



NEWS RELEASE

# PagerDuty Announces Updates to Customer Service Application for Salesforce Service Cloud on Salesforce AppExchange, the World's Leading Enterprise Cloud Marketplace

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PagerDuty customers benefit from real-time service status to customer service agents on critical, customer-impacting incidents

SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty, Inc. (NYSE:PD), a global leader in digital operations management, today announced it has updated PagerDuty for Salesforce Service Cloud on Salesforce AppExchange. This update provides businesses with a new way to instantly update service agents and stakeholders of critical customer-impacting incidents and gives them the power to drive action and engage with experts across the organization to speed up resolution time and improve customer satisfaction.

Built on the Salesforce Platform, PagerDuty for Salesforce Service Cloud is currently available on AppExchange at <https://appexchange.salesforce.com/appxListingDetail?listingId=a0N3A00000FK9u7UAD>.

With the world now relying on digital experiences more than ever, customer service agents are on the front lines of solving customer issues and need to collaborate with many different teams. This application upgrade provides agents and key stakeholders with a direct line of escalation and mobilization to the right technical teams for customer-impacting issues.

Although **50%\* of issues** - such as a failed shopping cart - are discovered by customers reporting them to customer service teams, there hasn't been a simple way for service agents to proactively initiate a response and follow its progress. The new upgrade includes a status dashboard and console directly within Service Cloud, which empowers

agents to resolve cases from end to end, giving agents direct lines of escalation to the right Dev and IT response teams and more streamlined communication with responders within the app or via Slack.

“As businesses rapidly transform to provide always-on digital experiences, consumers’ needs continue to outpace teams’ ability to scale efficiently and improve quality of service,” said Sean Scott, Chief Product Officer, PagerDuty. “PagerDuty brings the power of centralizing the customer, engineering and ticketing data into one platform, empowering customer-facing teams to drive proactive case management with Salesforce.”

“We are excited that PagerDuty is continuing to innovate on AppExchange as they break down walls between service agents and development teams,” said Woodson Martin, GM of Salesforce AppExchange. “AppExchange is constantly evolving to meet the needs of our customers, and we love watching our partners evolve alongside us.”

## About Salesforce AppExchange

Salesforce AppExchange, the world’s leading enterprise cloud marketplace, empowers companies, developers and entrepreneurs to build, market and grow in entirely new ways. With more than 6,000 listings, 9 million customer installs and 117,000 peer reviews, AppExchange connects customers of all sizes and across industries to ready-to-install or customizable apps and Salesforce-certified consultants to solve any business challenge.

## Additional Resources

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## About PagerDuty, Inc.

**PagerDuty, Inc.** (NYSE:PD) is a leader in digital operations management. In an always-on world, organizations of all sizes trust PagerDuty to help them deliver a better digital experience to their customers, every time. Teams use PagerDuty to identify issues and opportunities in real time and bring together the right people to fix problems faster and prevent them in the future. Notable customers include Cisco, Genentech, Electronic Arts, Cox Automotive, Shopify, Zoom, DoorDash, Lululemon and more. To learn more and try PagerDuty for free, visit [www.pagerduty.com](http://www.pagerduty.com). Follow our [blog](#) and connect with us on [Twitter](#), [LinkedIn](#), [YouTube](#) and [Facebook](#).

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