

# PagerDuty Helps Customer Service Teams Resolve Issues Faster and More Efficiently with Workflow Automation and Private Status Pages

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New PagerDuty Operations Cloud capabilities bridge the gap between customer service and technical teams for reducing costs and improving customer satisfaction

SAN FRANCISCO--(BUSINESS WIRE)-- **PagerDuty, Inc.** (NYSE:PD), a global leader in digital operations management, today announced the launch of several new capabilities across the **PagerDuty Operations Cloud<sup>SM</sup>**: Workflow Automation for Salesforce Service Cloud and Zendesk as well as the release of Private Status Pages for improved alignment and coordination of internal stakeholders. With today's announcement, customer service teams can potentially reduce the cost associated with using alternate private status pages by as much as 50%<sup>1</sup>, drive down mean time to resolution (MTTR), improve SLAs and provide better customer experiences with the flexibility and control required to manage stakeholder communications associated with major incidents. CIOs can potentially lower the total cost of ownership associated with incident management practices through an integrated platform to connect customer service teams, internal stakeholders and engineers.

"Leading global brands cannot afford the cost and risk associated with major operational failures that impact their customers and revenue," said Jennifer Tejada, Chairperson and CEO at PagerDuty. "PagerDuty customers continue to choose the Operations Cloud to protect and grow their digital revenue, reduce operating expenses and more efficiently ensure positive customer experiences and trust."

According to Dimensional Data, 51% of incidents are reported by customers, putting organizations on reactive footing<sup>2</sup>, but with PagerDuty's customer service solutions, teams are able to detect and react within a few seconds for incidents surfaced by customers in customer service solutions like Salesforce, Zendesk and ServiceNow Customer Service Management. **PagerDuty Customer Service Operations** (CSOps) delivers a seamless collaboration experience between technical and customer service teams to more quickly and efficiently manage customer issues. By providing better visibility into IT services and enabling a direct line to the service owner to communicate customer-reported issues, PagerDuty is helping customers reduce service interruptions and outages.

## PagerDuty Workflow Automation for Salesforce Service Cloud and Zendesk

PagerDuty is the first incident management provider to trigger workflow automation capabilities from Salesforce Service Cloud and Zendesk, unifying customer service teams on the front lines and technical teams behind the service. Workflow Automation for Salesforce Service Cloud and Zendesk empower customer support agents to invoke the right response workflows in the context of the apps they normally work with, saving overall time spent on the incident. Specifically, a customer service workflow can be run to inform and notify customer success managers and customer service executives to alert them of a major incident at one of the accounts they manage or oversee, promoting employee engagement and reducing internal toil. Workflows can also be created via Slack channel or Zoom meeting to initiate incident management from customer-reported incidents.

Today, CIOs and Chief Customer Officers (CCOs) are accountable for customer satisfaction and operationally efficient means to detect, diagnose and resolve customer-impacting issues. Manual, fragmented systems to connect customer service teams with product teams and other stakeholders add duplicative costs and internal confusion over customer-impacting incidents. PagerDuty's integrated Workflow Automation and Private Status Pages reduce coordination overhead with a unified platform that empowers customer service agents, improves visibility, and accelerates resolutions with less total cost of ownership than manual, fragmented and disparate point solutions.

## PagerDuty Private Status Pages

With Private Status Pages, a complement to the company's previously launched Public Status Pages, PagerDuty is one of the only providers to offer one centralized platform to easily manage communications with both internal and external stakeholders during large-scale incidents. Updates can be automated or delivered from a "human-in-the-loop" approach, giving all relevant stakeholders a single source of truth. The addition of Private Status Pages to the suite of capabilities within CSOps means companies can consolidate point solutions and save money by using PagerDuty's unified platform for their incident response and management communications processes. The automation and generative AI-enabled updates PagerDuty offers within the platform further reduce the flood of support tickets, standardize incident response processes, resolve customer issues more quickly, and provide customers with additional clarity and real-time transparency.

"Today, customers expect great digital experiences at every stage, whether it is a transaction online, an interaction with a customer services team, or via every generative AI response," said Sean Scott, Chief Product Development Officer at PagerDuty. "PagerDuty continues to reaffirm our mission by expanding the power of the PagerDuty Operations Cloud, which empowers customers to grow and protect revenue while improving their customers' success."

#### Additional information:

- To learn more about PagerDuty's CSOps offering, visit booth #626 at Dreamforce or [www.pagerduty.com/platform/business-ops/customer-service-operations/](https://www.pagerduty.com/platform/business-ops/customer-service-operations/).
- **PagerDuty and Salesforce**
- **PagerDuty and Zendesk**
- **PagerDuty Customer Service Operations Demos**

#### About PagerDuty Inc.

PagerDuty, Inc. (NYSE:PD) is a global leader in digital operations management. The PagerDuty Operations Cloud revolutionizes how critical work gets done, and powers the agility that drives digital transformation. Customers rely on the PagerDuty Operations Cloud to compress costs, accelerate productivity, win revenue, sustain seamless digital experiences, and earn customer trust. More than half of the Fortune 500 and more than two thirds of the Fortune 100 trust PagerDuty including Cisco, Cox Automotive, DoorDash, Electronic Arts, Genentech, Shopify, Zoom and more. To learn more and try PagerDuty for free, visit [www.pagerduty.com](https://www.pagerduty.com). Follow our blog and connect with us on **LinkedIn**, **X**, **YouTube** and **Facebook**. We're also hiring, visit <https://www.careers.pagerduty.com/> to learn more.

#### The PagerDuty Operations Cloud

The PagerDuty Operations Cloud is the platform for mission-critical, time-critical operations work in the modern enterprise. Through the power of AI and automation, it detects and diagnoses disruptive events, mobilizes the right team members to respond, and streamlines infrastructure and workflows across your digital operations. The Operations Cloud is essential infrastructure for revolutionizing digital operations to compete and win as a modern digital business.

## Forward-Looking Statements

This press release contains forward-looking statements, including statements regarding the expected availability of new functionality, including any anticipated benefits, results and future opportunities related thereto. These forward-looking statements are not guarantees of future performance and involve significant risks, uncertainties and other factors that may cause our actual results, performance or achievements to be materially different from results, performance or achievements expressed or implied by the forward-looking statements contained in this release. For a complete list and description of such risks and uncertainties, see the company's Annual Report on Form 10-K, filed with the U.S. Securities and Exchange Commission ("SEC" on March 16, 2023), in particular in the section entitled Risk Factors, and in PagerDuty's other filings with the SEC.

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1PagerDuty internal calculation based on product metrics.

2The Dimensional Data, Unplanned Work: The Human Impact of an Always-On World. Published July 2019

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