

How to export your Atlassian OpsGenie data

Atlassian deletes OpsGenie data that has not been moved by April 5, 2027. Cloud teams export through the OpsGenie API.

UPDATED OCTOBER 2026

What happens on April 5, 2027

Data that has not been moved is deleted. OpsGenie is shut down and no longer accessible on that date. See [Atlassian's migration page](#).

The API works until then. The OpsGenie REST API keeps responding until April 5, 2027, so run your export well before that date. See [what happens when OpsGenie is turned off](#).

Turning OpsGenie off cannot be undone. If you turn it off yourself, you lose all access at once. Export first, and keep OpsGenie running until you have cut over to Spike.

What you can export

Users: `GET /v2/users` The list leaves out phone numbers and emails. Add `?expand=contact` on `GET /v2/users/{id}` to get each person's contact details.

Teams and members: `GET /v2/teams` Returns every team without paging. Open each team with `GET /v2/teams/{id}` to get its members.

Schedules and rotations: `GET /v2/schedules?expand=rotation` You can also download a schedule as an iCalendar (.ics) file from its page in OpsGenie.

Escalation policies: `GET /v2/escalations` Open one with `GET /v2/escalations/{id}` for its details.

Routing rules: `GET /v2/teams/{team}/routing-rules` One call for each team. Your API key must be allowed to access that team.

Alert and notification policies: `GET /v2/policies/alert` Up to 1,000 alert policies come back per call. For notification policies, use `GET /v2/policies/notification?teamId={id}`.

Integrations: `GET /v2/integrations` Returns each integration's name, type, and settings, but not its API key, webhook URL, or credentials.

Heartbeats: `GET /v2/heartbeats` Returns each heartbeat's name, interval, owner team, and alert settings. Spike has no heartbeat monitoring, so recreate each check in [Cronitor](#) or [Healthchecks](#).

Personal notification rules: `GET /v2/users/{id}/notification-rules` Returns each rule's name, order, timing, and whether it is on. Check whether the phone and SMS steps come back for your account, and plan to set them up again in Spike if they do not.

Alert history: `GET /v2/alerts` Returns up to 100 alerts per call. See the limits below.

What you cannot export

Integration credentials and webhook URLs. The integration calls leave them out. Each Spike integration gives you its own webhook URL, so point your monitoring tools at those. See the [integration guide](#).

Chat connections. The OpsGenie integration API does not cover Slack, so connect Slack or Microsoft Teams again in Spike.

One file with everything. There is no single download for cloud accounts, so you pull each type of data with its own call.

Export in four steps

STEP 1: CREATE A READ-ONLY API KEY

In OpsGenie, go to Settings, then App Settings, then API Key Management, and choose Add New API Key. Select Read and Configuration Access. Only account owners and admins can create keys, and a team integration key will not work for account-wide requests. See [Atlassian's guide to API keys](#).

STEP 2: USE THE RIGHT ADDRESS

Send requests to `https://api.opsgenie.com`, or to `https://api.eu.opsgenie.com` if your account is in the EU. Add the header `Authorization: GenieKey YOUR_API_KEY` to every request.

STEP 3: PULL EACH TYPE OF DATA

Run the calls in the table above, and save every response as a JSON file. For example: `curl -H "Authorization: GenieKey $KEY" "https://api.opsgenie.com/v2/schedules?expand=rotation" -o schedules.json`.

STEP 4: PAGE THROUGH THE LONG LISTS

Users and alerts come back in pages. Add `limit` and `offset` to the call, and follow the `paging` links in each response until they run out.

Limits to plan for

Alert history stops at 20,000. The alerts call returns at most 100 alerts per request, and `offset` plus `limit` must stay below 20,000. To go further back, split the export into smaller searches with the `query` parameter.

Expect throttling. OpsGenie answers with HTTP 429 when you send too many requests. Wait, then retry with exponential backoff, for example 2 to the power of the attempt number times 200 milliseconds. See [OpsGenie's rate limit page](#).

Some data takes one call at a time. Contact details need one call for each user, and routing rules need one call for each team.

What to do with your export

Keep the JSON files as your record of how OpsGenie was set up, even after you cancel it. Use them with the [concept mapping sheet](#) to build the same setup in Spike, and the [migration checklist](#) to track your progress. Send us your rotations and escalation policies and the Spike team sets them up with you.

Need help with your migration?

Write to support@spike.sh, or book a call with our team at spike.sh/demo, and we will help you map your setup.

Read this online: spike.sh/opsgenie-migration/export-guide