

Appvibe PagerDuty Integration

- [Overview of Features](#)
 - [Key Features](#)
- [Getting Started](#)
 - [Installation](#)
- [Working with Links](#)
 - [Add a Link](#)
 - [View a Link](#)
 - [Edit a Link](#)
 - [Delete a Link](#)
- [Advanced](#)
 - [View Link History](#)
 - [Link Permissions](#)
- [Help](#)
 - [FAQ](#)
- [Support](#)
 - [Support and Contact](#)

Overview of Features

Key Features

Feature 1:

Add Links: Embed PagerDuty links directly into Jira issues for quick access to spreadsheets. This feature allows users to seamlessly connect relevant PagerDuty content with Jira tasks, ensuring efficient workflow and quick data retrieval.

Feature 2:

Edit Links: Update or modify embedded PagerDuty links as the spreadsheet changes. Keep your Jira issues up-to-date with the latest PagerDuty data by easily editing links whenever necessary.

Feature 3:

Remove Links: Remove links when they are no longer relevant. Clean up your Jira issues by deleting outdated or unnecessary PagerDuty links to maintain clarity and relevance.

Feature 4:

View Links in Preview and Full Screen: Preview PagerDuty content or expand it to full screen. This dual viewing option provides flexibility, allowing you to quickly scan PagerDuty content or dive deep into details.

Feature 5:

Sort Links: Organize PagerDuty links by custom criteria, name, or date. Sorting functionality helps prioritize and manage links effectively within Jira issues.

Feature 6:

Realign Links: Adjust the positioning of PagerDuty links within the Jira issue. Customize the layout of your Jira issues by rearranging links to suit your workflow and project needs.

Feature 7:

View Links in List or Tile View: Toggle between list or tile layout for viewing links. Choose the view that best fits your organization style, whether you prefer a detailed list or a visual tile display.

Feature 8:

Manage Permissions: Control who can view and interact with PagerDuty links embedded in Jira. Enhance security and collaboration by setting permission levels for different team members.

Feature 9:

View Link History: Access the history of changes made to each PagerDuty link. Track modifications over time to understand the evolution of the linked PagerDuty content and maintain a transparent record.

Getting Started

Installation

Step 1:

Log in to Jira

Ensure you are logged in with Admin privileges.

Step 2:

Open the Atlassian Marketplace

In Jira, click on Apps → Explore more apps to open the Marketplace.

Step 3:

Search for **Appvibe PagerDuty Integration**

Use the search bar to find the app.

Step 4:

Install the App

Click Get app or Try it free.

Confirm the installation and grant the required permissions.

Step 5:

Configure the App

Once installed, go to Manage Apps in the Admin section to ensure it's enabled.

The panel will now appear in your Jira issue view.

Step 6:

Start Using the App to add and view links for PagerDuty

Open any Jira issue to view, add, or manage PagerDuty links directly.

Working with Links

Add a Link

Step 1:

Inside a Jira issue, click the "Add" button. A form will appear inline, allowing you to enter:

- Embedded URL – The link to your PagerDuty design.
- Title – A meaningful name for the design. (optional)

Step 2:

Click the Add button again to add your PagerDuty link to the Jira issue.

View a Link

Step 1:

Inside a Jira issue, find the link you want to view and click the view icon for that link.

Step 2:

An inline popup will appear showing your PagerDuty. You can also click this for full screen viewing.

Edit a Link

Step 1:

Inside a Jira issue, find the link you want to edit and click the "Edit" from the link dropdown. A form will appear inline.

Step 2:

Edit the following:

- **Embedded URL** – The link to your PagerDuty design.
- **Title** – A meaningful name for the design. (optional)

Click the save button again to add your PagerDuty link to the Jira issue.

Delete a Link

Step 1:

Inside a Jira issue, navigate to the PagerDuty link you want to remove.

Step 2:

Click the menu for that link and select Delete. You will be prompted to confirm if you want to delete this PagerDuty link.

Advanced

View Link History

Step 1:

Install the Appvibe PagerDuty Integration app within your Jira environment. This app will enable seamless connectivity between Jira issues and their corresponding PagerDuty links, ensuring all modifications are tracked efficiently.

Step 2:

Each time a modification is made to a PagerDuty link within a Jira issue, the change is meticulously recorded. These changes are tracked at both the link level and the Jira issue level, ensuring comprehensive historical data is accessible.

Step 3:

Access the modification history at any time to gain insights into link changes and the evolution of the Jira issue. The history is always up-to-date and available for stakeholders to view, offering transparency and traceability.

Advanced

Link Permissions

Step 1:

Go to the Appvibe PagerDuty Integration configuration page, or click permission from within the link settings in a Jira issue.

Step 2:

Select the desired permissions for each user: Viewer, Editor, or Admin.

Help

FAQ

What if the PagerDuty link doesn't load?

Ensure the link is public and accessible. If PagerDuty blocks embedding, try opening it in a new tab.

Can I add multiple links to one issue?

Yes, you can add multiple PagerDuty links to each Jira issue.

How secure are my PagerDuty links?

All links and related meta data are stored within Atlassian's Forge platform. Our app data is stored using Forge's hosted storage solutions, which are integrated into Atlassian's cloud infrastructure. This setup ensures that app data benefits from the same data residency features as Atlassian's core products, allowing administrators to control where the data is hosted.

Support

Support and Contact

Overview:

We are here to help you. The Appvibe PagerDuty Integration app offers a convenient solution for integrating PagerDuty functionalities directly within Jira. This integration ensures your team can efficiently manage incidents and alerts without leaving the Jira interface, aiding in uninterrupted workflow.

Support Contact:

If you require further assistance, please reach out to your Jira administrator or visit our Support Page at <https://www.appvibe.com/support>