PagerDuty for Atlassian

Server, Cloud, or Data Center: Get More Value From Atlassian
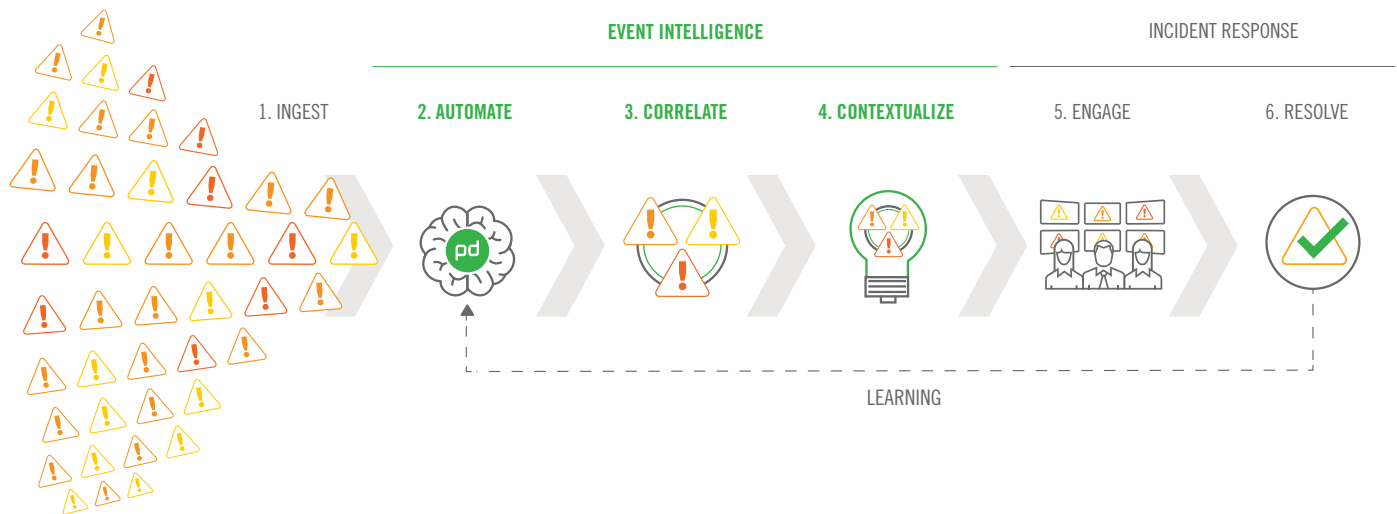
PagerDuty and Atlassian have expanded and deepened their partnership to include a new set of integration features that empower teams to take action and collaborate in real time. With this integration, Atlassian customers can leverage more than 300 monitoring, collaboration, development, and security tool integrations and combine them with PagerDuty's Event Intelligence capabilities to increase operational efficiency, allowing teams to focus on innovation. PagerDuty's powerful real-time operations platform enables Atlassian users to tackle issues and critical service requests in Jira Software and Jira Service Desk with bidirectional synchronization to PagerDuty, accelerating resolution.

PagerDuty Capabilities for Atlassian

Event Intelligence for Signals

More than 300 monitoring, collaboration, development, security, and other tool integrations. Event Intelligence enables users to cut through the noise to drive innovation and productivity while keeping everything in sync with Jira.

Automated, Real-Time Ops

Engage the right people with the right context in real time. Sync rich, actionable incidents between PagerDuty and Jira, automatically or manually, and integrate workflow across the Atlassian tool stack and Slack.

Fast Time to Value

Set up and sync quickly and easily, streamlining the Atlassian experience for users. Free trial for Atlassian users makes it even easier for teams to work together.

pagerduty

Customers Optimizing Atlassian With PagerDuty

"I've been using PagerDuty for multiple years and love it. The reason why it was picked up at our new company was due to our success stories. PagerDuty is the best extension of tools like Jira and Nagios that I've had the pleasure of using. I suggest this service to everyone so they can all 'sleep responsibly.'"

Across the Atlassian Suite, PagerDuty Makes It Easier for Teams to Do Work in Real Time

◆ Jira Software

- Fully supports Jira Software Cloud, Server, and Data Center.

- PagerDuty Event Intelligence looks at both digital signals and human response behavior to provide greater context upstream of Jira

- Enhanced detail for issues and incidents identified by PagerDuty, including the ability to map fields from PagerDuty to Jira

- Bidirectional synchronization with PagerDuty for issue status, priority, and notes

- Escalate issues and engage on-call responders from within Jira Software

- Automatically or manually synchronize incidents from PagerDuty into Jira

⬢ Bitbucket

- Keep your pipelines green by quickly addressing build or test failures

- Immediately engage engineers when commits cause a failure

- Available through Bitbucket Pipes

slack

- Bidirectional integration with Slack and other ChatOps tools

- When an incident arises, everything is together in one place, notifications are sent into public/private channels where teams can collaborate

⚡ Jira Service Desk

- Fully supports Jira Service Desk Cloud and Server.

- Greater business context and service health visibility for customer service agents

- Enable agents to engage and notify on-call responders for critical requests

- Bidirectional synchronization with PagerDuty of service request state, priority, and notes

- Detailed information about service request escalation shown in Jira Service Desk UI

☎ Statuspage

- Easily and automatically publish Statuspage updates from PagerDuty

- Take action in real time when business-impacting issues arise

- Activate easy to use Incident Templates when a PagerDuty incident is triggered

🔥 Jira Ops

- Open a Jira incident automatically or with the click of a button

- Bidirectional synchronization with PagerDuty for issue status

- Escalate issues and engage on-call responders from within Jira

- PagerDuty integrates with the Jira Incident Timeline

Get Started With PagerDuty + Atlassian for Free Today