Customizing alertmanager notifications

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How can I receive nicer Slack notifications from alertmanager?

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Disable slack.
Use a ticketing system.
Like Jira.

Why tickets?

- Keep communication channels for humans
- Avoid alerting fatigue by repeated notifications
- Treat fixing production issues like any other task
    - Scheduling
    - Assignment
    - Track time etc.
- Ensure every notification is looked into and handled
    - Auto-resolving issues ($foo\_bar > 2*foo\_bar\ OFFSET\ 1h$)
    - Fix unactionable alerts
- https://github.com/free/jiralert

Write your own templates.

What you need

- Understand YAML
- Understand Go templating
- https://api.slack.com/docs/messages/builder
- https://prometheus.io/docs/alerting/configuration/
- Permission to change Alertmanager config

Example

alertmanager.yml

```
receivers:
 - name: prodeng-slack
   slack_configs:
   - <next page>

templates:
 - /path/to/templates/*.tmpl
```

alertmanager.yml

```yaml
slack_configs:
 - channel: '#production-engineering'
   title: '{{ template "slack.soundcloud.title" . }}'
   text: '{{ .CommonAnnotations.description }}'
   footer: '{{ template "slack.soundcloud.survey_footer" . }}'
   actions:
     - type: button
       text: Runbook
       url: '{{ .CommonAnnotations.runbook_url }}'
     - ...
   fields:
     - title: States
       value: '{{ template "slack.soundcloud.alert_states" . }}'
     - ...
```

slack-notification.tmpl

```
{{ define "slack.soundcloud.title" -}}
  {{ .GroupLabels.alertname }}: {{ .CommonAnnotations.summary }}
{{- end }}

{{ define "slack.soundcloud.alert_states"  -}}
  {{ .Alerts.Firing | len }} Firing ...
{{- end }}

{{ define "slack.soundcloud.alert_grouping"  -}}
  {{ range .GroupLabels.SortedPairs }}{{ .Name }}="{{ .Value }}" {{ end }}
{{- end }}
```

Thanks