# Slack Notifications

Post notifications in a channel in Slack on selected ticket actions. Slack is a group messaging application for businesses.

To activate the plugin, visit **Plugins** and click on 'activate' under the Slack Notifications plugin name. The plugin must not currently be activated.

Deactivating the plugin will stop it from functioning but keep your existing settings saved. To deactivate the plugin, visit **Plugins** and click on 'deactivate' under the Slack Notifications plugin name. The plugin must already be activated beforehand.

Uninstalling the plugin will remove the settings from your system and also delete the plugin completely. We recommend to use the **deactivate** option instead, unless you have absolutely no need for this plugin. To uninstall the plugin, visit **Plugins** and click on 'uninstall' under the Slack Notifications plugin name.

A Slack App is required to use the plugin. Follow the below steps to create an app:

1. Browse to ████████████████████████.
2. Click "Create New App".
3. Select "From an app manifest".
4. Select your workspace.
5. Enter the below manifest into the text editor.

```
_metadata:   major_version: 1   minor_version: 1d
```

isplay_information:   name:  SupportPro   descript
ion:  Posts ticket event notifications to your S
lack channels.features:   bot_user:      display_n
ame:  SupportPro    always_online:  falseoauth_co
nfig:   scopes:      bot:      -  incoming-webhooks
ettings:   org_deploy_enabled:  false   socket_mod
e_enabled:  false   is_hosted:  false   token_rotat
ion_enabled:  false

6.  Click "Next" and then "Create".
7.  Browse to "Incoming Webhooks" in the sidebar of the new app.
8.  Click "Add New Webhook to Workspace".
9.  Select the channel you wish to post to and click "Allow". The
    page will reload and a webhook URL will show, which you'll
    need to use when setting up the plugin.

Configure the SupportPro plugin:

- **Webhook URL** - The URL created above.

The plugin may connect to multiple Slack channels (through different
incoming webhooks), where one can be configured for each ⬛ you
have. If you have more than one brand, the default tab should contain
the details of your main webhook URL, which will be used for any
brands where authentication is not configured.

- **Trigger On** - The events on which a notification is posted to
  your Slack channel.
- **Departments** - Select the departments for in which tickets will
  trigger notifications on the above setting actions.