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# DIGITAL OPERATIONS MANAGEMENT

The PagerDuty Digital Operations Management Platform empowers teams to proactively mitigate customer-impacting issues by automatically turning any signal into the right insight and action, so you can innovate with confidence.

## Extensible Platform

## Advanced Analytics & Visibility

On-Call Management & Notifications



Event Intelligence



Major Incident Response

## Enterprise Class

# TAKE A TOUR

Learn more about PagerDuty features that drive improved operations and faster resolution.

## Advanced Analytics & Visibility

Gain actionable insights into your services, systems, incident response, and team health.

- ✓ Service and team analytics and reporting
- ✓ Postmortem learning
- ✓ Machine learning and predictive insights

The screenshot displays the PagerDuty dashboard interface. On the left, there are sections for 'TRIGGERED' (2 incidents), 'IN RESPONSE' (1 incident), and 'RECENTLY RESOLVED' (27 incidents). The 'TRIGGERED' section shows alerts for 'Homepage' and 'Search'. The 'IN RESPONSE' section shows a 'Checkout Cart' incident. The 'RECENTLY RESOLVED' section lists various services like 'Alert's Table Service', 'API Service', 'OTSS test', 'EVDLETE', 'IHM demo', 'Kafka Pipeline (WHITELISTED)', 'Network Diags', 'No Suppression', and 'Payment Processing'. In the center, a table lists incident details including ID, description, duration, alert count, and owner. Below this is a 'Responders (By Escalation Policy)' section showing teams like 'Core Team', 'Front End Team', 'Incident Command', 'Search Team', and 'SRE Team'. On the right, there are two charts: 'EVENTS BY SERVICE' and 'EVENTS BY INTEGRATION', both showing event counts over time from 03/01 to 03/07.

# Event Intelligence

Ingest events from any source, extract signal from the noise, and automatically trigger advanced workflows.

- ✓ Automated alert grouping
- ✓ Dynamic routing to teams and services
- ✓ Event rules engine for alert modification at scale
- ✓ Enrichment and triage support

INCIDENTS > INCIDENT #649

**Accuracy of recommendations has fallen below 95%**

Alert Grouping

Acknowledge Reassign Add Responders Run a Play More Actions Resolve

Status **Triggered** Urgency **High** PRIORITY STATUS DURATION 01h 48m 09s

Opened 1:09 PM (2h ago) Assigned To [Nate Mar](#) Responders 1 Pending Actions Resolves automatically at 5:09 PM (in 2h) if left open. Impacted Service [Product Recommendations](#) Alert Grouping Intelligent. Related alerts will be added automatically to this incident while the incident is open. Alerts are related based on the content of the message and the time the alert was received.

Details Subscribers Timeline Similar Incidents BETA

ALERTS 2 triggered

FILTERS: No active table filters Per Page: 25 1-2 of 2

Status	Severity	Summary	Created	Service
Triggered	Critical	Accuracy of recommendations has fallen below 90%	at 1:09 PM	Product Recommendations
Triggered	Critical	Accuracy of recommendations has fallen below 95%	at 1:09 PM	Product Recommendations

View Incident Timeline

Responders 1 Notes 0

ASSIGNED TO:

[Nate Mar](#) Notified at 1:09 PM (2h ago)

Notes

There are no recent notes.

Resources

- Incident Lifecycle
- PagerDuty Common Event Format
- Chat with support

## Major Incident

responders and business stakeholders in seconds for effective response to the most critical incidents.

- ✓ Response automation
- ✓ Live Call Routing
- ✓ Business-wide orchestration
- ✓ Best-in-class ChatOps and conferencing workflows

The screenshot displays the PagerDuty incident management interface for an incident titled "High latency on payments gateway tx03.pagey.co". The interface includes a top navigation bar with "INCIDENTS > INCIDENT #644", an "Edit" button, and fields for "PRIORITY", "STATUS" (set to "Resolved"), and "DURATION" (02h 00m 00s). Below the header, there are buttons for "New Postmortem Report", "Run a Play", and "More Actions". A central search box is open, showing a list of incident types: "Facilities Issue - SF", "SEV-1 Response", "SEV-2 Response" (highlighted in green), "Safety Incident Response", and "Security Incident". The main content area is divided into several sections: "Status Resolved" and "Incident Times Open from 10:44 AM"; "Urgency High"; "Affected Service Payment Processing"; "Alert Grouping Time-Based Alert Grouping was enabled for this incident from 10:44 AM until 11:44 AM"; "SUBSCRIBERS" with an "Add a subscriber" field and a "Notify Subscribers" button; "PUBLISHED UPDATES" with a "View Incident Status Page" link and "No status updates." message; "Responders" showing "No current responders"; "Notes" with an "Add Note" button and "There are no recent notes." message; and "Resources" with links for "Incident Lifecycle", "PagerDuty Common Event Format", and "Chat with support".

# On-Call

# NOTIFICATIONS

Effectively distribute on-call responsibility by easily configuring custom on-call schedules, rotations, and escalations.

- ✓ Service and team organization
- ✓ Intuitive, flexible scheduling and escalations
- ✓ Rich, customizable multi-channel notifications
- ✓ Native iOS, Android, and smartwatch mobile apps

**1SH-West Operations 24X7** Export ⚙️

**On-call now:** Barry Robbins from Aug 31, 2017 at 08:00 to Aug 31, 2017 at 20:00

**Your next on-call:** Sep 11, 2017 at 08:00 to Sep 11, 2017 at 20:00

**Teams using this schedule:** Helpdesk Operations

**Escalation policies using this schedule:** KG Shared Services 24x7 Customer Support

September																														
T 8/31	F 9/1		S 9/2		S 9/3		M 9/4		T 9/5		W 9/6		T 9/7		F 9/8		S 9/9		S 9/10		M 9/11		T 9/12		W 9/13					
Abhijit	Barry	Abhijit	Barry	Abhijit	Barry	Abhijit	Barry	Abhijit	Craig	Abhijit	Craig	Alene	Craig	Alene	Craig	Alene	Craig	Alene	Craig	Alene	Craig	Alene	Abel	Alene	Abel	Alene	Abel	David	Abel	Da

**24/7 Rotation** Export ⚙️

**On-call now:** Sapna Bogle from Aug 31, 2017 at 08:00 to Aug 31, 2017 at 20:00

**Your next on-call:** Sep 1, 2017 at 20:00 to Sep 2, 2017 at 08:00

**Teams using this schedule:**

**Escalation policies using this schedule:** ⚠️ This on-call schedule is not in use. assign it to an escalation policy

September																																
T 8/31	F 9/1		S 9/2		S 9/3		M 9/4		T 9/5		W 9/6		T 9/7		F 9/8		S 9/9		S 9/10		M 9/11		T 9/12		W 9/13							
Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel	Sapna	Alejand	Jessica	Abel

**Critical Management Group - 24/7** Export ⚙️

**On-call now:** Vernon Seymour from Aug 31, 2017 at 08:00 to Aug 31, 2017 at 20:00

**Your next on-call:** You are not on-call in this schedule

**Teams using this schedule:** Customer Performance Operations

Leverage a platform that is built for scale and enables self-service while meeting requirements.

- ✓ Security and controls
- ✓ Performance and scalability
- ✓ Supports ITSM workflows
- ✓ Always-on, globally redundant architecture



Count on secure-by-design, reliable architecture and best-in-class API support.

- ✓ 200+ native integrations
- ✓ Extensible API
- ✓ Custom logic
- ✓ Custom event transformer



**pagerduty**

**Product**

PagerDuty Overview

**Integrations**

Integration Guides  
Developer API Docs

**Support**

Help & Support  
FAQ

**Features**

Enterprise-Grade  
Security Controls



Townsend St.,  
#200  
San  
Francisco, CA  
94103

## Toronto

260 Queen St  
W #300,  
Toronto, ON  
M5V 1Z8,  
Canada

## Sydney

WeWork  
Level 14, 5  
Martin Pl,  
Sydney NSW  
2000,  
Australia

## London

1 Fore Street  
Avenue,  
London EC2Y  
9DT

Use Cases

## About

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Online Terms and

Conditions

Mobile Incident

Management

Operations

Command Console

System and User

Reporting

Scheduling and

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Alerting

Real-Time

Collaboration

Postmortems

Analysis

Always-On Reliability

Platform Extensibility

Live Call Routing

[BLOG](#)

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*We are Hiring!*

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