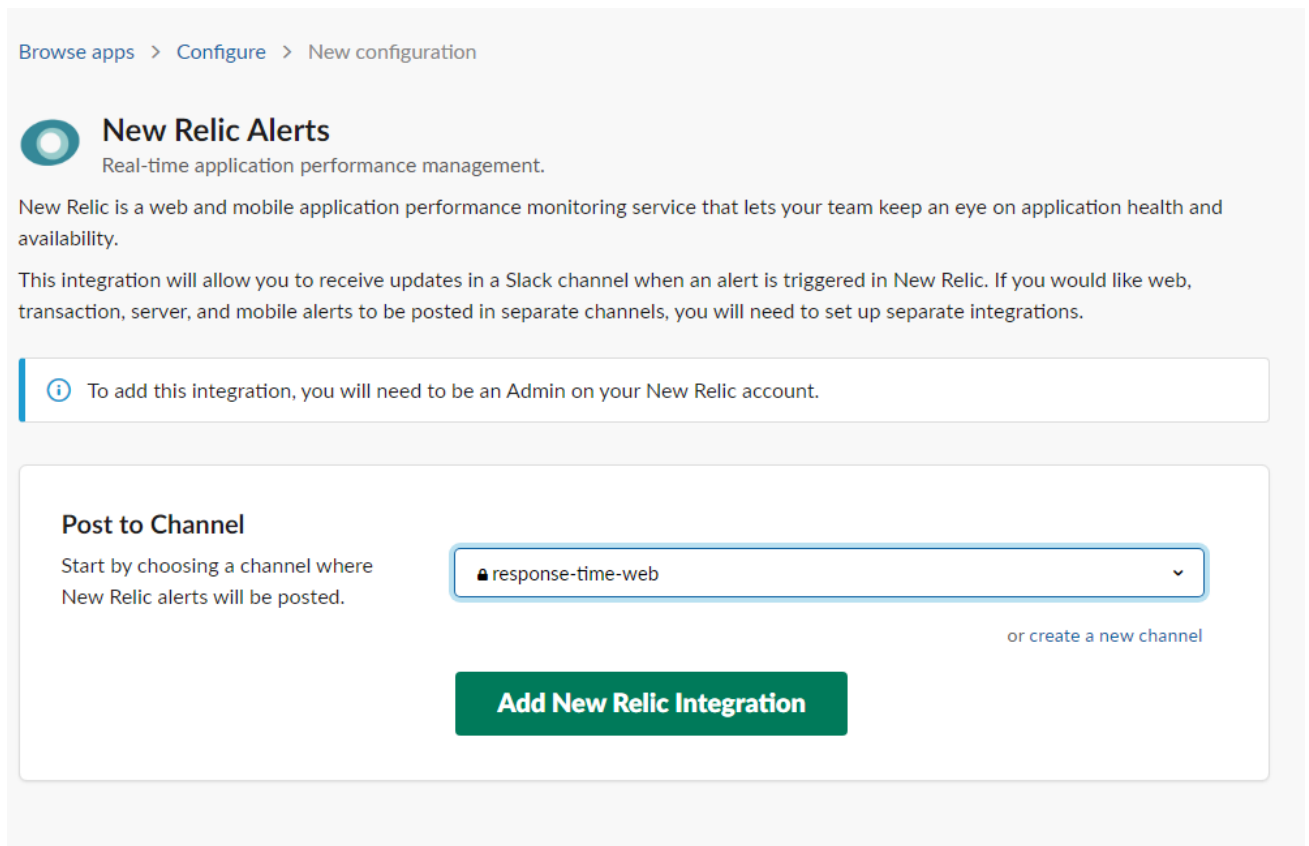
- 3) Search New Relic if it is integrated (or use incoming webhook)



4) Click on Add to Slack button



5) Search the channel name which you want to integrate for alerts.



- 6) Change as per your requirements e.g., images etc. and must copy webhook URL for connection.

Integration Settings

Post to Channel

Which channel should we post exceptions to?

response-time-web

[or create a new channel](#)

Webhook URL

When setting up this integration, this is the URL that you will paste into New Relic Alerts.

[Show setup instructions](#)

`https://hooks.slack.com/services/T07LMC422/B02U421A1L4/GcvHkpLu5k4zcl-`

[Copy URL](#) • [Regenerate](#)

Descriptive Label

Use this label to provide extra context in your list of integrations (optional).

Optional description of this integration

Customize Name

Choose the username that this integration will post as.

New Relic Alerts

Customize Icon

Change the icon that is used for messages from this integration.



[Upload an image](#)

or

[Choose an emoji](#)

Preview Message

Here's what messages from this integration will look like in Slack.

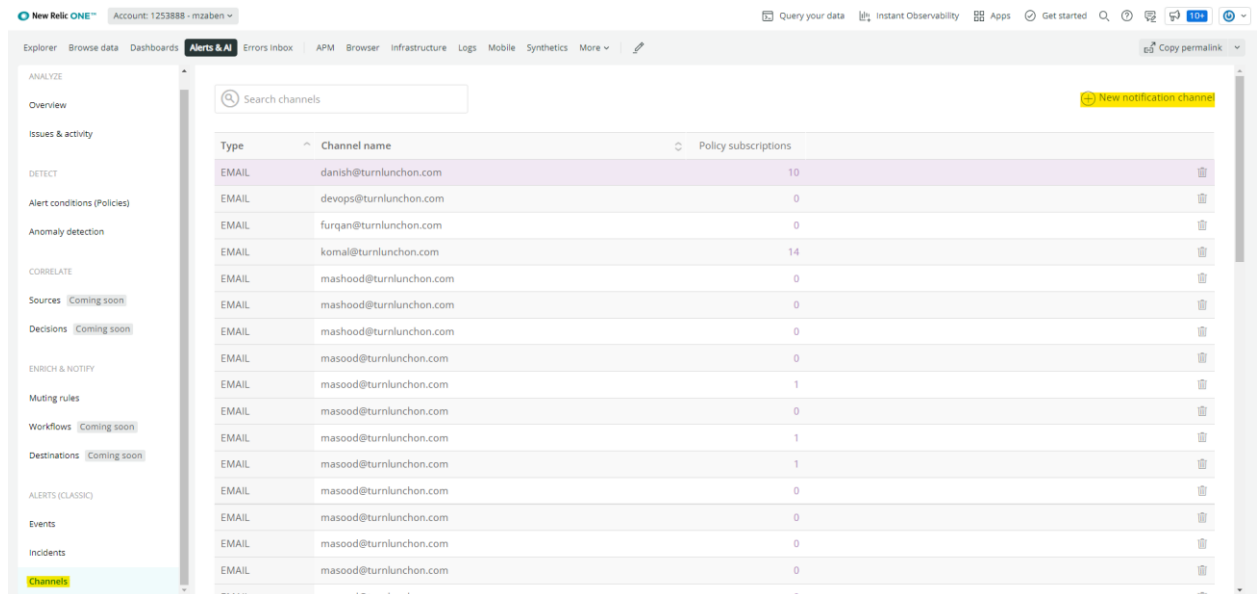


New Relic Alerts APP 3:18 PM

This is what messages from this service will look like in Slack.

[Save Integration](#)

7) Login your new relic account and : Go Alters & AI -> Channels -> New notification channel.



8) Select as per your requirement in my case using Slack.

Create a new notification channel

Channel details

Select a channel type

select a channel type

Email

OpsGenie

PagerDuty

Slack

VictorOps

Webhook

xMatters

9) Enter Channel Name. Paste here the webhook URL save changes and send test notification.

response-time-web

id: 5873668

Channel details


Alert policies

Slack

Channel name

URL

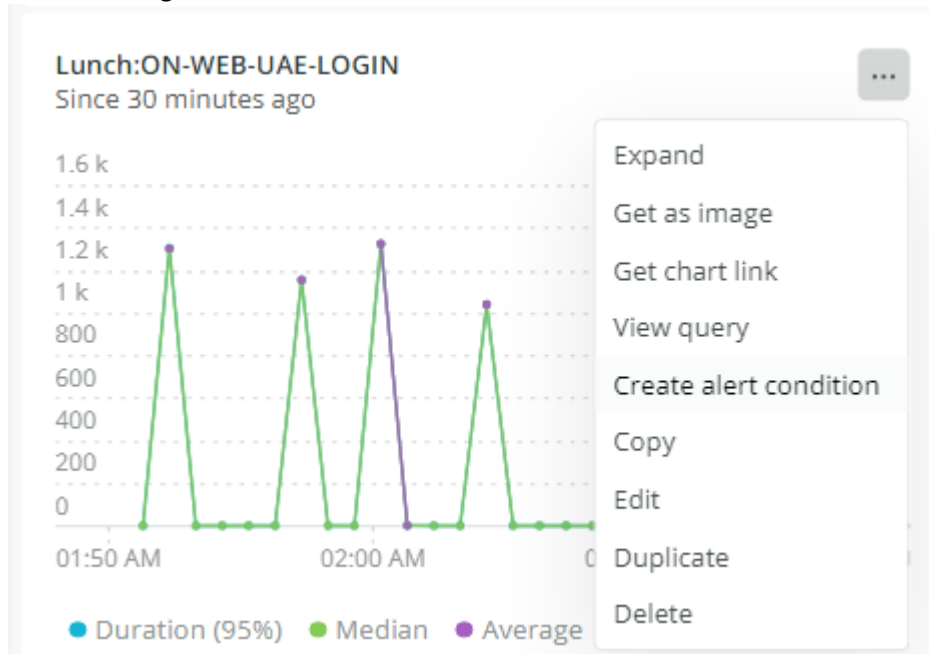
Team channel

 [Send a test notification](#)

[Cancel](#)[Save changes](#)

10) Go to dashboard on which you want to apply alert rule.

11) Click the navigation button and click on create alert condition.



12) Enter the name of Alert Condition and check the query.

Create an alert condition

Account: 1253888 - mzaben

Enter condition name

Lunch:ON-WEB-UAE-LOGIN

Define your signal

Enter NRQL Query ⓘ

SELECT percentile(duration, 95) * 1000 FROM Transaction WHERE (entityGuid = 'MTI1Mzg4OHxBUE18QVBQTElDQVRJT058Mzc2NjEzMTUw') AND ((transactionType = 'Web' AND name = 'WebTransaction/NormalizedUri/login')) EXTRAPOLATE

[For help with null values](#), [loss of signal](#), or other query options, [see our docs](#).

13) Define Thresholds and save the condition.

Set your condition thresholds

Threshold Type: ☒ Static ☐ Baseline ☐ Outlier (deprecated)

Open violation when the query returns a value ▾

 Critical: above ▾ 1000 for at least ▾ 1 minutes ▾

 Add warning threshold

 Add lost signal threshold

14) Check if policy already exist use that or create new policy give name and select by condition.

✓ Connect your condition to a policy

☐ Select an existing policy

☒ Create a new policy

Policy name

Response Time-1000ms One min

Group violations into incidents

☐ By policy

☒ By condition

☐ By violation (don't create groups)

> Additional settings

Enable on save ☒

Save condition

15) After save condition follow the give url and verify your condition and select notification channel.

Response Time-1000ms One min

Incident preference: By condition Delete this policy

id: 1793891

1 Alert condition

0 Notification channels

Add a notification channel to receive alerts

Last modified 2:27 am by Muneeb

Search conditions

Add a condition

NRQL QUERY Lunch:ON-WEB-UAE-LOGIN

Last modified 2:27 am by Muneeb Edit Copy Delete On ☒

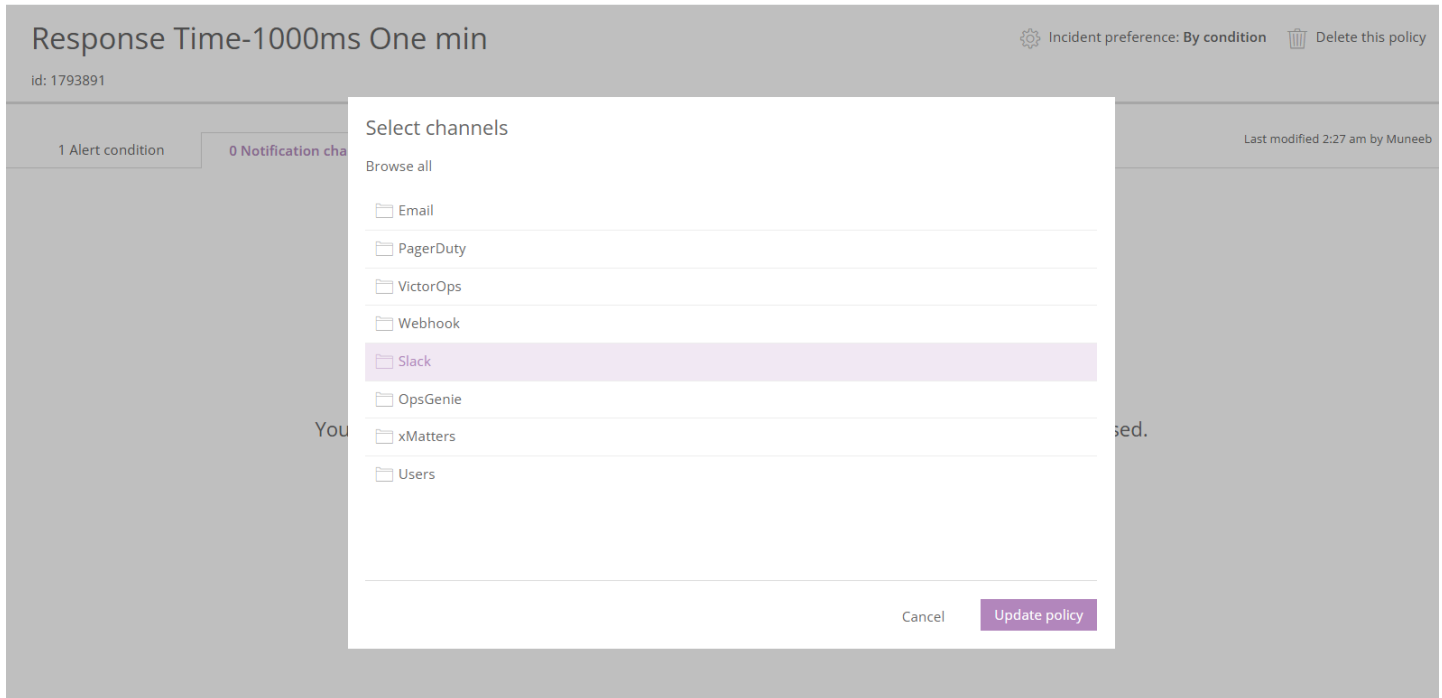
NRQL> SELECT percentile(duration, 95) * 1000 FROM Transaction WHERE (entityGuid = 'MTI1Mzg4OHxBUE18QVBQTEIDQVRJT058Mzc2NjEzMTUw') AND ((transactionType = 'Web' AND name = 'WebTransaction/NormalizedUri/login')) EXTRAPOLATE

Transaction query result is > 1000.0 units for at least 1 min

Add a warning threshold

Add a condition

16) Click on add notification channel and select required one.



17) Search the channel and tick the check box update the policy.

