

## # Setting Up Alerts

> \*\*Series:\*\* ONBRD | \*\*Notebook:\*\* 9 of 10 | \*\*Created:\*\* December 2025

## ## Getting Notified When Things Go Wrong

Dynatrace's DAVIS AI automatically detects problems, but you need to configure where those alerts go. This notebook covers the Workflows app for modern alerting and notification routing.

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## ## Prerequisites

- Configurator or Admin access
  - DQL fundamentals (ONBRD-08)
  - Access to notification target (email, Slack, PagerDuty, etc.)

## ## 1. How DAVIS Problem Detection Works

DAVIS AI continuously monitors your environment and creates \*\*problems\*\* when anomalies are detected:

! [DAVIS Problem Detection Flow]

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```

### ### Problem Types

Type	Trigger	Example
**Availability**	Service/process unavailable	Database crashed
**Error rate**	Error rate increases	500 errors spike
**Slowdown**	Response time degradation	Latency increase
**Resource**	CPU, memory, disk issues	Disk full
**Custom**	Metric thresholds breached	Custom alert

### ## 2. Modern Alerting with Workflows

The Workflows app is the modern platform's approach to alerting and automation.

\*\*Location:\*\* Automate → Workflows

### ### What are Workflows?

Workflows are event-driven automations that can:

- React to DAVIS problems
- Send notifications to various channels
- Execute remediation actions
- Run on schedules

! [Workflow Architecture]

(

GV4dC1hbhNob3I9Im1pZGRsZSI+Q29uZGl0aW9uczwvdGV4dD4KICA8dGV4dCB4PSIzODUiIHk9Ij  
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### ### Workflow vs Legacy Alerting Profiles

Feature	Workflows	Alerting Profiles (Legacy)
**Trigger types**	Events, schedules, manual	Davis problems only
**Filtering**	JavaScript expressions	Rule-based
**Actions**	20+ built-in actions	Fixed notifications
**Automation**	Full automation capability	Notification only

```
| **Modern platform** | Recommended | Being deprecated |
```

## ## 3. Creating Your First Workflow

### ### Step 1: Open the Workflows App

\*\*Location:\*\* Automate → Workflows → Create workflow

### ### Step 2: Configure the Trigger

1. Click "Add trigger"
2. Select "Davis problem" trigger
3. Configure trigger options:
  - \*\*Problem opens\*\* – When a new problem is detected
  - \*\*Problem updates\*\* – When problem details change
  - \*\*Problem closes\*\* – When a problem is resolved

### ### Step 3: Add Conditions (Optional)

Filter which problems trigger the workflow:

```
```javascript
// Example: Only production problems
event["event.category"] == "AVAILABILITY"
&& event["affected_entity_ids"].some(id => id.includes("prod"))
```
```

### ### Step 4: Add Actions

1. Click "+" to add an action
2. Select action type (Slack, Email, PagerDuty, etc.)
3. Configure the action parameters

### ### Basic Workflow Example

```

Trigger: Davis problem opens

Condition: event["event.category"] == "ERROR"

Action: Send Slack message to #alerts channel

```

### ### Workflow Settings

| Setting         | Description               |
|-----------------|---------------------------|
| -----           | -----                     |
| **Name**        | Descriptive workflow name |
| **Description** | What this workflow does   |
| **Owner**       | User or service account   |

| **State**   | Enabled/Disabled    |
|---|---------------------|
| <b>## 4. Notification Actions</b>                     |                     |
| Workflows support multiple notification channels.     |                     |
| <b>### Built-in Notification Actions</b>              |                     |
| <b>Action</b>   | <b>Use Case</b>     |
| ----- -----   |                     |
| **Send email**  | Basic notifications |
| **Send Slack message**                                | Team channels       |
| **Send Microsoft Teams message**                      | Team channels       |
| **Create PagerDuty incident**                         | On-call paging      |
| **Create ServiceNow incident**                        | Incident tickets    |
| **Create Jira issue**                                 | Issue tracking      |
| **Send webhook**                                      | Custom integrations |
| **Create OpsGenie alert**                             | Alert management    |
| <b>### Setting Up Slack Notifications</b>             |                     |
| 1. First, connect Slack to Dynatrace:                 |                     |
| – Go to Settings → Integration → Slack                |                     |
| – Follow the OAuth flow to connect your workspace     |                     |
| 2. In your workflow, add a Slack action:              |                     |
| – Select channel                                      |                     |
| – Configure message template                          |                     |
| – Use variables for dynamic content                   |                     |
| <b>### Message Templates</b>                          |                     |
| Use Jinja2 templates for dynamic messages:            |                     |
| ```   |                     |
| <span style="color: red;">*</span> *Problem Detected* |                     |
| *Title:* {{ event["title"] }}                         |                     |
| *Severity:* {{ event["event.category"] }}             |                     |
| *Status:* {{ event["event.status"] }}                 |                     |
| *Link:* {{ event["problem_url"] }}                    |                     |
| ```   |                     |
| <b>### Setting Up Email Notifications</b>             |                     |
| 1. Add "Send email" action to workflow                |                     |
| 2. Configure:   |                     |
| – Recipients (to, cc, bcc)                            |                     |
| – Subject line (can use templates)                    |                     |

- Body content (HTML or plain text)

### ### Setting Up PagerDuty

1. Go to Settings → Integration → PagerDuty
2. Configure your PagerDuty integration key
3. Add "Create PagerDuty incident" action to workflow
4. Map severity levels appropriately

### ## 5. Routing Alerts to Teams

Use workflow conditions to route alerts to the right teams.

### ### Strategy: Condition-Based Routing

![Alert Routing Example]

```
(
```

3V0ZVNNoYWVdykiLz4KICA8dGV4dCB4PSIyNTAiIHk9Ijg4IiBmb250LWZhbwlsdT0iQXJpYwesIH  
NhbnMtc2VyaWYiIGZvbnQtc2l6ZT0iMTIiIGZvbnQtd2VpZ2h0PSJib2xkIiBmaWxsPSJ3aG10ZSI  
gdGV4dC1hbhNob3I9Im1pZGRsZSI+QWxsIFByb2JsZW1zPC90ZXh0PgoKICA8IS0tIFZlcnRpY2Fs  
IGxpbmUgZG93biAtLT4KICA8cGF0aCBkPSJNMjUwLDEwNSBMMjUwLDEyNSIgc3Ryb2tlPSIjNjQ3N  
DhiIiBzdHJva2Utd2lkGg9IjIiIGZpbGw9Im5vbmuilz4KCiAgPCEtLSBTcGxpdbCbwb2ludCATLT  
4KICA8Y2lyY2x1IGN4PSIyNTAiIGN5PSIxMzAiiHI9IjUiIGZpbGw9IiM2NDc00GIiLz4KCiAgPCE  
tLSBMZW0IGJyYW5jaCATLT4KICA8cGF0aCBkPSJNMjUwLDEzMCBMMTMwLDEzMCBMMTMwLDE1NSIg  
c3Ryb2tlPSIjNjQ3NDhiIiBzdHJva2Utd2lkGg9IjIiIGZpbGw9Im5vbmuilc1lbbmQ9I  
nVybCgjcm91dGVBCnJvdykiLz4KCiAgPCEtLSBSaWdodCBicmFuY2ggLS0+CiAgPHBhdGggZD0iTT  
I1MCwxMzAgTDM3MCwxMzAgTDM3MCwxNTUiIHN0cm9rZT0iIzY0NzQ4YiIgc3Ryb2tlLXdptZRoPSI  
yIiBmaWxsPSJub25lIiBtYXJrZXItZW5kPSJ1cmwoI3JvdXRlQXJyb3cpIi8+CgogIDwhLS0gQ29u  
dGFpbnMgImNoZWNRb3V0IiBmaWx0ZXIgLS0+CiAgPHJ1Y3QgeD0iNTUiIHk9IjE2MC1gd2lkGg9I  
jE1MC1gaGVpZ2h0PSI0MC1gcng9IjYiIGZpbGw9InVybCgjY2h1Y2tvdxRHcmFkKSiGZmlsdGVyPS  
J1cmwoI3JvdXRlU2hhZG93KSiVPgogIDx0ZXh0IHg9IjEzMC1geT0iMTc4IIiBmb250LWZhbwlsdT0  
iQXJpYwesIHnhbnMtc2VyaWYiIGZvbnQtc2l6ZT0iMTAiIGZpbGw9IndoaXRlIiB0ZXh0LWFuY2hv  
cj0ibWlkZGx1Ij5Db250YWluczwvdGV4d4KICA8dGV4dCB4PSIxMzAiiIHk9IjE5MiIgZm9udC1mY  
W1pbHk9IkFyaWFsLCBzYW5zLXNlcmlmIiBmb250LXNpemU9IjExIiBmb250LXdlaWdodD0iYm9sZC  
IgZmlsbD0id2hpGUiiHRleHQtYW5jaG9yPSJtaWRkbGUipIjjaGVja291dCI8L3RleHQ+CgogIDw  
hLS0gQ29udGFpbnMgInBheW1lbnQiIGZpbHRlcAtLT4KICA8cmVjdCB4PSIyOTUiIHk9IjE2MC1g  
d2lkGg9IjE1MC1gaGVpZ2h0PSI0MC1gcng9IjYiIGZpbGw9InVybCgjcf5bWVudEdyYWQpIiBma  
Wx0ZXI9InVybCgjcm91dGVTaGFkb3cpIi8+CiAgPHRleHQgeD0iMzcwIiB5PSIxNzgiIGZvbnQtZm  
FtaWx5PSJBcm1hbCwgc2Fucy1zZXJpZiIgZm9udC1zaXplPSIxMC1gZmlsbD0id2hpGUiiHRleHQ  
tYW5jaG9yPSJtaWRkbGUipkNvbnRhaW5zPC90ZXh0PgogIDx0ZXh0IHg9IjM3MC1geT0iMTkyIiBm  
b250LWZhbwlsdT0iQXJpYwesIHnhbnMtc2VyaWYiIGZvbnQtc2l6ZT0iMTEiIGZvbnQtd2VpZ2h0P  
SJib2xkIiBmaWxsPSJ3aG10ZSIgdGV4dC1hbhNob3I9Im1pZGRsZSI+InBheW1lbnQiPC90ZXh0Pg  
oKICA8IS0tIEFycm93IGRvd24gZnJvbSBjaGVja291dCBmaWx0ZXIgLS0+CiAgPHBhdGggZD0iTTE  
zMCwyMDAgTDEzMCwyMjAiIHN0cm9rZT0iIzY0NzQ4YiIgc3Ryb2tlLXdptZRoPSIyIiBmaWxsPSJu  
b25lIiBtYXJrZXItZW5kPSJ1cmwoI3JvdXRlQXJyb3cpIi8+CgogIDwhLS0gQXJyb3cgZG93biBmc  
m9tIHBheW1lbnQgZmlsdGVyIC0tPgogIDxwYXRoIGQ9Ik0zNzAsMjAwIEwzNzAsMjIwIiBzdHJva2  
U9IiM2NDc00GIiIHN0cm9rZS13aWROaD0iMiIgZmlsbD0ibm9uZSIgbWFya2VylWVuZD0idXjsKCN  
yb3V0ZUFycm93KSiVPGoKICA8IS0tIFNsYwNrIGNoYw5uZwzIC0tPgogIDxyZwN0IHg9IjU1IiB5  
PSIyMjUiIHdpZRoPSIxNTAiIGHlaWdodD0iNDAiIHJ4PSI2IiBmaWxsPSJ1cmwoI3NsYwNr3JhZ  
CkiIGZpbHRlcj0idXjsKCNyb3V0ZVNNoYWVdykiLz4KICA8dGV4dCB4PSIxMzAiiIHk9IjI0MyIgZm  
9udC1mYw1pbHk9IkFyaWFsLCBzYW5zLXNlcmlmIiBmb250LXNpemU9IjExIiBmaWxsPSJ3aG10ZSI  
gdGV4dC1hbhNob3I9Im1pZGRsZSI+U2xhY2s8L3RleHQ+CiAgPHRleHQgeD0iMTMwIiB5PSIyNTci  
IGZvbnQtZmFtaWx5PSJBcm1hbCwgc2Fucy1zZXJpZiIgZm9udC1zaXplPSIxMSIgZm9udC13Zwlna  
HQ9ImJvbGQIIGZpbGw9IndoaXRlIiB0ZXh0LWFuY2hvcj0ibWlkZGx1Ij4jYwxlcnRzLwNoZwNrb3  
V0PC90ZXh0PgoKICA8cmVjdCB4PSIyOTUiIHk9IjIyNSIgd2lkGg9IjE1MC1gaGVpZ2h0PSI0MC1  
gcng9IjYiIGZpbGw9InVybCgjC2xhY2tHcmFkKSiGZmlsdGVyPSJ1cmwoI3JvdXRlU2hhZG93KSiV  
PgogIDx0ZXh0IHg9IjM3MC1geT0iMjQzIiBmb250LWZhbwlsdT0iQXJpYwesIHnhbnMtc2VyaWYiI  
GZvbnQtc2l6ZT0iMTAiIGZpbGw9IndoaXRlIiB0ZXh0LWFuY2hvcj0ibWlkZGx1Ij5TbGFjazwvdG  
V4d4KICA8dGV4dCB4PSIxNzAiiIHk9IjI1NyIgZm9udC1mYw1pbHk9IkFyaWFsLCBzYW5zLXNlcml  
mIiBmb250LXNpemU9IjExIiBmb250LXdlaWdodD0iYm9sZCIgZmlsbD0id2hpGUiiHRleHQtYW5j  
aG9yPSJtaWRkbGUipINhbGVydHMtcGF5bWVudHM8L3RleHQ+Cjwvc3ZnPgo=)

### Routing by Entity Name

```

```javascript
// Route checkout team alerts
event["affected_entity_ids"].some(id =>
  id.toLowerCase().includes("checkout")
)
```

### Routing by Problem Category

```javascript
// Route availability issues to SRE
event["event.category"] == "AVAILABILITY"

// Route performance issues to app team
event["event.category"] == "SLOWDOWN"
```

### Example Multi-Team Setup

Team	Workflow	Condition	Channel
Checkout	`checkout-alerts`	Entity contains "checkout"	Slack #alerts-checkout
Payments	`payments-alerts`	Entity contains "payment"	PagerDuty Payments
Platform	`critical-alerts`	Category == "AVAILABILITY"	PagerDuty Platform

### Creating Team-Specific Workflows

1. Create one workflow per team/routing need
2. Use conditions to filter problems
3. Send to appropriate channel
4. Include relevant context in message

## 6. Custom Metric Alerts

Create alerts based on specific metric thresholds using the Davis analyzer in Workflows.

### When to Use Custom Metric Alerts

Scenario	Configuration
**Disk > 90%**	Static threshold
**Queue depth spike**	Deviation from baseline
**Business metric**	Custom metric threshold
**SLO breach**	SLO burn rate

```

```

### Creating a Metric-Based Workflow

1. Go to Automate → Workflows
2. Create new workflow
3. Add trigger: "Davis problem"
4. Add condition to filter for metric events
5. Add notification action

### Using Davis Analyzers

Davis analyzers can detect anomalies in metrics:

- **Static threshold** - Alert when value exceeds X
- **Auto-adaptive baseline** - Alert on deviations from normal
- **Seasonal patterns** - Account for time-based variations

### Example: High CPU Alert

1. Create workflow with Davis problem trigger
2. Add condition:
```javascript
event["title"].includes("CPU") &&
event["event.category"] == "RESOURCE"
```
3. Add Slack notification action

```dql
// Recent problems
fetch dt.davis.problems, from: now() - 24h
| fields timestamp, display_id, title, status, affected_entity_types
| sort timestamp desc
| limit 20
```

```dql
// Problem count by status
fetch dt.davis.problems, from: now() - 7d
| summarize count = count(), by: {status}
| sort count desc
```

```dql
// Problems by day
fetch dt.davis.problems, from: now() - 7d
| fieldsAdd day = bin(timestamp, 1d)
| summarize problem_count = count(), by: {day}
| sort day desc
```

```

```

```
```dql
// Active problems right now
fetch dt.davis.problems, from: now() - 30d
| filter status == "OPEN"
| fields timestamp, display_id, title, affected_entity_types
| sort timestamp desc
```

```dql
// Problem duration analysis
fetch dt.davis.problems, from: now() - 7d
| filter status == "CLOSED"
| filter isNotNull(end_time)
| fieldsAdd duration_minutes = (end_time - timestamp) / 60000000000
| summarize
    avg_duration = avg(duration_minutes),
    max_duration = max(duration_minutes),
    problem_count = count()
```

```

### ### Alert Testing Checklist

After configuring workflows:

1. \*\*Test notification delivery\*\* – Use workflow test feature
2. \*\*Verify routing\*\* – Confirm correct channels receive alerts
3. \*\*Check formatting\*\* – Review message content
4. \*\*Validate conditions\*\* – Ensure filters work as expected
5. \*\*Test resolution\*\* – Confirm close notifications work

### ### Workflow Execution History

View workflow runs in:

- Automate → Workflows → Select workflow → Executions

Check for:

- Successful runs
- Failed runs with error details
- Action outputs

## ## 8. Next Steps

With alerting configured:

1. \*\*ONBRD-10: Building Dashboards\*\* – Visualize your data
2. Fine-tune workflow conditions based on alert volume

3. Set up escalation paths with multiple workflows
4. Document on-call procedures

### ### Alerting Checklist

- [ ] Slack/Email integration configured
- [ ] First workflow created and tested
- [ ] Team-specific workflows configured
- [ ] Test notifications sent successfully
- [ ] Critical path to on-call established
- [ ] Escalation procedures documented

---

### ## Summary

In this notebook, you learned:

- How DAVIS problem detection works
- How to create workflows for alerting
- How to configure notification actions
- How to route alerts to teams using conditions
- How to create custom metric alerts
- How to monitor workflow effectiveness

---

### ## References

- [Problem Detection] (<https://docs.dynatrace.com/docs/platform/davis-ai/basics/problem-detection>)
- [Workflows] (<https://docs.dynatrace.com/docs/platform-modules/automations/workflows>)
- [Workflow Actions] (<https://docs.dynatrace.com/docs/platform-modules/automations/workflows/actions>)
- [Slack Integration] (<https://docs.dynatrace.com/docs/platform-modules/automations/workflows/actions/slack>)
- [PagerDuty Integration] (<https://docs.dynatrace.com/docs/platform-modules/automations/workflows/actions/pagerduty>)