

Webhook Example for PagerDuty

Cloud Insights

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Table of Contents

Webhook Example for PagerDuty	
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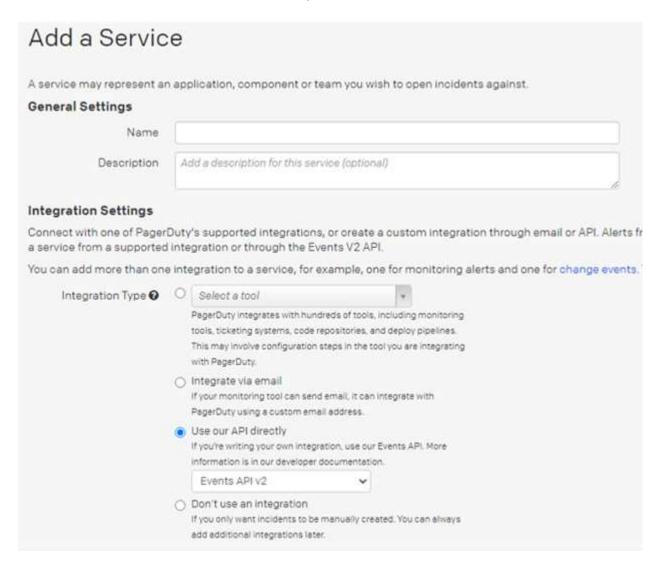
Webhooks allow users to send alert notifications to various applications using a customized webhook channel. This page provides an example for setting up webhooks for PagerDuty.



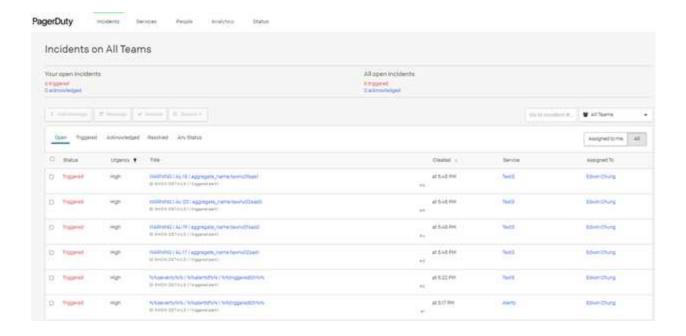
This page refers to third-party instructions, which could be subject to change. Refer to the PagerDuty documentation for the most up-to-date information.

PagerDuty Setup:

- 1. In PagerDuty, navigate to Services > Service Directory and click on the +New Service button
- 2. Enter in a Name and select Use our API directly. Click on Add Service.



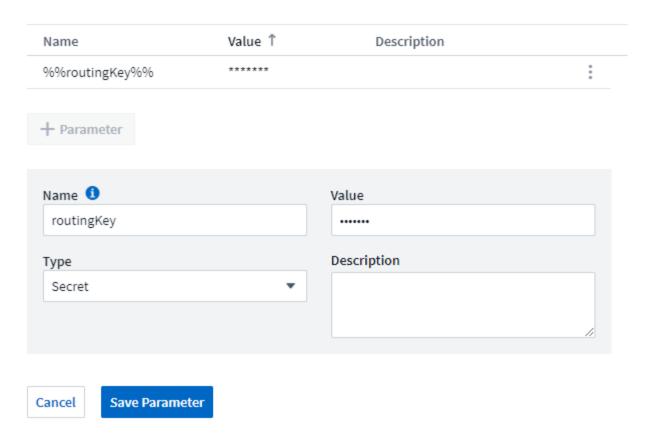
- 3. Click on the *Integrations* tab to see the **Integration Key**. You will need this key when you create the Cloud Insights webbook below.
- 1. Go to Incidents or Services to view Alerts.



Create Cloud Insights Webhook:

- 1. In Cloud Insights, navigate to **Admin > Notifications** and select the **Webhooks** tab. Click **+Webhook** to create a new webhook.
- 2. Give the webhook a meaningful Name, such as "PagerDuty Trigger". You will use this webhook for critical-and warning-level events.
- 3. In the *Template Type* drop-down, select **PagerDuty**.
- 1. Create a custom parameter secret named *routingKey* and set the value to the PagerDuty *Integration Key* value from above.

Custom Parameters and Secrets (1)



Repeat these steps to create a "PagerDuty Resolve" webhook for resolved events.

PagerDuty to Cloud Insights Field Mapping

The following table and image show the mapping of fields between PagerDuty and Cloud insights:

PagerDuty	Cloud Insights
Alert Key	Alert ID
Source	Triggered On
Component	Metric Name
Group	Object Type
Class	Monitor Name

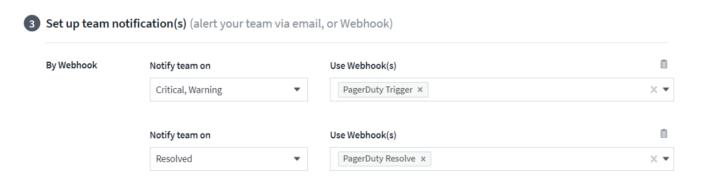
Message Body

```
{
  "dedup_key": "%%alertId%%",
  "event_action": "trigger",
  "links": [
  {
    "href": "https://%%cloudInsightsHostname%%%%alertRelativeUrl%%",
    "text": "'%%metricName%%' value of %%value%% (%%alertCondition)%%) for
  %%triggeredOn%%"
  }
   ,
   "payload": {
    "class": "%%monitorName%%",
    "component": "%%metricName%%",
    "group": "%%objectType%%",
    "severity": "critical",
    "source": "%%triggeredOn%%",
    "summary": "%%severity%% | %%alertId%% | %%triggeredOn%%"
},
   "routing_key": "%%routingKey%%"
}
```

Notifications via Webhook

To notify on events via webhook, in Cloud Insights navigate to **Alerts > Monitors** and click **+Monitor** to create a new monitor.

- · Select a metric and define the monitor's conditions.
- Under Set up team notification(s), choose the Webhook Delivery Method.
- Choose the "PagerDuty Trigger" webhook for Critical- and Warning-level events.
- Choose the "PagerDuty Resolve" for resolved events.





Setting separate notifications for trigger events versus resolved events is a best practice, since PagerDuty handles trigger events differently than resolved events.

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