

# Intelligent alert escalation & problem remediation with Dynatrace & xMatters integration

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Best Practices

# Overview

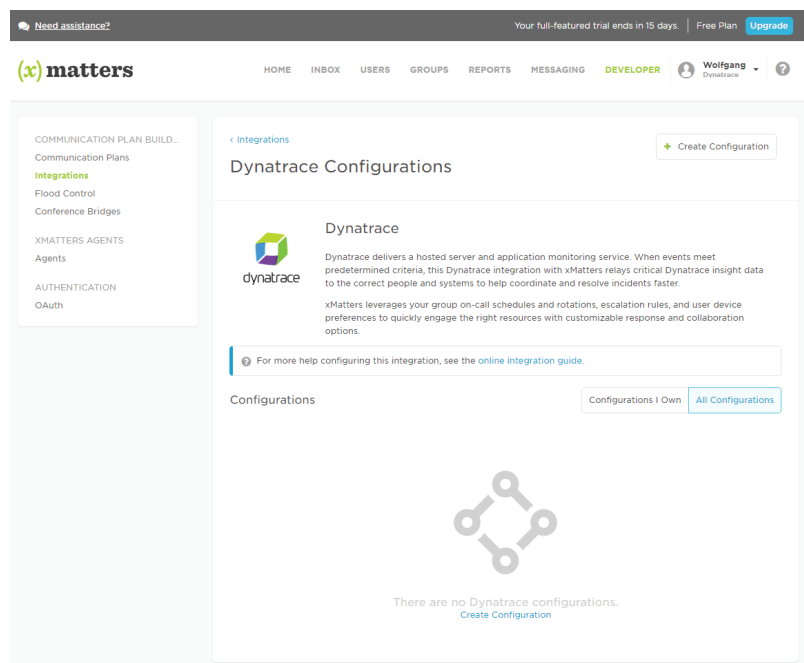
The Dynatrace SaaS version 1.151 release introduces a seamless, out-of-the-box integration with xMatters to further simplify alert management for Dynatrace-detected problems. As outlined in an earlier [blog post](#) about Dynatrace integrations for the Atlassian DevOps ecosystem, xMatters is a great platform for intelligently managing incoming Dynatrace alerts and filtering them into various channels, such as JIRA.

In this out-of-the-box, closed-loop integration with xMatters, Dynatrace actively pushes problem alerts, along with all related metadata, into xMatters. You can acknowledge xMatters alerts and comment on Dynatrace-detected problems via your preferred device. xMatters automatically records your responses in Dynatrace.

The xMatters integration is available now for Dynatrace SaaS environments and will be available for Dynatrace Managed deployments with Dynatrace Managed version 1.152.

## To set up integration of xMatters and Dynatrace:

- 1 Generate or copy an existing Dynatrace API token, which is required by xMatters to synchronize with Dynatrace.
- 2 Within xMatters, select the Dynatrace integration in the Integrations directory, as shown to the right.



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Among other details, you'll need to provide your Dynatrace environment URL (paste this into the Dynatrace Endpoint URL field) and your Dynatrace API token so that xMatters can read problem details and synchronize problem-related user comments between xMatters and Dynatrace.

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COMMUNICATION PLAN BUILD...
Communication Plans
Integrations
Flood Control
Conference Bridges
XMATTERS AGENTS
Agents
AUTHENTICATION
OAuth

< Configurations
Options

**Dynatrace**

Dynatrace delivers a hosted server and application monitoring service. When events meet predetermined criteria, this Dynatrace integration with xMatters relays critical Dynatrace insight data to the correct people and systems to help coordinate and resolve incidents faster.

xMatters leverages your group on-call schedules and rotations, escalation rules, and user device preferences to quickly engage the right resources with customizable response and collaboration options.

For more help configuring this integration, see the [online integration guide](#).

**Configuration**

**Name your configuration:**

**Add a description:**

**Enter a name to use when sending alerts:**

**Enter your Dynatrace API token:**

**Enter your Dynatrace Endpoint URL:**

**Choose the event priority:**

**Add comment to Dynatrace when integration is triggered:** ☒

**Add comment to Dynatrace when notification is delivered:** ☒

**Add the recipients to notify:**

All
Contains

NAME	
Wolfgang Beer (wolfgang.beer)	X

To configure the Dynatrace portion of this integration, you will need the following information:

Use this URL for an integration's Webhook URL field in Dynatrace:

[https://\[email\]@x-matters.com/api/integration/u/functions/\[integration-id\]/triggers?apiKey](https://[email]@x-matters.com/api/integration/u/functions/[integration-id]/triggers?apiKey)

Copy the following into the Custom payload field on the integration settings in Dynatrace

```
{
  "impactedEntities": "(impactedEntities)",
  "impactedEntity": "(impactedEntity)",
  "pid": "(PID)",
  "problemDetailsHTML": "(ProblemDetailsHTML)",
  "problemDetailsJSON": "(ProblemDetailsJSON)",
  "problemDetailsMarkdown": "(ProblemDetailsMarkdown)",
  "problemDetailsText": "(ProblemDetailsText)",
  "problemId": "(ProblemID)",
  "problemImpact": "(ProblemImpact)",
  "problemSeverity": "(ProblemSeverity)",
  "problemTitle": "(ProblemTitle)",
  "problemURL": "(ProblemURL)",
  "state": "(State)",
  "tags": "(Tags)"
}
```

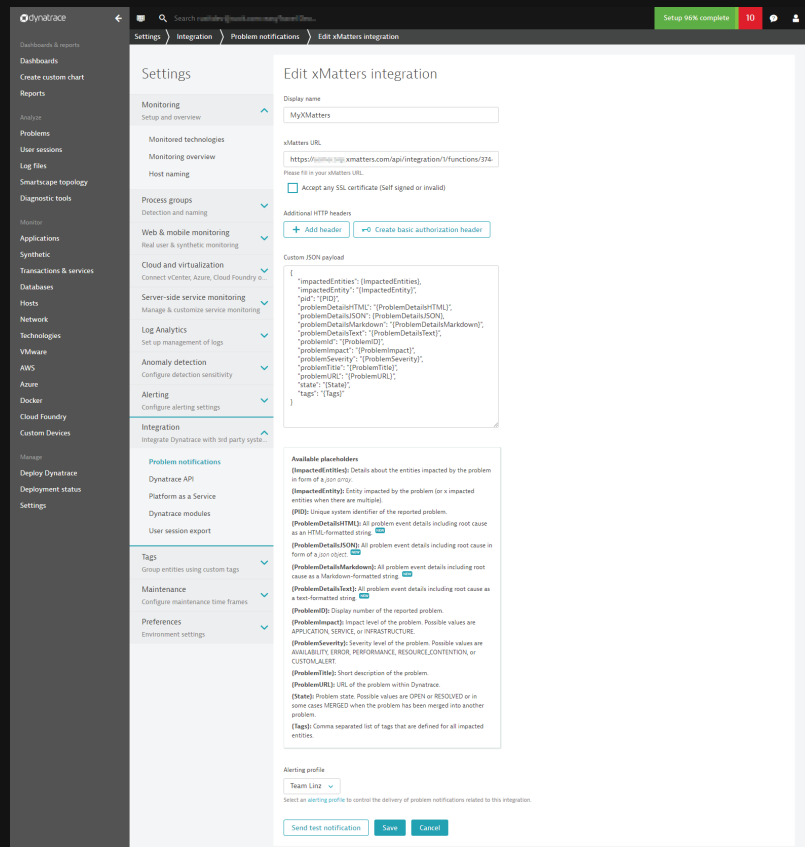
When you trigger a Dynatrace alert, the integration sends this payload to xMatters via the webhook URL to initiate an event and notify your recipients.

Delete
Save
Cancel

Setup Guide

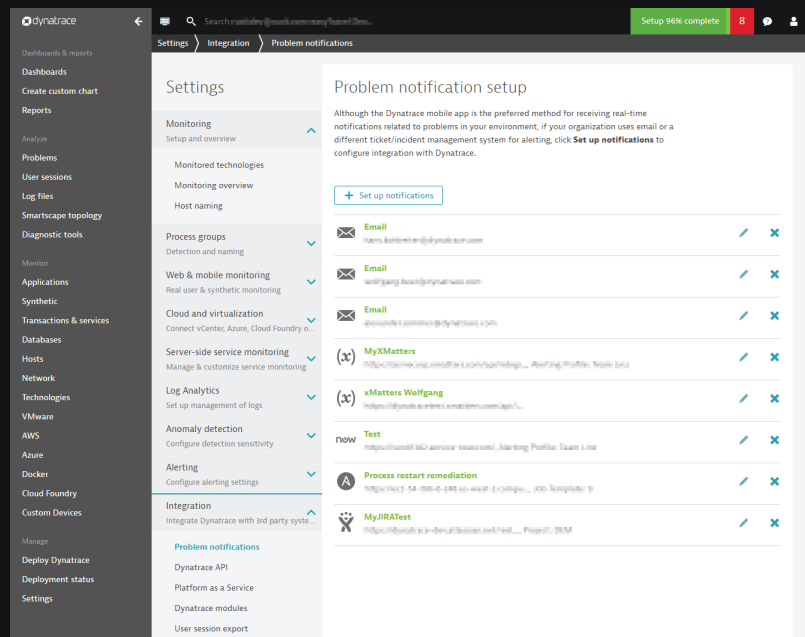
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Once you click Save, you'll see the xMatters Webhook URL. Copy this URL and paste it into the xMatters integration page within Dynatrace (see below). Within the Dynatrace web UI, navigate to Dynatrace > Settings > Integration > Problem notifications to set up a link between your Dynatrace environment and your xMatters account. Paste the xMatters Webhook URL into the xMatters URL field.



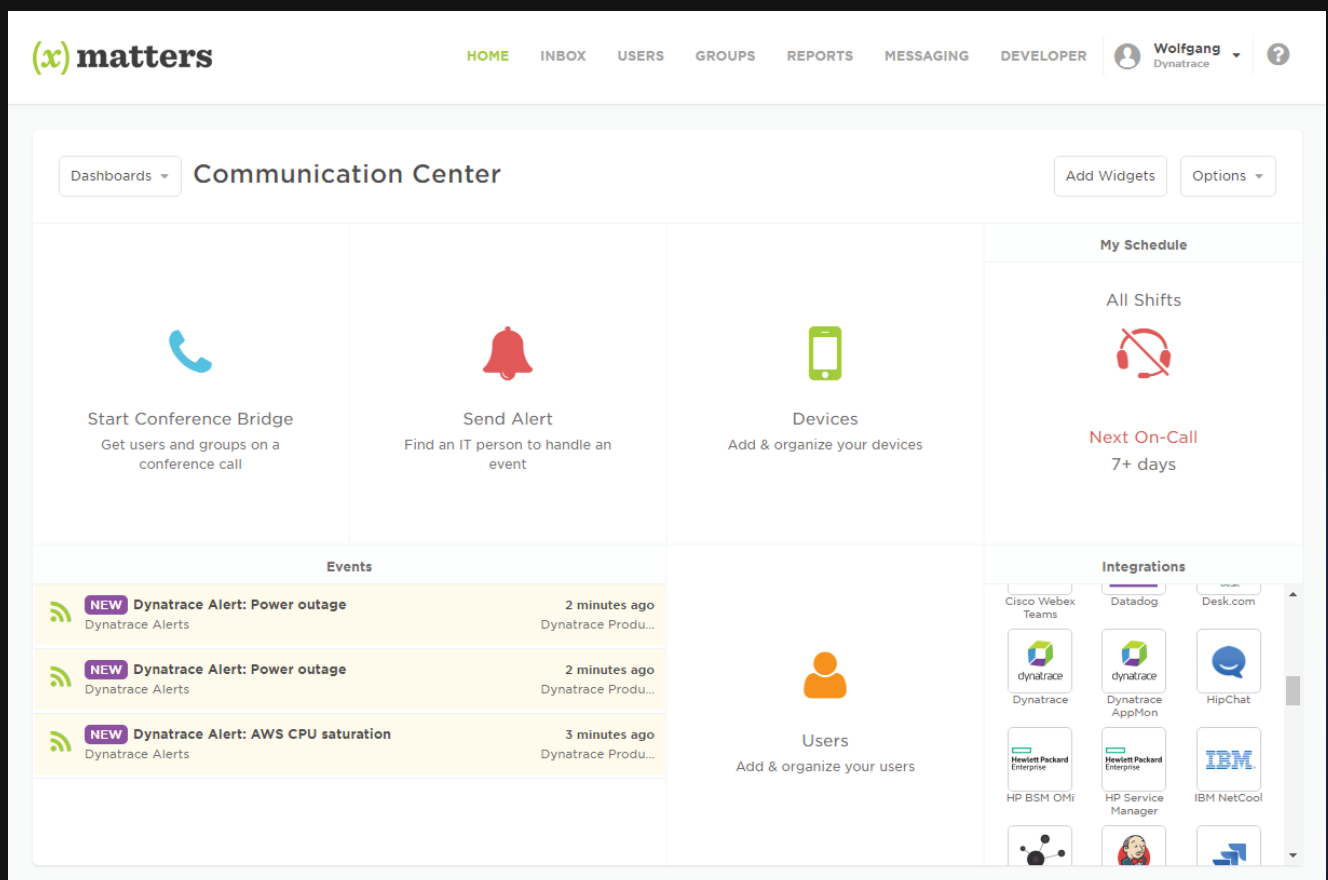
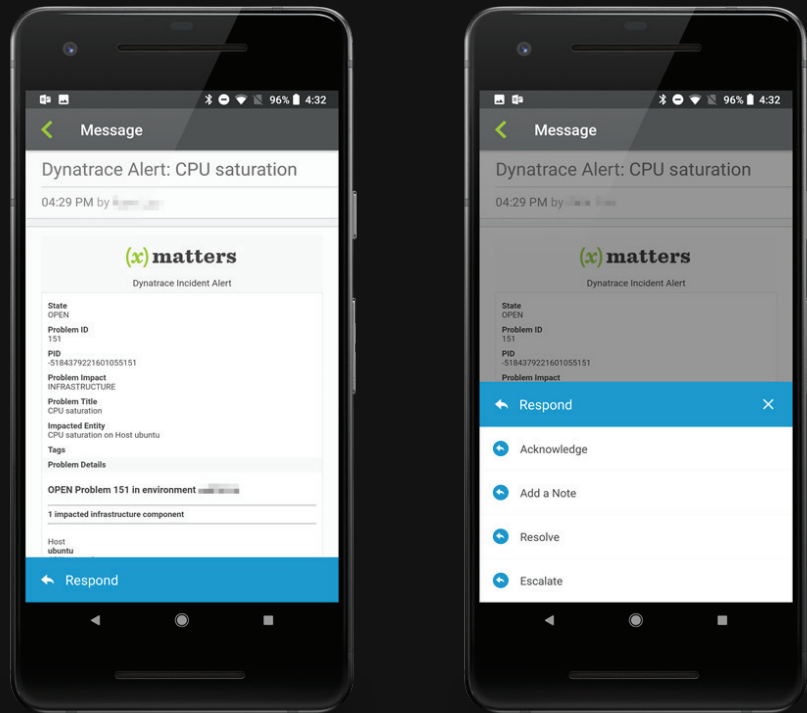
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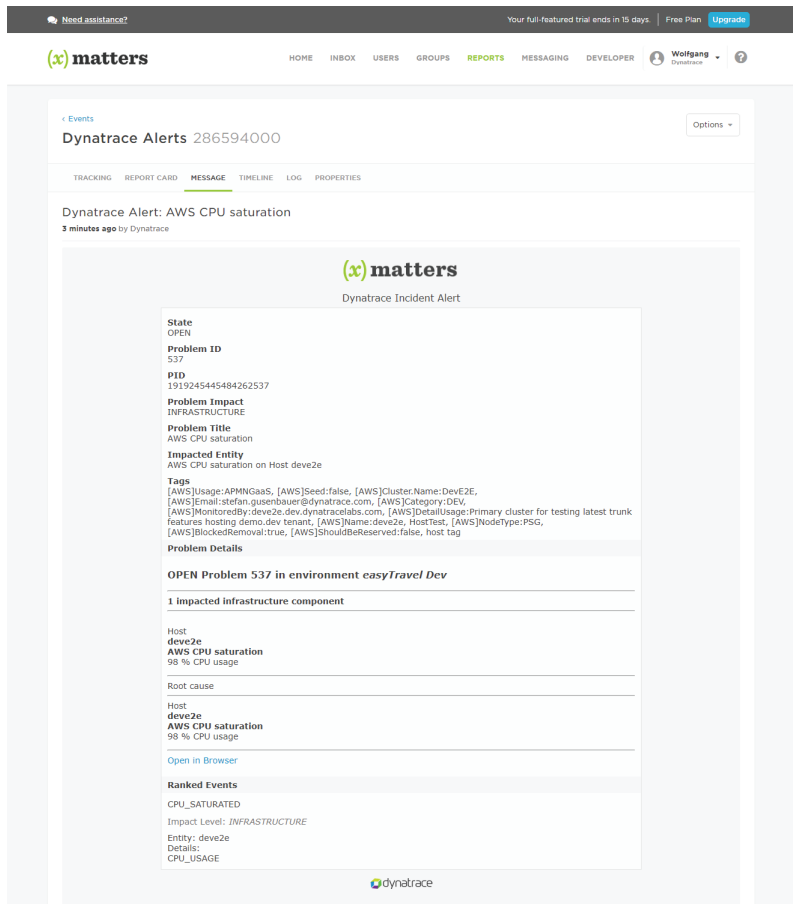
Once you've finished integration with Dynatrace, you'll see your newly created xMatters integration in your list of integrations:



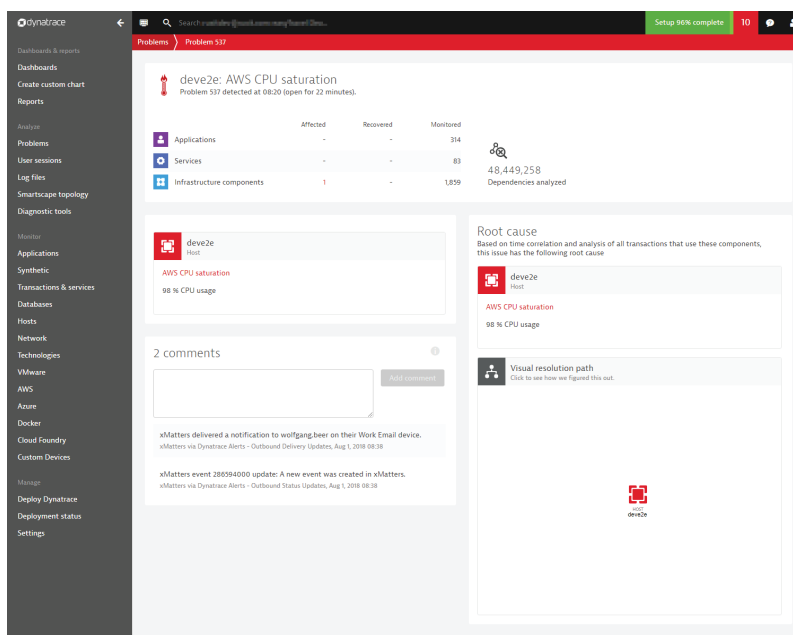
## Use the xMatters Dynatrace integration

The integration pushes all problems that Dynatrace detects, along with their metadata, over to xMatters, which identifies the correct on-call team member and notifies them of the issue via their preferred device. xMatters notifications are enriched with Dynatrace root-cause analysis insights. These details enable you to take action directly based on the information included in the alerts. You can acknowledge an incident or add a comment to inform the team of any remediation tasks that have been performed.





Click any Dynatrace problem on the xMatters dashboard to see all the related problem details and available follow-up actions, such as acknowledging the incident or adding a comment to inform the team of any steps that have been taken to remedy the issue.



The xMatters Dynatrace integration also synchronizes all comments and any logged fixes back to the Dynatrace problem for tracking within the Dynatrace UI (see example to the right).

This newly introduced integration further simplifies the setup and synchronization of Dynatrace-detected problems with your xMatters platform. This allows you to track the activity of your DevOps teams while working on an issue and take advantage of the flexibility offered by remediation workflows across multiple systems.

**To learn more about Dynatrace and xMatters, take a look at:**

Supercharged — Dynatrace's AI-powered Full Stack Monitoring Drives  
90% Alert Consolidation and 90% Reduction in Time-to-Respond with xMatters

Learn more at [dynatrace.com](https://dynatrace.com)

Dynatrace provides software intelligence to simplify enterprise cloud complexity and accelerate digital transformation. With AI and complete automation, our all-in-one platform provides answers, not just data, about the performance of applications, the underlying infrastructure and the experience of all users. That's why many of the world's largest enterprises, including 72 of the Fortune 100, trust Dynatrace to modernize and automate enterprise cloud operations, release better software faster, and deliver unrivaled digital experiences.

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