

OpsGenie to Spike concept mapping

Find the Spike version of everything you already use in OpsGenie. Each row shows the OpsGenie term, its Spike equivalent, and what to know.

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The short version

Most things map one to one

Schedules, rotations, overrides, escalation policies, routing rules, and integrations all have a direct Spike equivalent.

A few things work differently

Each integration carries its own escalation policy, repeat escalations are set per integration, and every monitoring tool needs a new webhook URL.

One thing has no equivalent

Spike does not have heartbeat monitoring. The section on what has no direct match covers what to do instead.

On-call

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Team	Team	Multiple teams in one workspace are available on the Business and Enterprise plans.
Schedule	On-call schedule	Same idea: who is on call, and when. To route alerts to whoever is on call, add the schedule as a step in an escalation policy. A schedule on its own does not route anything.
Rotation	Layer	Each layer has its own members, rotation and handoff time. When layers overlap, the higher layer takes over. Layers can also have start and end dates, for example holiday coverage.
Rotation time restrictions	Slots	Limit a layer to certain hours each day, or to certain days and hours of the week.
Override	Override	Replace one person for a period, or cover everyone for a window. You can add a comment. Press O on the on-call page to add one.
Calendar export	Calendar sync	Sync shifts to Google Calendar, Apple Calendar or Outlook. You can also link external calendars, such as a holiday calendar, into Spike.

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Time off	Out of Office	Individuals can set it, and admins can set it for anyone on the team. You can offload your alerts and shifts to a teammate while you are away.
On-call reports	Shift reports	Download a CSV breakdown of every on-call shift per responder, with times in both your time zone and the responder's. Useful for on-call pay and audits. Available on Business plans and higher.

Escalations

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Escalation policy	Escalation policy	Levels with a timeout between them. You choose the channel for each level, so one policy can call at step one, text at step two and post to Slack at step three. Alerting several people or channels at once means adding them in the same level. Each integration uses one escalation policy, and routing rules can swap it based on conditions.
Repeating an escalation	Repeat escalations	Different setup. It is a checkbox on each integration, not on the policy. When all levels are used up, Spike restarts from the top after 10 minutes, up to 5 times.
Delay before alerting	Wait time	Set a wait time on an escalation policy so Spike holds alerts for a few minutes. Helpful for issues that often resolve on their own.

Incidents

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Alert	Incident	Spike calls them incidents. They move from triggered to acknowledged to resolved.
Close	Resolve	Same action, different name. You can add a resolution note when you resolve.
Acknowledge	Acknowledge	Same, and acknowledging pauses escalation. You can acknowledge or resolve from the dashboard, a phone call (press 4 to acknowledge, 6 to resolve, 9 to escalate), SMS, an email reply (#ack or #res), WhatsApp, Telegram, or the Slack and Teams buttons. An optional acknowledge timeout moves an incident back to triggered if it is not resolved in time.

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Snooze	Mute	Stops alerts for 1 hour, 10 hours, 1 day, 1 week, 1 month or forever. The incident stays open.
Priority (P1 to P5)	Priority (P1 to P5)	Same scale. Spike also has severity (SEV1 to SEV3) as a separate field.
Alert deduplication	Incident grouping	If an integration already has an open incident with the same title, Spike logs the new event under it instead of creating another one, and shows a repeat count with first and last seen times.
Auto-close	Auto-resolve and Resolve Timer	Many integrations resolve incidents when the tool reports recovery. Resolve Timer closes an incident after a set time.
Alert details and tags	Incident details	The payload your tool sends is kept as incident details, and routing rules can match on any key in it.

Routing

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Incoming integration	Integration, inside a service	Each integration gets its own webhook URL. Your OpsGenie API keys and URLs do not carry over, so each monitoring tool needs to point at its new Spike URL. There are 80+ integrations available on Spike.
Service (JSM)	Service	A service stands for a part of your infrastructure, such as a payments API. It holds one or more integrations.
Routing rules	Alert routing rules	Conditions with AND and OR logic, then actions. Conditions include title, incident details (with number comparisons), priority, severity, time of day, day of week, repeats and suppression.
Alert policies	Alert routing rules	Actions include set priority or severity, load a different escalation policy, reassign, change integration, route to another team, set a resolve timer, or ignore the incident.
Alert title changes	Title Remapper	Rewrite incident titles using values from the payload so responders see context straight away.
Alert actions and outgoing integrations	Playbooks and outbound webhooks	Playbooks run steps for you when an incident is triggered, acknowledged or resolved, for example open a Jira ticket or start a war room.

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Terraform and API	Terraform provider and Spike API	Build your setup as code. The provider covers services, escalation policies, integrations, routing rules, outbound webhooks and schedules.

Notifications

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Notification rules (per user)	Personal alert settings	Each person chooses how they are alerted: phone, SMS, mobile app, email, WhatsApp, Telegram, Discord, Slack or Teams. Settings can differ in and out of office hours. These cannot be exported from OpsGenie, so each person sets theirs once.
Mobile app	Spike mobile app (iOS and Android)	Acknowledge, resolve, check who is on call, and create overrides. Critical notifications on iOS sound even in Focus mode.
Slack and Teams	Spike Slack app and Teams bot	Connect again from scratch, since the OpsGenie connection does not carry over. In Slack you can mention @Spike to run an incident in plain language.
Incoming call routing	Live Call Routing	Route incoming calls to whoever is on call, with up to two fallback responders. Works with Twilio and Plivo numbers, and our team can help you get a number. Starter includes limited live call routing (5 calls a month). Business and above include unlimited.

Admin

IN OPSGENIE	IN SPIKE	WHAT TO KNOW
Jira integration	Jira integration	Create Jira tickets from incidents (Business plan), and trigger Spike incidents from new Jira issues. ClickUp, Linear and Shortcut are also supported.
Incident Command Center	Incident page, war rooms and Slack incident channels	Not a one to one match. Responders, notes, links and a timeline live on the incident page. War rooms are on the Business plan.
User roles	Roles and access	Admin, Manager, Responder and Viewer by default, plus custom roles with their own permissions.
Statuspage (separate Atlassian product)	Status pages, built in	Included on every plan. Custom domain, subscribers, planned maintenance and an embeddable widget.

What has no direct match

Heartbeat monitoring

Spike does not have it. If you rely on heartbeats, a tool like Cronitor or Healthchecks can watch your jobs and send alerts into a Spike integration.

Maintenance windows that silence alerts

Planned maintenance on a Spike status page tells your subscribers about downtime but does not stop alerts. For recurring quiet periods, use a routing rule with a Time of day condition and the Ignore incident action. For a one-off window, mute the incident.

Exporting personal notification rules

Not possible from OpsGenie, so each person sets their own preferences in Spike.

Things Spike has that OpsGenie did not

Status pages on every plan. No separate product to buy.

Per-step channel choice. Choose the channel for every step, for example a call first, then SMS, then Slack.

Test your setup. Test Escalation and test alerts let you check your setup before a real incident.

Playbooks. Automate the first steps of your response.

Spike AI and MCP. Mention @Spike in Slack, or connect Claude, Cursor and other AI tools to your incidents.

Need help with your migration?

Write to support@spike.sh and we will help you map your setup. Teams switching from OpsGenie may also qualify for 50% off their first year. Terms: spike.sh/alternatives/terms