# DIGITAL OPERATIONS MANAGEMENT

Event Intelligence. Response Orchestration. Better Software.

PagerDuty delivers application event intelligence and the end-to-end response orchestration required to mobilize and coordinate response for better software and customer experiences. Visualize every dimension of the customer experience with unified views of application performance, infrastructure health, and incident response. With over 175 native integrations across your technology stack, industry-leading on-call automation, and collaboration workflows, orchestrate the right response every time to resolve incidents faster.
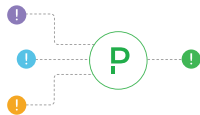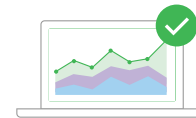
Event Intelligence

Understand the health and common context of disruptions across your entire infrastructure with actionable, time-series visualizations of correlated events.

Response Orchestration

All teams get the same visibility for technical and business response orchestration, enabling better collaboration and rapid resolution.
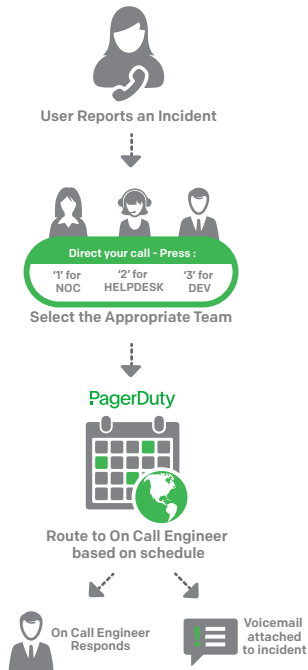
Continuous Learning and Delivery

Discover patterns in performance during build and in production for continuous delivery. View post-mortem reports to analyze system efficiency and employee agility.

PagerDuty Live Call Routing

With Live Call Routing, anyone can now directly reach on-call responders to report incidents simply by calling a number. Inbound calls get routed via the same on-call schedules and escalation policies you use for all your PagerDuty events, so anyone can reach the right responder immediately.

User Reports an Incident

Direct your call - Press :

'1' for NOC   '2' for HELPDESK   '3' for DEV

Select the Appropriate Team

PagerDuty

Route to On Call Engineer based on schedule

On Call Engineer Responds

Voicemail attached to incident

Communicate with Responders in Real-Time
Directly speak to the on-call staff by calling a number, bypassing the need to look up an on-call schedule and significantly reducing MTTA and MTTR.

Automatic Escalations
Calls get forwarded via the same global on-call schedules and escalation rules you've already defined in PagerDuty, ensuring that a responder takes action on the issue immediately.

Provision Global Numbers
Easily provision international numbers, and rest easy knowing that the on-call team can always be reached regardless of location.

Trigger an Incident with a Call
Leave a voicemail that automatically becomes an incident. Recordings can be leveraged for incident resolution and support training.

Immediately Reach Specific Teams
One number can connect to multiple services or teams, so any caller can simply press a number for an extension to reach exactly who they're looking for.

Learn More about Live Call Routing.
Contact sales@pagerduty.com to get started today.