

PagerDuty Dashboard

The dashboard is the main screen that appears when you first login to PagerDuty. The dashboard shows your PagerDuty incidents, past activity, who is on-call now, and when am I on-call next?

Note: PagerDuty creates an ‘incident’ to trigger on-call. This is not to be confused with the ServiceNow Incidents. You will continue to manage your Incidents in ServiceNow.

PagerDuty Incident Counts

The top of the dashboard shows open triggered or acknowledged incident counts.

The left side shows triggered and acknowledged incidents specifically assigned to you (“Your open incidents”) and the right side shows all triggered or acknowledged incidents in PagerDuty (“All open incidents”). If there is a triggered incident, the text will be red. If there is an acknowledged incident, the text will be orange. If there are no open incidents, the text will remain black.

PagerDuty Incidents List

The incidents section shows specific incidents that are "assigned to you" as well as “all” incidents within PagerDuty.

- To view incidents assigned to you specifically, click on "Assigned to me". To view all incidents in PagerDuty, click on "All."
- You can filter incidents based on Status by clicking “Open”, “Triggered”, “Acknowledged”, “Resolved”, or “All”.
- You can resolve, acknowledge, or reassign an incident directly from the dashboard by checking the incident and clicking the button “Resolve”, “Acknowledge”, or “Reassign”.

PagerDuty Incident Activity

The “Activity for the Past 7 Days” section lists all incidents within the last week.

- Click on the specific Incident number to view the incident details and incident log.
- Click a specific user's name to view their user profile.

On-Call Widget

The on-call widget displays specific escalation policies and which users are on-call on each escalation level. You can also see when you are on-call next.

Who is on-call now?

Escalation policy: **Default**

Level 1: Ian McVelocity
on-call all the time

Escalation policy: **Dev Ops**

Level 1: Carlos Lopez
Jun 25 at 00:00 - Jun 26 at 00:00

Level 2: Ian McVelocity
Jun 25 at 00:00 - Jun 26 at 00:00

Level 3: Joe Lambe
on-call all the time

When am I on-call next?

Escalation policy: **DBA**

You are never on-call for this policy.

Escalation policy: **Default**

You are never on-call for this policy.

Escalation policy: **Dev Ops**

Level 2: Jun 26 at 00:00 - Jun 27 at 00:00

Level 3: on-call all the time

In this example:

- The “Dev Ops” escalation policy currently has Carlos on-call on level 1, Ian on-call on level 2, and Joe on-call on level 3.
- According to the section “When am I on-call next” , the next time I am on call is on June 26th on level 2.