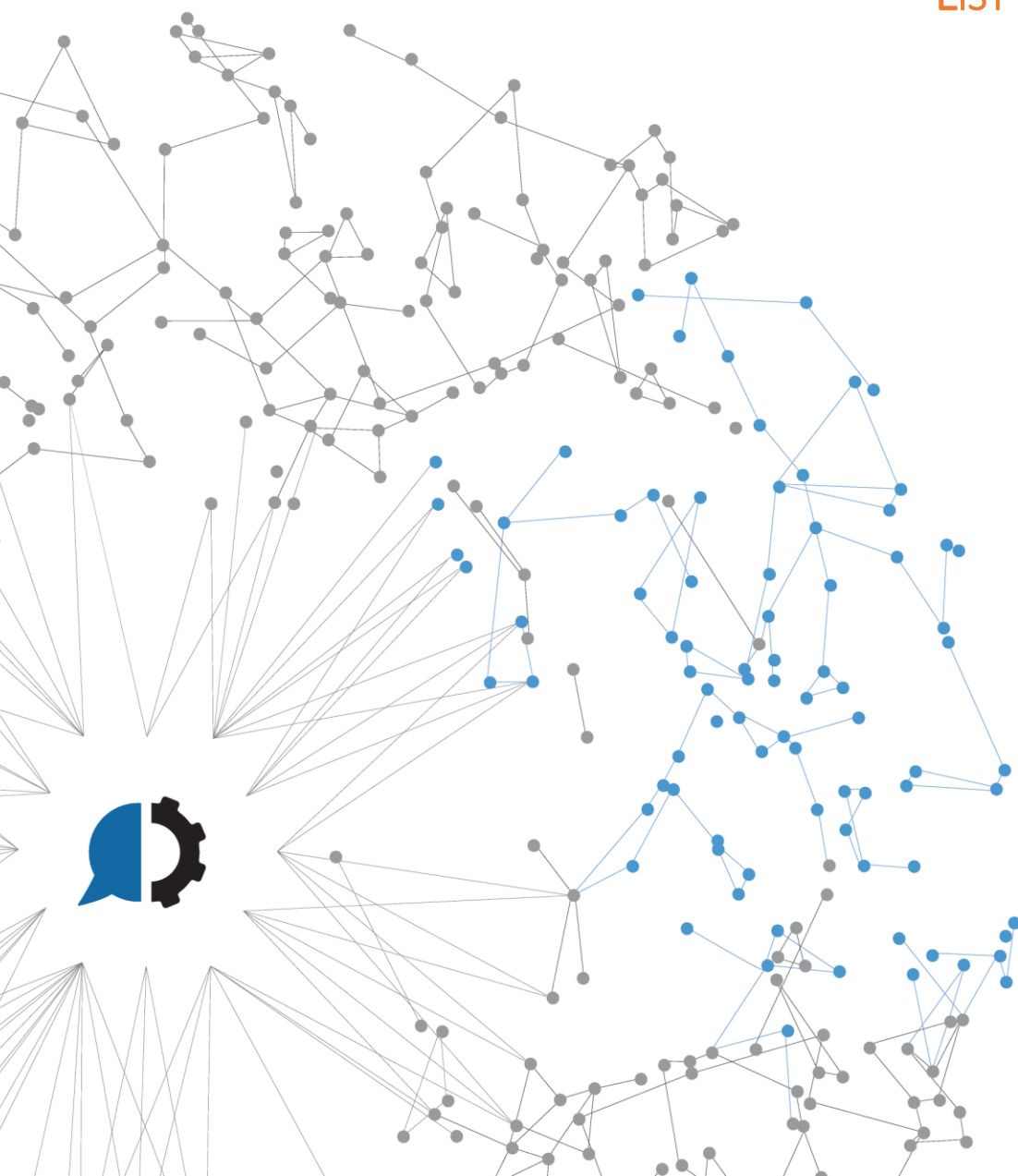




OPSGENIE BOT

LIST ALERTS TO EXCEL





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OVERVIEW

This how to guide introduces the *Opsgenie Bot - List Alerts to Excel*. Instead of spending precious time and resources on repetitive, manual tasks, let Automate go to work and streamline your IT and business processes with robotic process automation. Automate can take over manual steps which greatly reduces the repetitive activities and improves the quality and consistency of the work. The top processes being automated are report generation, file movement, data import and export, and scheduling batch processing.

The ***Opsgenie Bot - List Alerts to Excel*** is based in the Opsgenie REST API. It lists Alerts from Opsgenie by executing the “*list tickets*” HTTP method and creates an Excel file with the resulting list in the task folder. This bot uses an API key authentication method to avoid using username and password. Check carefully the [PREREQUISITES](#) and the [HOW TO EXECUTE THE OPSGENIE BOT - LIST ALERTS TO EXCEL](#) sections to get detailed information.



PREREQUISITES

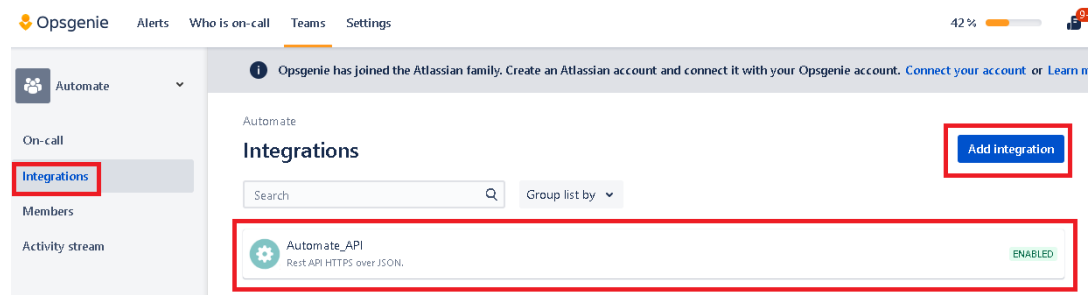
- **Automate:** The Opsgenie bot depends on Automate software in order to work. The minimal supported versions are:
 - [Automate Ultimate 11.2](#)
 - [Automate Plus 11.2](#)
 - [Automate Desktop 11.2](#)
- **Automate Markup Language file (.AML):** The primary file type used in Automate which contains the steps of our Opsgenie bot task
- **Opsgenie:** Our minimal requirements are:
 - **Opsgenie Integration created and enabled for your team:** It is possible to create an API key by going to the Opsgenie settings menu and then to the API key management, however, it is recommended to create it from the Team Dashboard. This way you will be able to manage various API keys and associate them to particular teams within your organization. All the members in that team will be notified of any alert that was created or modified. You can get further information in this [Opsgenie doc](#).

To create an API key, follow these steps:

1. Go to the Teams dashboards, select or add a new team.



2. Go to Integrations and create a new one:





3. Complete the settings for your integration. Check the Enabled box and the access authorization depending on which Automate bot you are going to use. For example, if you will only list alerts, you can leave only the “Read Access” option checked, for creation and updating you will need the “Create and Update Access.”

Automate / Integrations



Automate_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:

Automate_API

API Key:

bd525870-fl



Read Access:



Create and Update Access:



Delete Access:



Restrict Configuration Access:



Enabled:



Suppress Notifications:



4. Copy the generated API Key and save the integration.

Suppress Notifications:



Opsgenie parses your data to construct rich and informative alerts. You can use dynamic fields to customize alert tags, extra properties and priority. You can either use the default values that we suggested or use the following incoming data fields to construct your dynamic fields. Please use each incoming data field in double-curly braces. For more information, visit [Dynamic Fields](#) guide.

[Show more](#)

Tags:

{{tags}}



Extra Properties:

{{extraProperties}}



[+ Add extra properties](#)

Priority:

{{priority}}



Save Integration

Cancel



- **Opsgenie API Key:** The API key generated when creating the integration.
- **Opsgenie API Version:** This bot was created using the API v2.
- **Automate constants to be created to set the Opsgenie connection values:**
 - **const_OpsgenieRegionDomain:** Opsgenie URL for API connection. It represents your specific region from which you connect to the Opsgenie API (Provided by [Opsgenie](#)).
 - Example: <https://api.eu.opsgenie.com> for EU data center and <https://api.opsgenie.com> for US data center.
 - **const_OpsgenieApiKey:** Opsgenie API key to execute the connection/request with.

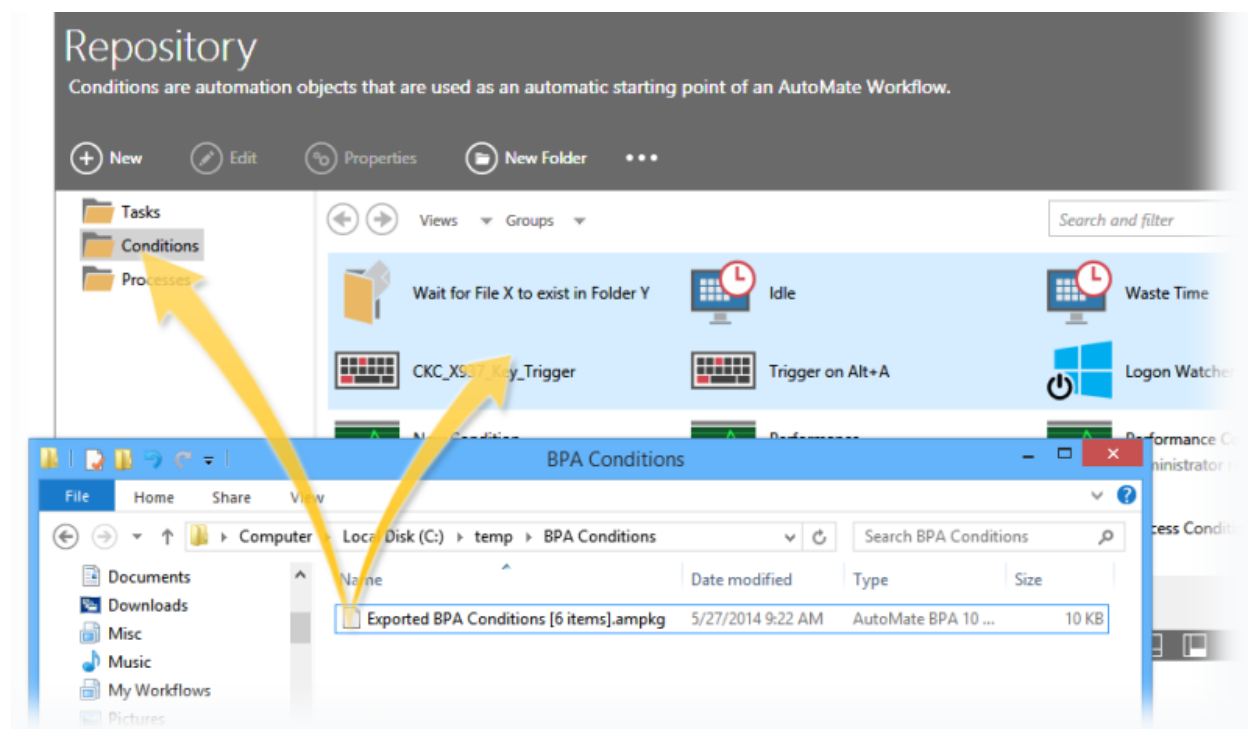


HOW TO IMPORT AN AUTOMATE TASK

Compatible file types can be imported to the repository via drag-and-drop

From the [Server Management Console](#), navigate to the Repository section

Drag the desired file(s) from its original location and drop them into the folder in the [SMC](#). Files can be dropped into the folder icon or the main panel (as shown below). Imported object(s) are automatically placed into their corresponding repository location.



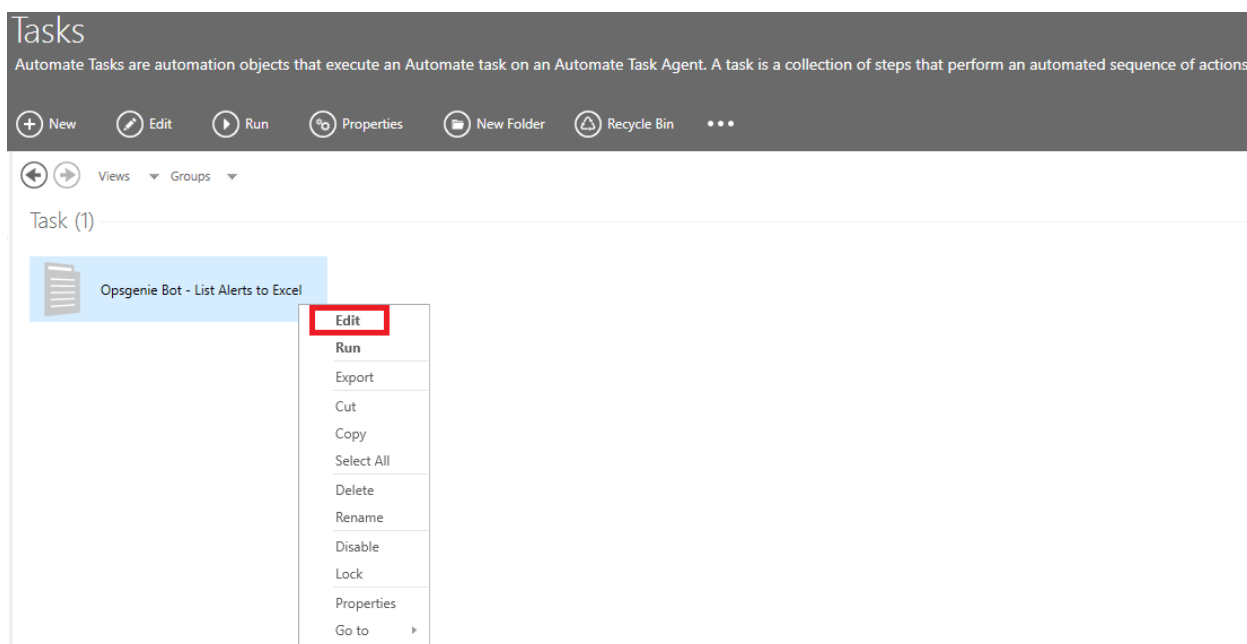


HOW TO EXECUTE THE OPSGENIE BOT - LIST ALERTS TO EXCEL

If this is the first time running this task, we will need to set some parameters

Open the [Server Management Console](#) and locate the imported task

Edit the imported task by right clicking on the task and selecting [edit](#)



From [step 2](#) edit the next variables according to your desired output:

- **var_AlertStatus:** Set a particular Status for the alerts that you want to retrieve or leave it blank for all. Possible values include “open” and “closed.” Note: it is case-sensitive
- **var_FromDaysBefore:** From alert created date. Number of back days to calculate the FROM date for list generation.

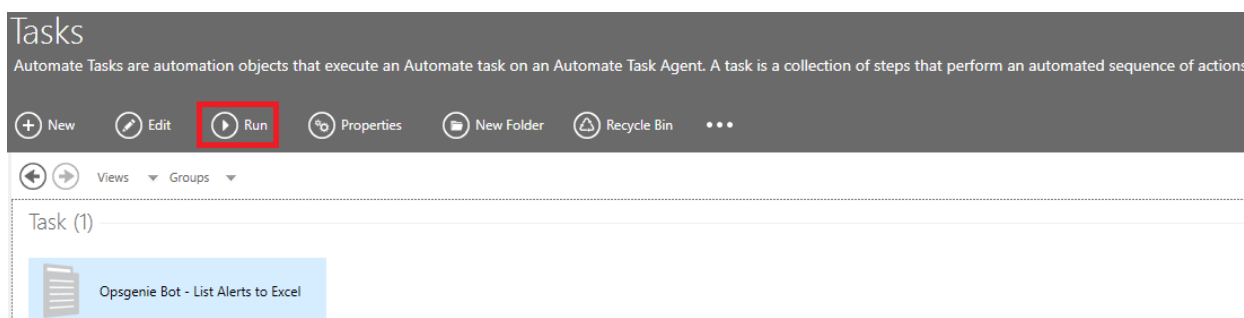
The output file will be automatically generated in the task folder with these fields:

id, tinyId, alias, message, status, acknowledged, isSeen, seen, snoozed, createdAt, updatedAt, source, owner and priority.

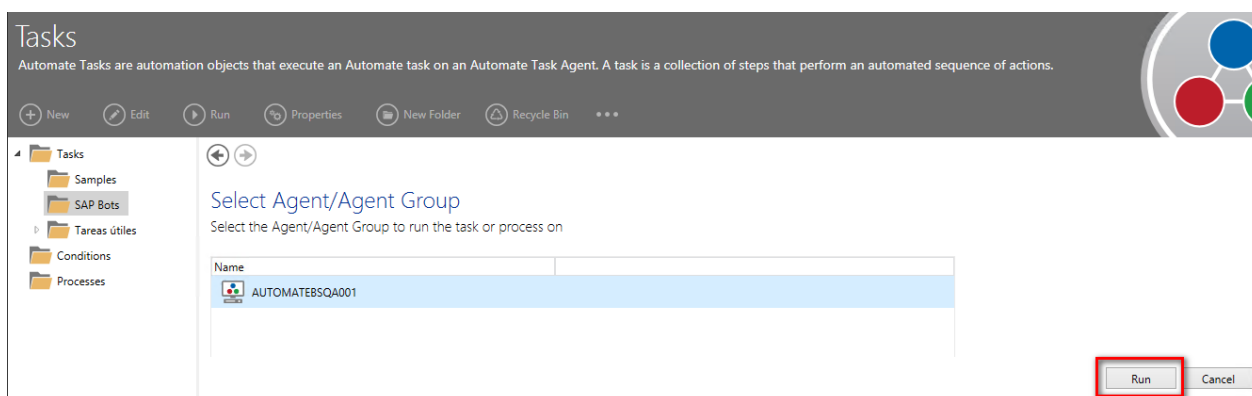
[Save and close](#) the task



Select the task and click on [Run](#)



Select your [Agent](#) and click on [Run](#) again





APPENDIX A – OPSGENIE ALERTS VIEW AND EXCEL RESULT EXAMPLE

Opsgenie Alerts view:

Alerts Create alert ...

{q} status: closed ? Search Save ...

☒ See all alerts ☐ Select < Apr 29, 2020 12:00 PM - May 6, 2020 12:00 PM > Last Week 🔑

Saved searches
PREDEFINED
All
Open
Closed
Un'Acked
Not seen
Assigned to me

☐ #43 P3 Automate Test3
xl Automate Bot
Automate
May 4, 2020 5:52 PM
CLOSED
Delete

☐ #42 P3 Automate Test2
xl Automate Bot
Automate
May 4, 2020 5:52 PM
CLOSED
Delete

☐ #41 P1 Automate Test1
xl Automate Bot
Automate
May 4, 2020 5:52 PM
CLOSED
Delete

Excel file with results:

	A	B	C	D	E
1	id	tinyId	alias	message	status
2	80870e02-8650-4720-9518-f58ceb429df0-1588269150548	39	Automate Test3	Automate Test3	closed
3	4d2e4168-e538-48a5-a32e-d12e825d8ff1-1588269147724	38	Automate Test2	Automate Test2	closed
4	65558c70-e901-4794-950b-76cc63dda47d-1588269143815	37	Automate Test1	Automate Test1	closed

F	G	H	I	J	K	L	M	N
acknowledged	isSeen	seen	snoozed	createdAt	updatedAt	source	owner	priority
False	True	True	False	2020-04-30T17:52:30.548Z	2020-04-30T18:09:42.862Z	Automate Bot		P3
False	True	True	False	2020-04-30T17:52:27.724Z	2020-04-30T18:09:41.785Z	Automate Bot		P3
False	True	True	False	2020-04-30T17:52:23.815Z	2020-04-30T18:09:38.952Z	Automate Bot		P1

File name: **Opsgenie_Alerts_04052020_160404.xlsx**

File naming pattern:

Opsgenie_Alerts_

Base Name

04052020

Represents the date of execution (ddMMyyyy)

160404

Represents the time of execution (Hmms)

Note: The output file will be created in the task folder: C:\Automate\Tasks\<<TASK NAME>>.



APPENDIX B - TROUBLESHOOTING

- Logs: Each iteration of our BOT creates a Log file for troubleshooting. You can locate the log file under C:\Automate\Tasks\<<TASK NAME>>. By Default, the task name is *Opsgenie Bot - List Alerts to Excel*.



About HelpSystems

Organizations around the world rely on HelpSystems to make IT lives easier and keep business running smoothly. Our software and services monitor and Automate processes, encrypt and secure data, and provide easy access to the information people