
Hub for Hybrid-Cloud Digital Operations
Many modern ITOps and DevOps teams count on Slack to keep everyone on the same page when things are running smoothly—and perhaps even more so when they aren’t. PagerDuty’s Slack app allows those teams to use PagerDuty’s powerful real-time operations platform (without having to leave Slack) to do things like reassigning or escalating an incident and viewing additional incident context. The PagerDuty platform also allows users to create an incident war room Slack channel from within PagerDuty, adding additional users to it as the situation evolves.

Our teams have dedicated Slack channels for their alerts, and PagerDuty is integrated into each of them. So straight away, you can see when there’s a serious problem, you can see when someone acknowledges it, and you can see that it’s being resolved—all in one channel. That means, in terms of recovery, there’s just one log for that particular product.

- Tom Clark, Head of Common Platform, ITV
Slack as a PagerDuty Interface: Use PagerDuty's desktop or mobile interfaces or Slack to manage real-time ops with PagerDuty.

Respond Your Way: Create, reassign, escalate, or run an incident response play, all from within Slack.

Loop In Additional Responders: Add response help directly from a Slack notification.

One Set of Permissions: With the PagerDuty Slack integration, there’s no need to duplicate or rebuild permissions.

Rich Incident Context: Arm responders with relevant incident facts and data points, all visible inside Slack.

Learn by Bot: Learn how to use Slack integration features via a Slackbot.

Integrated War Room Channels: Create or point to a Slack channel directly from PagerDuty and automatically invite responders to the right channel. Capture all discussions and actions in the channel for postmortem reviews.

Stay Informed About Your On-Call Schedules: View all of your on-call schedules from Slack.