Incident Notifications and Escalation

Last updated by | Drew August | Aug 29, 2023 at 8:52 AM PDT

Supported Notification and Escalation Channels

Responders

An individual that actively contributes to investigating an incident and resolving its underlying issue. The Incident Manager should add responders such as the person who responds to Teams or PagerDuty alerts or anyone that joins the Teams video call to assist. Add Responders to DataDog Incident

Email

Any valid email can be used to send out notifications from the DataDog Incident.

Technology Alerts Team Channels - Minor Incidents

Several **Teams** connectors have been configured as part of the DataDog integration with **Teams** to expose explicit routes for notifications to various **channels** within **Teams**. Currently, these *channels* live under the **Technology Alerts Team**

For example, to alert the Infrastructure Engineering team:
Team.Alerts--Infrastructure

PagerDuty Alert - Major Incidents and Escalations

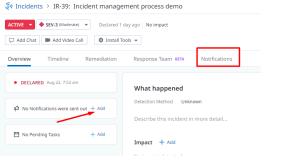The integration with PagerDuty has also been configured to expose routes via our paging platform. Each Virtuoso team has 2 virtual services: one for prerelease and one for production. Each of these virtual services exposes a route within DataDog to escalate to whoever is on-call for the target service.

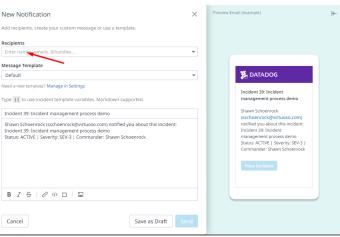For example, to alert the on call person in PagerDuty for a particular team:
For it-infrastructure-pre-services use route **@pagerduty-it-infrastructure-pre-services-int**
For it-infrastructure-pro-services use route **@pagerduty-it-infrastructure-pro-services-int**
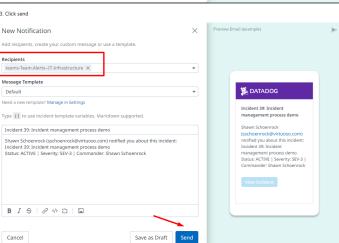
Sending Technology Alert Team Notifications (Minor Incidents)

1. Within in the DataDog incident, either click the **add** link from the **Overview** tab or add notifications directly form the **Notifications** tab

2. Add one or more recipients using the **channel** guidance above. Start typing "teams" for the list to start auto-filtering

3. Click send

Sending PagerDuty Escalations (Major Incidents)

1. Within in the DataDog incident, either click the **add** link from the **Overview** tab or add notifications directly form the **Notifications** tab

2. Add one or more recipients using the **channel** guidance above. Start typing "pagerduty" for the list to start auto-filtering

New Notification	×

Add recipients, create your custom message or use a template.

Recipients

pagerduty-it-infrastructure-pro-services-int ×   ▼

Message Template

Default   ▼

Need a new template? Manage in Settings

Type {{ to use incident template variables. Markdown supported.

Incident 39: Incident management process demo

Shawn Schoenrock (sschoenrock@virtuoso.com) notified you about this incident:
Incident 39: Incident management process demo
Status: ACTIVE | Severity: SEV-3 | Commander: Shawn Schoenrock

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Cancel		Save as Draft	Send