

**PagerDuty Alerts**

An alert is sent to the user currently on call when an incident is triggered. Alerts can be sent as any of the following: **Phone Alert; SMS Alert; Email Alert;** or **Push Notification.**

**NOTE:** You must first set up your alert methods and notification rules. See the Quick Reference Card “QRC - PagerDuty User Profile”.

**Phone Alert**

If you have a **Phone Number** set as one of your alert methods and in your notification rules, you will receive a phone call from PagerDuty.

All PagerDuty phone alerts will come from the number 1-415-349-5750.

**Example Phone Call:**

“You have one triggered incident on [Service Name]. The failure is INC0812345 [short description] . Press 4 to acknowledge, press 6 to resolve, press 0 for help or press star to repeat this message.”

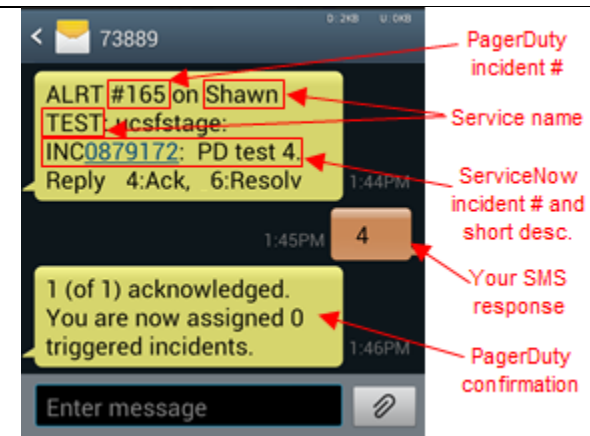
**Actions:**

- Pressing 4 will set the PagerDuty incident to a Status of Acknowledged. (*This will stop the escalation process*).
- Pressing 6 will set the PagerDuty incident to a Status of Resolved.

**SMS Alert**

If you have a **SMS Number** set as one of your alert methods and in your notification rules, you will receive a SMS from PagerDuty.

All SMS alerts will come from the Primary number 73889 (PDUTY). However, if there is a need for SMS failover, the SMS may come from a 7 digit number.



**Example SMS:**

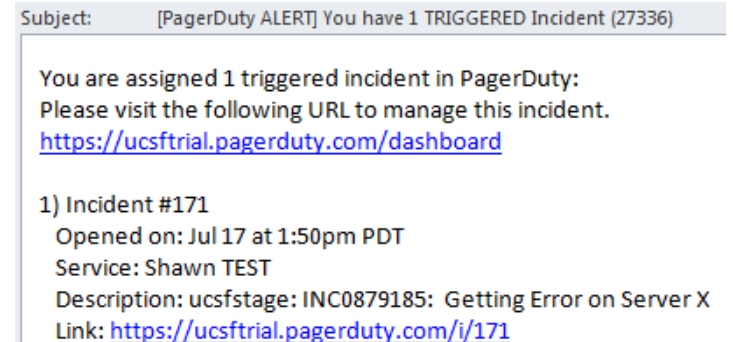
**Actions:**

- Responding 4 will set the PagerDuty incident to a Status of Acknowledged. (*This will stop the escalation process*).
- Responding 6 will set the PagerDuty incident to a Status of Resolved.
- Responding 8 (if available) will escalate the PagerDuty incident to the next level in your escalation policy.

**Note:** If you have more than one incident to respond to, the response numbers will increase. You may see Reply 4:Ack, or Reply 14:Ack, or Reply 24:Ack, etc.

**Email Alert**

If you have an **Email Address** set as one of your alert methods and in your notification rules, you will receive an email from PagerDuty.



**Example Email:**

**Action:** There is no way to reply to the email alert to acknowledge or resolve an incident. To take action for the open incident you must login to your PagerDuty account.

If you click the link “...pagerduty.com/dashboard” you will be prompted to login to

PagerDuty and you will view the Dashboard\*.

\*For more information about the Dashboard, please review the Quick Reference Card "QRC – PagerDuty Dashboard".

If you click the link "...pagerduty.com/i/171" (number will be specific to your alert), then you will be shown the Details of your PagerDuty incident.

**Example Details:**

**Details for: Incident #171**

<b>Service</b>	Shawn TEST	<b>Incident Actions</b>  <a href="#">Acknowledge this incident</a> <a href="#">Reassign this incident</a> <a href="#">Resolve this incident</a>
<b>Current status</b>	<b>Triggered</b> If no action is taken, this incident will escalate to the level 2 on-call, Shawn Hall, in 3 min.	
<b>Assigned to</b>	Shawn Hall (level 1 on-call)	
<b>Opened on</b>	Jul 17 at 1:50pm (7 minutes ago)	

**Actions:**

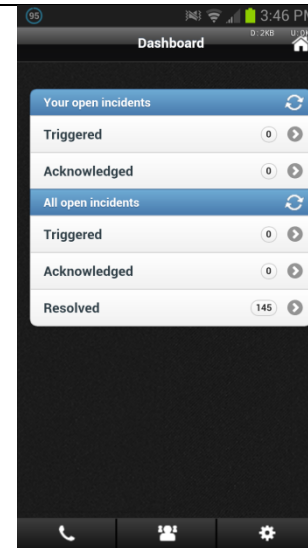
- Click "Acknowledge this incident" to set the PagerDuty incident to a Status of Acknowledged. *(This will stop the escalation process).*
- Click "Reassign this incident" to reassign the PagerDuty incident to another team member. This will notify the new assignee based on their notification rules.
- Click "Resolve this incident" to set the PagerDuty incident to a Status of Resolved. *(This will stop the escalation process and will not allow reassignment.)*

**Push Notifications**

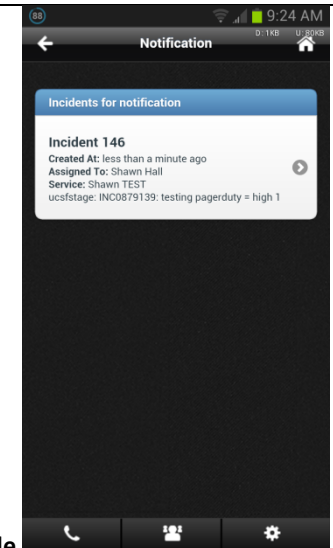
If you have **Push Notify** set as one of your alert methods and in your notification rules, you will receive a push notification from PagerDuty in your smartphone's application. You must download the iOS or Android version of PagerDuty and login to begin this process.

The iOS or Android app allows you to:

- Receive unlimited push notification alerts
- Easily access and respond to open incidents (acknowledge, resolve or reassign)
- Quickly see when you're on-call
- Access a contact list of all users in your account (includes phone & SMS numbers and email addresses for each user)



**Example Dashboard:**



**Example Notification:**

**Actions:**

- While viewing the details of an incident, click the button "Acknowledge", "Escalate" or "Resolve".

**Manual Update of ServiceNow Incident**

An alternate way of "responding" to a PagerDuty alert is to modify the ServiceNow Incident.

**Actions:**

1. Log into ServiceNow and locate the Incident ticket that is the subject of the PagerDuty notification.
2. Assign the Incident to yourself and Save. Since the PagerDuty trigger for all ServiceNow Incidents requires that the "Assigned to" value is blank, by assigning the Incident to yourself (or someone else), you have stopped the escalation process.

ServiceNow will communicate back to PagerDuty and resolve the PagerDuty incident.

*Resolved through the API.*  
**Description:** ucsfstage: INC0879183: test (View message)  
*Note added by UCSF ServiceNow API.*  
**Note:** This incident was auto-closed by ServiceNow. Shawn Hall terminated the escalation trigger on INC0879183.