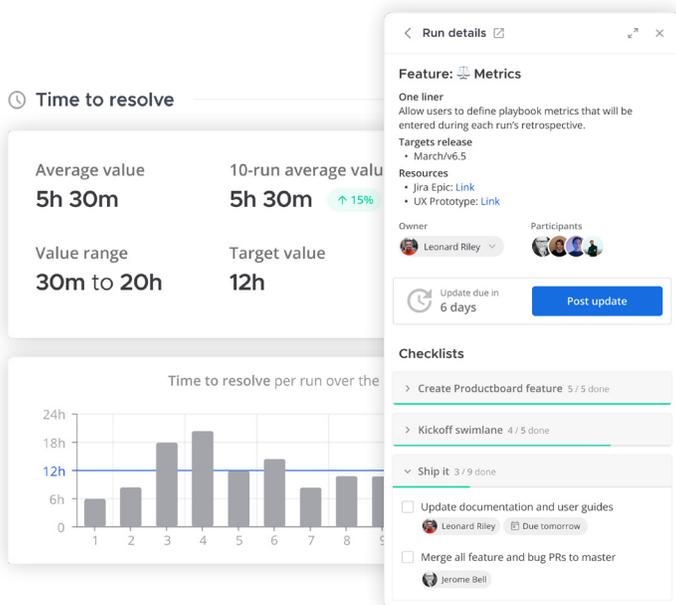


Build repeatable processes for predictable outcomes

Playbooks help teams align on common goals by offering clear instruction, context, ownership, and communication through collaborative checklists, integrations, automation, and reporting for faster process execution with fewer mistakes.



The challenge

Many processes require both collaboration and formal structure for teams to effectively work together and achieve consistent results. Scattered documentation, siloed communication, ambiguous ownership, and adhoc workstreams are mistake-prone and hinder urgent timelines.

Playbooks in action

Mattermost Playbooks define and document processes using collaborative checklists and integrated messaging to balance conversations, context, and prescribed workflows. From tasks your team executes every day to complex processes they might use rarely, Playbooks ensures that your team stays aligned every step of the way.

Incident resolution

Restore service quickly and reliably.

- Enable any team member to respond confidently with a clear runbook.
- Automatically trigger a run with monitoring systems like Splunk and Statuspage.
- Assign incident owners from an on-call integration like PagerDuty.
- Broadcast updates to specific channels.

DevSecOps collaboration

Ship securely with high confidence.

- Use webhooks and apps to integrate with tools like GitHub, Jenkins, CircleCI, GitLab, Jira, and ServiceNow.
- Trigger builds and push CI/CD notifications to channels.
- Coordinate cross-functional teams with task assignments, connected channels, and retros.

Mission Ops

Increase cross-functional collaboration and efficacy.

- Assign tasks and add context for clear accountability in product areas.
- Join channel calls during bashes for live discussions.
- Keep stakeholders aligned with built-in updates and aggregate run metrics.

Collaborative checklists that evolve with your processes

Playbooks allow technical and operational teams to document, share, and execute repeated processes from within Channels, ensuring faster, more consistent execution of mission-critical work.



Predictability and focus

A repeatable, formalized process eliminates mistakes, confusion, and slowdowns especially in critical situations.

- ✓ Configurable templates
- ✓ Customizable prescribed and ad-hoc checklists
- ✓ Task and run ownership assignments
- ✓ Centralized and publicized procedures



Integrated and flexible

Connect people, processes, and external systems directly in your playbook command center.

- ✓ Build custom integrations using open APIs, plugins, webhooks, and Zapier
- ✓ Deep integration with Channels
- ✓ Centralized alerts and notifications
- ✓ Granular permissions and LDAP groups



Automation and actions

Automate manual tasks to focus on solving the problem and delivering high quality products.

- ✓ Clickable slash commands in tasks
- ✓ Integrated third-party tool actions
- ✓ Automated process kickoff actions
- ✓ Status dashboard and broadcast
- ✓ Automatically assign and invite teams



Continuous improvement

Learn from each iteration to refine best practices and drive team excellence at scale.

- ✓ Editable incident timeline
- ✓ Channel transcript and log export
- ✓ Retrospective reports to summarize learnings
- ✓ Aggregate run usage reports
- ✓ Configurable metrics to track performance over time



Learn more about Mattermost

Increase speed, efficiency, and reliability without compromising on security.

[Contact sales today »](#)