PagerDuty

PagerDuty Launches Industry's First End-to-End AI Agent Suite, Slashing Incident Response Times and Empowering Teams to Innovate

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Over 150 platform enhancements and new AI-powered integrations set a new standard for operational resilience and developer productivity

SAN FRANCISCO--(BUSINESS WIRE)-- PagerDuty, Inc. (NYSE:PD), the global leader in digital operations management, today announced the launch of the industry's first end-to-end AI agent suite. Customers that have tried the suite have been able to resolve incidents up to 50% faster, allowing engineering to reclaim thousands of innovation hours across all incidents. With more than 150 platform enhancements and deep integrations across the modern tech stack, PagerDuty's Fall '25 release redefines how companies achieve operational resilience and scale in an era of increasing complexity and risk.

"This is a turning point for digital operations," said Jeffrey Hausman, chief product development officer at PagerDuty. "PagerDuty's AI agents are not just automating tasks—they're transforming how organizations innovate and compete in a world where every second counts. Our customers are already seeing dramatic reductions in downtime and a step-change in engineering productivity."

AI Agents: From Reactive to Proactive Incident Management

PagerDuty's new AI agent suite empowers teams to move beyond manual, reactive incident response. The PagerDuty SRE Agent learns from related incidents, automatically surfaces context, recommends and executes diagnostics and remediations. Additionally, the SRE agent generates self-updating runbooks, which reduce cognitive load and prevent recurring issues. Early customer adopters have reported up to double digit percentage, faster

resolution times and significant reductions in on-call fatigue.

- PagerDuty Scribe Agent: Instantly transcribes Zoom calls and chat conversations, generating structured summaries and status updates in Slack or Microsoft Teams, so teams never miss a critical detail during or after an incident.
- PagerDuty Shift Agent: Detects and resolves on-call scheduling conflicts automatically, freeing managers and responders to focus on high-impact work.
- PagerDuty Insights Agent: Delivers context-aware answers and proactive recommendations based on PagerDuty analytics, helping teams anticipate and prevent issues before they escalate.

Seamless AI Ecosystem Integrations

PagerDuty is expanding its AI ecosystem with the general availability of its remote Model Context Protocol (MCP) server, building on the open standard introduced by **Anthropic**. This enables seamless, bidirectional connections between PagerDuty and third-party AI agents—removing friction and accelerating time to value. In just two months, over 250 customers have adopted PagerDuty's MCP server to power their AI-driven operations.

"During a recent hack week, we built a PagerDuty MCP extension to connect our open source AI agent, goose, with incident management workflows," said Will Pfleger, senior software engineer at Block. "This has become a production tool that automates triage and root cause analysis across our teams, and we're excited to see PagerDuty now provide their own first-party MCP server as this collaboration demonstrates how AI-powered systems can reduce on-call burden and deliver real operational value."

Deeper Developer Experience and Proactive Workflows

With enhanced integrations for **Spotify for Backstage**, and strengthening its chat-native experience with Slack and Microsoft Teams, PagerDuty is embedding AI-powered insights and automation directly into developer workflows. Teams will be able to view service health, trigger automated runbooks, and resolve incidents in an improved way— all without context switching. New chat-native experiences and flexible scheduling features will further reduce toil and empower teams to run incidents their way.

"Enterprises are struggling with the growing complexity of modern software development and infrastructure as AI adoption accelerates," said James Governor, analyst and co-founder at RedMonk. "PagerDuty is responding with a platform reliability story focusing on developer experience, open standards such as MCP, and the use of agents to support operations and engineering teams."

Availability

- PagerDuty SRE Agent: Early access now; general availability projected in Q4 2025
- PagerDuty Scribe Agent: Generally available
- PagerDuty Shift Agent: Generally available
- PagerDuty Insights Agent: Early access now; general availability projected in Q4 2025
- MCP Server and Backstage Integration: Generally available
- Flexible Schedules: Early access projected in Q4 2025
- Chat-first experience enhancements for Slack are now generally available, and are projected to be generally available for Microsoft Teams in Q4 of 2025

Learn More and Get Started

- **Read our blog for a deep dive into the Fall '25 launch**
- **Sign up for our November 4 webinar with PagerDuty product leaders**
- **Watch a demo of the new features**

Forward-Looking Statements

This press release contains forward-looking statements, including the expected availability of new functionality. These statements are not guarantees of future performance and involve significant risks. For a complete description of such risks, refer to PagerDuty's most recent Form 10-K and subsequent SEC filings.

About PagerDuty, Inc.

PagerDuty, Inc. (NYSE:PD) is a global leader in digital operations management. The PagerDuty Operations Cloud is an AI-powered platform that empowers business resilience and drives operational efficiency for enterprises. With a generative AI assistant at its core, PagerDuty empowers teams to detect and resolve issues in real time, orchestrate complex workflows, and drive continuous improvement across their digital operations. Trusted by nearly half of both the Fortune 500 and the Forbes AI 50, as well as approximately two-thirds of the Fortune 100, PagerDuty is essential for delivering always-on digital experiences to modern businesses. Learn more and try it for free at **www.pagerduty.com**.

The PagerDuty Operations Cloud

The PagerDuty Operations Cloud is an AI-powered platform that automates and orchestrates the entire incident management lifecycle—from detection to resolution, providing resilience at scale. Designed for mission-critical operations, the platform empowers teams to identify and diagnose disruptions in real time, mobilize the right teams to quickly streamline workflows to solve digital issues before they become incidents. The PagerDuty Operations Cloud is essential for delivering flawless, always-on digital experiences that organizations and consumers expect today.

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