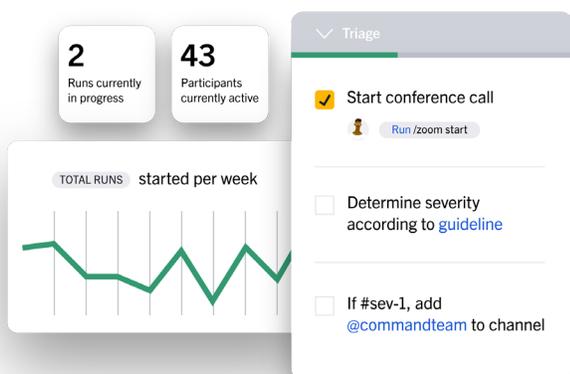


USE CASE

On-call rotations

Triage and manage incoming issues reliably and repeatably while maintaining effectiveness across rotation handoffs



Outages, issues, and other mishaps don't respect your schedule. If your team is responsible for the management and maintenance of internal or customer systems, it's critical to have a process in place to address trouble 24/7.

When issues happen, on-call teams must triage them as quickly as possible to ensure platform stability. Without clear process documentation in place, response teams are slowed down by communication silos, manual tasks, and uncertainty over task ownership, especially during handoffs.

Keep everyone aligned during rotation handoffs with Mattermost

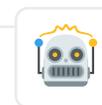
Mattermost shatters communication silos while creating the centralized visibility and control your team needs to resolve issues as quickly as possible. With Mattermost, you can maintain effectiveness across on-call rotation handoffs while accelerating incident response, optimizing time to resolution metrics, and keeping users happy.

Centralize



- Create a single source of truth for engineers, including dedicated chat channels and Kanban-style boards
- Broadcast updates to stakeholder channels to increase work visibility and ensure clear ownership

Automate



- Build repeatable task checklists that help engineers automatically keep track of irregular responsibilities when they're on call
- Start escalation processes from keywords using Playbook triggers and custom notification settings

Collaborate



- Communicate securely via Channels, voice calls, and screensharing to keep sensitive information protected while resolving critical issues
- Share and pin key messages and files to relevant channels so all stakeholders know where to quickly find the information they need

Improve



- Kick off triage processes in a single click with native audio calls and screensharing
- Use built-in reporting tools to learn how the team is getting more efficient with on-call processes and issue resolution

How Mattermost helps streamline on-call rotation workflows

Mattermost is built to support the way developers work together. Our platform helps your team collaborate effectively across every stage of improving and maintaining products — from the point of discovery to the incident room to the retrospective.



Designed for technical workflows

Features designed specifically for technical and operational workflows help keep your team aligned. Code snippet sharing with syntax highlighting, slash commands, native screenshare, and open source customizability make it your own.



One platform, everything you need

Real-time messaging and calls, project management, and workflow runbooks in a single, unified platform — all the information your team needs to move fast, with no context switching.



Integrates with all the tools in your workflow

Robust integrations with the tools your team relies on every day to design, build, test, fix, and ship software — with everything you need to customize or build your own.

 Opsgenie  PagerDuty  Jira Service Desk  Confluence
 GitLab  GitHub

Get started shattering silos and streamlining handoffs

Mattermost gives you everything you need to triage critical bugs and customer escalations reliably and repeatably while maintaining effectiveness and alignment across on-call rotation handoffs. Create your own Mattermost workspace today and find out how you can accelerate incident response with our open source collaboration suite built for technical teams.

[Get started now »](#)

