



# **Webhook Example for PagerDuty**

## **Cloud Insights**

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# Table of Contents

Webhook Example for PagerDuty ..... 1

# Webhook Example for PagerDuty

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*.

**Add a Service**

A service may represent an application, component or team you wish to open incidents against.

**General Settings**

Name

Description

**Integration Settings**

Connect with one of PagerDuty's supported integrations, or create a custom integration through email or API. Alerts from a service from a supported integration or through the Events V2 API.

You can add more than one integration to a service, for example, one for monitoring alerts and one for [change events](#).

Integration Type

☐ Select a tool   
PagerDuty integrates with hundreds of tools, including monitoring tools, ticketing systems, code repositories, and deploy pipelines. This may involve configuration steps in the tool you are integrating with PagerDuty.

☐ Integrate via email  
If your monitoring tool can send email, it can integrate with PagerDuty using a custom email address.

☒ Use our API directly  
If you're writing your own integration, use our Events API. More information is in our developer documentation.

☐ Don't use an integration  
If you only want incidents to be manually created. You can always add additional integrations later.

3. Click on the *Integrations* tab to see the **Integration Key**. You will need this key when you create the Cloud Insights webhook below.

1. Go to **Incidents** or **Services** to view Alerts.

PagerDuty

Incidents Services People Analytics Status

### Incidents on All Teams

View open incidents

4 Triggered  
2 Acknowledged

All open incidents

4 Triggered  
2 Acknowledged

1 Acknowledged 20 Triggered 47 Services 12 Services

Try to resolve it...

all Teams

Open Triggered Acknowledged Resolved Any Status

Assigned to me 45

Status	Urgency	Title	Created	Service	Assigned To
Triggered	High	prod001 (ALB) / aggregate_name_team01 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team02 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team03 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team04 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team05 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team06 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team07 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team08 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team09 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung
Triggered	High	prod001 (ALB) / aggregate_name_team10 (prod001) (prod001) (Triggered)	at 5:45 PM	Test3	Edwin Chung

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 i

Name	Value <span>↑</span>	Description
%%routingKey%%	*****	<span>⋮</span>

+ Parameter

<b>Name</b> <span>i</span>	<b>Value</b>
<input type="text" value="routingKey"/>	<input type="text" value="*****"/>
<b>Type</b>	<b>Description</b>
<div>Secret <span>▼</span></div>	<div></div>

Cancel

Save Parameter

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.

### 3 Set up team notification(s) (alert your team via email, or Webhook)

By Webhook	Notify team on	Use Webhook(s)
	Critical, Warning	PagerDuty Trigger x
	Resolved	PagerDuty Resolve x



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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