Documentation

Create alert

1. Create alert threshold

Source volume spikes or drops

Alert me when there's a specific percent change in overall source volume compared to the previous 24 hours.

* Change in source volume (%)

[   ]

Alert will trigger when the change in source volume spikes more than this percentage or drops more than this percentage.

2. Choose notification channels

> ⓘ **Channel selections apply to all alerts**
>
> For now, the notification channels you enable/disable apply to all alerts in your workspace.

☑ Email notifications

Emails will be sent to custom email address:

[   ]

☑ Slack notifications

Notifications will be sent directly to a channel in your Slack workspace. Learn more on enabling Slack notifications ⧉

* Webhook URL

[   ]

The unique request URL generated from your Slack workflow.

Slack channel

[   ]

Name of the Slack channel alerts should be delivered to.

☐ In-app notifications
Notifications will appear in Segment.

🔵 Enable alert

To create a source volume alert:

1. In your workspace, navigate to Connections, select Sources, and select the Event streams tab.

2. Select the event streams source you'd like to configure alerts for.

3. Select the Alerts tab and click **Create alert**.

4. On the Create alert sidesheet, enter a percentage of source volume change that you'd like to be notified for.

5. Select one or more of the following alert channels:

   - **Email**: Select this to receive notifications at the provided email address.

   - **Slack**: Select this to send alerts to one or more channels in your workspace.

   - **In-app**: Select this to receive notifications in the Segment app. To view your notifications, select the bell next to your user icon in the Segment app.

6. Click **Save**.

To make changes to a source volume alert, select the icon in the Actions column for the alert and click **Edit**.

To delete a source volume alert, select the icon in the Actions column for the alert and click **Delete**.

> ⓘ
>
> **Deleting alerts created by other users requires Workspace Owner permissions**
>
> All users can delete source volume alerts that they created, but only those with Workspace Owner permissions can delete alerts created by other users.

Successful delivery rate alerts

You can create an alert that notifies you when the volume of events successfully received by your destination in the last 24 hours falls below a percentage you set. For example, if you set a percentage of 99%, Segment notifies you if your destination had a successful delivery rate of 98% or below.

To receive a successful delivery rate alert in a Slack channel, you must first create a Slack webhook. For more information about Slack webhooks, see the [Sending messages using incoming webhooks](#) documentation.

To create a successful delivery rate alert:

1. Navigate to the [cloud-mode destinations](#) you'd like to configure alerts for.

2. Select the Alerts tab and click **Create alert**.

3. On the Create alert sidesheet, enter a percentage. You will receive events if your successful delivery rate falls below this percentage.

4. Select one of the following alert channels:

   - **Email**: Select this to receive notifications at either the email address associated with your account or another email address that you enter into this field.

   - **Slack**: Select this and enter a Slack webhook URL and channel name to send alerts to a channel in your Slack workspace.

   - **In-app**: Select this to receive notifications in the Segment app. To view your notifications, select the bell next to your user icon in the Segment app.

5. Click **Save**.

To make changes to a successful delivery rate alert, select the icon in the Actions column for the alert and click **Edit**.

To delete a successful delivery rate alert, select the icon in the Actions column for the alert and click **Delete**.

> ℹ️
> **Deleting alerts created by other users requires Workspace Owner permissions**
>
> All users can delete successful delivery alerts that they created, but only those with Workspace Owner permissions can delete alerts created by other users.

Segment generates delivery alerts for failed deliveries and successful deliveries, which are the last two stages of the delivery pipeline. As a result, alerts are based on Segment's attempts to send qualified events to your destination, excluding those filtered out by business rules (like protocols, destination filters, or mappings).

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