

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.



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

Connect Opsgenie from Teams dashboard

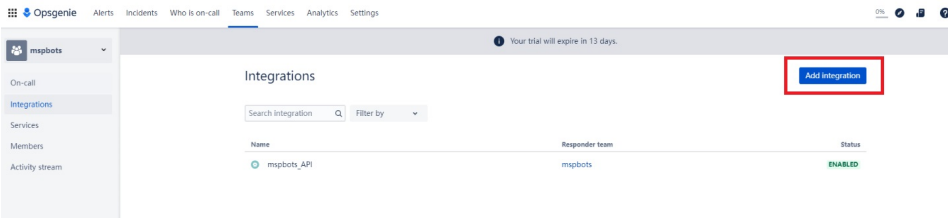
The following can only add Opsgenie from the Teams dashboard because the Integrations page under Settings is not available in their plan:

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

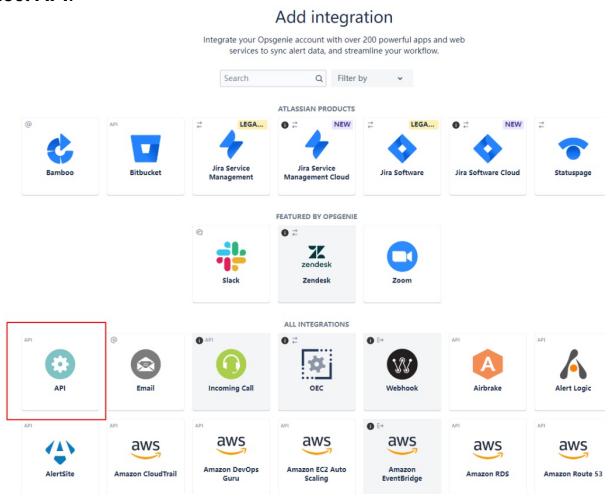
Adding the integration from the Teams dashboard will make your team the owner of the integration. This means Opsgenie will assign the alerts received through this integration to your team only.

To integrate Opsgenie from Teams:

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




3. Select **API**.



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

Teams / mspbots / Integrations



 mspbots API (API)

Opsgenie Web API allows you to interact and integrate with Opsgenie from any source using its RESTful architecture. You may refer [here](#) for our API dashboard and detailed documentation for each of Alert, User, Group, Team, Escalation, Schedule, Schedule Override, Forwarding Rule, Heartbeat, Integration and Policy APIs.

[Lamp](#), a command line utility that makes use of the Alert API, can also be used to integrate with Opsgenie via the API.

Settings

Name:

API Key:  

Read Access: ☒

Create and Update Access: ☐

Delete Access: ☐

Restrict Configuration Access: ☐

Enabled: ☒

5. Click **Save**.

Read Opsgenie's Support page for more info on [Creating an API integration](#).