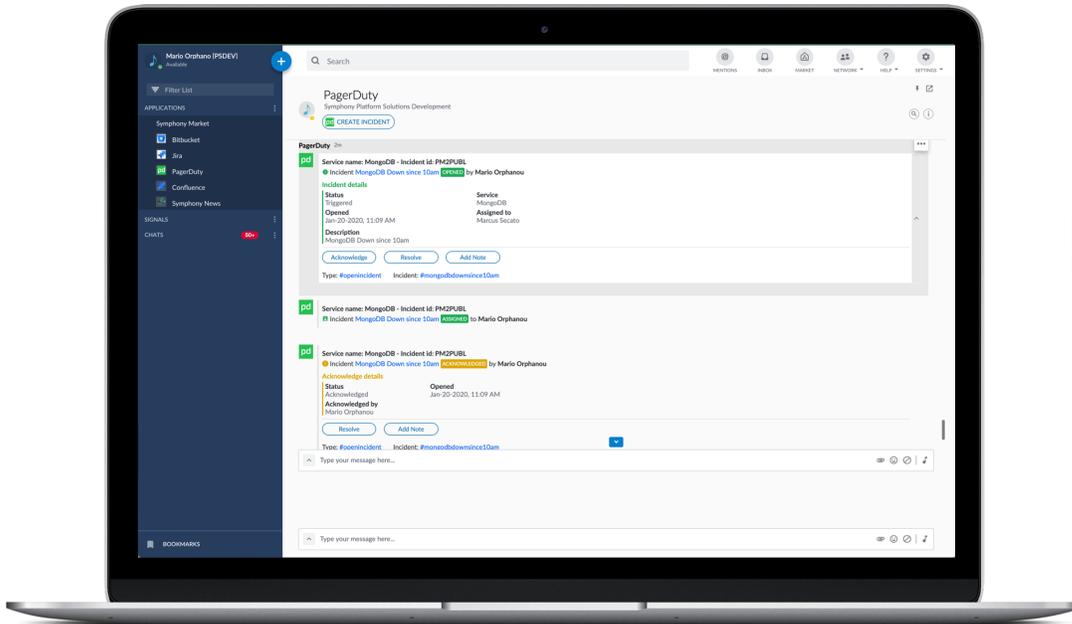


Symphony Integrations

PagerDuty

Accelerate incident resolution by keeping teams informed and empowered, in real time



PagerDuty

Organizations rely on PagerDuty to get fast resolutions to technical problems. However, team members break the natural flow of work when they switch to email or another app for communication. Teams working to resolve technical issues need a collaboration platform that integrates PagerDuty to facilitate fast, real-time collaboration.

PagerDuty for Symphony provides real-time, interactive collaboration across the incident management lifecycle. From the moment an incident is identified, through on-call notifications, to resolution, team members stay connected and informed. They can speed time-to-remediation and minimize the impact of technical issues on the business.

Benefits

- Restore critical business services more quickly by bringing real-time, multiparty collaboration to incident management
- Improve team productivity and speed by empowering people to collaborate and stay informed at all times, without having to shift to an out-of-band communication tool like email
- Work faster and more flexibly by handling incident management actions and notifications the way each team member chooses—GUI or direct chat, desktop or mobile

Customize Notifications

You choose the PagerDuty events that trigger Symphony notifications. Receive alerts via direct chat with the PagerDuty bot or in an existing chat room. No matter where team members are—at their desk, on the company campus, on the road using the Symphony mobile app—they get the real-time information they need.

Keep Multiple Teams Informed and Engaged

Response teams may include people working in different locations, at different times. Team members can avoid miscommunications and duplicated efforts by sending PagerDuty alerts to the team's chat room in Symphony. With real-time communication in Symphony, everyone can see the progress as the incident progresses towards resolution.

Manage Incidents End-to-End, Right from Symphony

Create, assign, acknowledge, and resolve incidents, as well as add notes, without ever leaving Symphony. Team members who like intuitive graphical interfaces can use inline buttons in PagerDuty notifications. Users who prefer the command line can directly message the PagerDuty bot, and invoke actions without their fingers ever leaving the keyboard.

The screenshot shows the 'New notification' configuration form in PagerDuty. It includes sections for 'Select instance', 'Select service', 'Select chat room', and 'Trigger incident events'. The 'Trigger incident events' section has checkboxes for Create, Resolve, Acknowledge, Unacknowledge, Assign, and Add note, all of which are checked. There are 'Cancel' and 'Create' buttons at the bottom right.

The screenshot shows a PagerDuty notification card. It displays the service name 'MongoDB - Incident id: PHIS057', the incident type 'Connection issues', and the status 'OPENED' by 'Olivier Poupeney'. The incident details include 'Status: Triggered', 'Service: MongoDB', 'Opened: Oct-01-2019, 3:53 PM', and 'Assigned to: Marcus Secato'. The description is 'Connection issues'. There are three buttons: 'Acknowledge', 'Resolve', and 'Add Note'. The type is '#openincident' and the incident is '#connectionissues'.

The screenshot shows the PagerDuty bot interface in Symphony. It includes a 'CREATE INCIDENT' button and a list of incident notifications. The first notification is for 'MongoDB - Incident id: PHIS057' with status 'OPENED' by 'Olivier Poupeney'. The second notification is for the same incident with status 'RESOLVED' by 'Olivier Poupeney'.

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Contact sales@symphony.com for more information to get started.