

PagerDuty + Glean Integration Benefits

- Users can search for schedules and escalation policies
- Users can put escalation policies in collections along with other relevant content to make them easily accessible.
- Users can gain further insight on company escalations using Glean's trending feature, which shows the content that is most popular

How it Works

- Glean integrates with PagerDuty using the PagerDuty APIs documented [here](#).
- Glean currently uses the following end points from the above APIs.
 - [/escalation_policies](#): To crawl escalation policies if enabled
 - [/schedules](#): To crawl schedules if enabled
 - [/users](#): To get the user information for access management
 - [/teams](#): To get teams information for access management
 - [/audit/records](#): To get the information about which users are interacting with

Requirements

- The person setting up the connector will need to be a Glean admin as well as an admin within PagerDuty.

Support

If you need help with this integration, please contact support@glean.com

Integration Walkthrough

In PagerDuty

- Create a Read Only API Access key as discussed [here](#).

In Glean

- Navigate to the admin console to enter the api key into the system.
 - Navigate to <https://app.glean.com/admin/setup/apps>
 - Select “Add app” and click PagerDuty
 - Create a Read Only API Access key in your PagerDuty web app as described in the [PagerDuty docs](#).
 - Enter the API key into the corresponding field.
 - Click “Save” in Glean



PagerDuty

✓ Index all Schedules in your PagerDuty account

✓ Content and permissions updates sync multiple times every hour after initial indexing

- 1 Follow the instructions in the document below to connect PagerDuty
[📄 Set up PagerDuty](#)

- 2 Add your API Access Key:

API Access Key

Save