Opsgenie Integration Setup

Connecting Opsgenie to MSPbots is done in two ways. You can:

- Connect Opsgenie to MSPbots using API integration
- Connect Opsgenie from Teams dashboard

Connect Opsgenie to MSPbots using API integration

- 1. Secure the API Key for your Opsgenie account.
- 2. Log in to the MSPbots app and navigate to Integrations on the menu.
- 3. On the Integrations tab, search for **Opsgenie** and click it.
- 4. Enter the information from Step 1 into the corresponding fields.

| \$ | Opsgenie | | * | @ ··· |
|----|-------------------------------------|---|---|-------|
| | * API Key : Please Enter API Key | 8 | | |
| | Save And Byre | | | |

- 5. Create a separate MSPbots account and assign read-only permissions.
- 6. Click Save And Sync.

Connect Opsgenie from Teams dashboard

The following can only add Opsgenie from the Teams dashboard because the Integrations page under Settings is not available in their plan:

- · Users of Opsgenie's Free or Essentials plan
- Users of Opsgenie with Jira Service Management's Standard plan

Adding the integration from the Teams dashboard will make your team the owner of the integration. This means Opsgenie will assign the alerts received through this integration to your team only.

To integrate Osgenie from Teams:

- 1. Go to your team's dashboard on Teams.
- 2. Select Integrations, and select Add integration.



4. Copy the API and put a checkmark on the boxes for Read Access and Enabled.

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| Opsgenie Web API You may refer here Schedule, Schedule | allows you to interact and for our API dashboard and Override. Forwarding Rule | integrate with Ops detailed documente. Heartbeat, Integr | genie from any ntation for each ation and Policy | source using i of Alert, User, APIs. | ts RESTful archit Group, Team, Es | ecture. calation, | |
|--|--|---|--|--|--------------------------------------|----------------------|--|
| Lamp, a command | ine utility that makes use | of the Alert API, car | n also be used to | o integrate wit | h Opsgenie via | the API. | |
| Settings | | | | | | | |
| Name: | | | | | | | |
| mspbots_API | | | | | | | |
| API Key: 🕖 | | | | | | | |
| Read Access: (2) | | | | | | | |
| Create and Lindate Ar | wss: (0) | | | | | | |
| | | | | | | | |
| Delete Access: @ | | | | | | | |
| Restrict Configuration | Access: Ø | | | | | | |
| | | | | | | | |

Read Opgenie's Support page for more info on Creating an API integration.