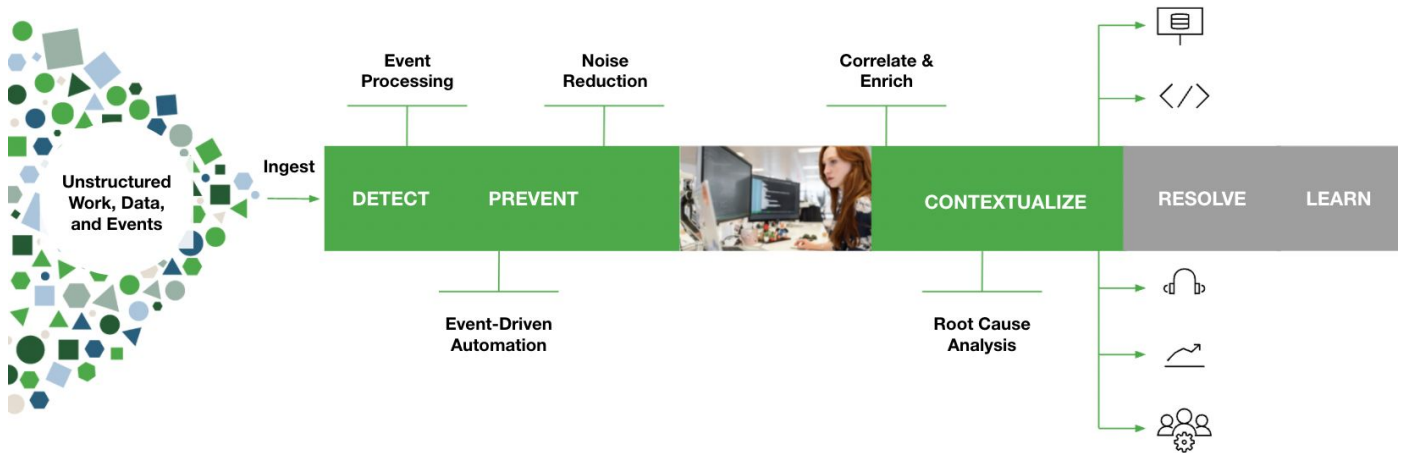


**Event Intelligence** empowers IT and DevOps teams to overcome slow, painful incident response, while actively combating alert fatigue and burnout. With Event Intelligence, part of the PagerDuty Operations Cloud™, teams can augment best-in-class incident response to reduce noise, automate processes, and access the signals and context they need to take action, resolve faster, and reduce downtime.

Reduce noise. Provide real-time context. Drive faster resolution.



## Why PagerDuty Event Intelligence?

### Minimize unnecessary interruptions

Leverage data science and machine learning to cut down on system noise and reduce alert fatigue.

### Gain full context on “what happened, when”

Surface relevant incidents and recent changes to provide a complete picture and create full situational awareness when troubleshooting root cause.

### Dedicate more time for building and innovating

Remove manual work and toil using automation. Leverage PagerDuty to process events in real-time using custom logic and nested rules.

### Seamless and Mobile Ready

Unlike other event management offerings, PagerDuty is quick to set up and realize value. Teams can leverage any feature from mobile for anywhere, anytime incident response

**“Event Intelligence has been critical to us, especially the alert grouping capabilities. On average, we’ve had 58% noise reduction, with some services seeing about 86% noise reduction.”**

Danny Nicholls, Application Support Analyst  
IG Group

Trusted by over 18,000 companies, including:



# Features

## Reduce unnecessary noise

Not every alert should be an incident. Deploy machine learning and data science techniques to keep teams focused on the work that matters.

- Intelligent Alert Grouping
- Time-based, Context-based Alert Grouping
- Alert Thresholding
- Pause Incident Notifications
- Auto-Pause Incidents (Early Access)

## Understand the impact of recent changes

Know “what changed, when” and whether it could be related to an incident using easy to find contextual information and ML-based correlation on recent changes.

- Change Events
- Custom Change Event Transformer
- Change Correlation

## Get the full context while troubleshooting

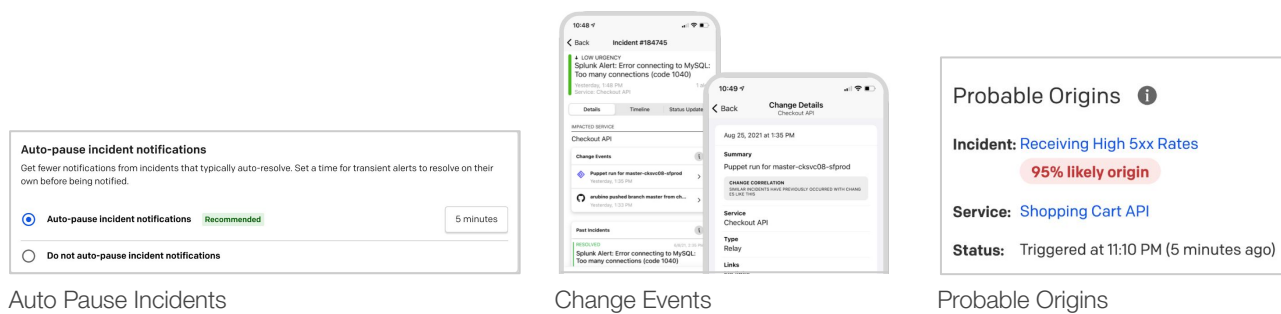
Surface past or related incidents, and get tips on probable origin to help determine potential root cause.

- Past and Related Incidents
- Outlier Incidents
- Probable Origin

## Process events at ingest, trigger next best action

Cut down on manual event processing with a powerful decision engine that uses custom logic and rules nesting to enrich and control routing or actions based on event conditions at scale.

- Event Orchestration (Early Access)



# The PagerDuty Difference

Trusted by over 18,000 companies, Pagerduty is built on a unique dataset of over 13 years of machine and response data, PagerDuty Operations Cloud™ is a trusted solution for the modern enterprise.

## Easy to get started, quick time to value

Event Intelligence is easy to set up and provides value from day one. It works out of the box—no lengthy custom code and no data scientists are required. Deliver value in days or weeks rather than months or years.

## Bridge hybrid operating models for seamless collaboration

Service-based model supports both IT and distributed teams, bridging operating models and toolchains with key integration partners across 600+ technology providers from ITSM to APM tools.

## Integrates across the entire PagerDuty Operations Cloud

Event Intelligence works seamlessly with PagerDuty's best in class incident response and on call management solutions, with a direct tie-in with Rundeck Actions, runbook automation powered by PagerDuty Rundeck.