



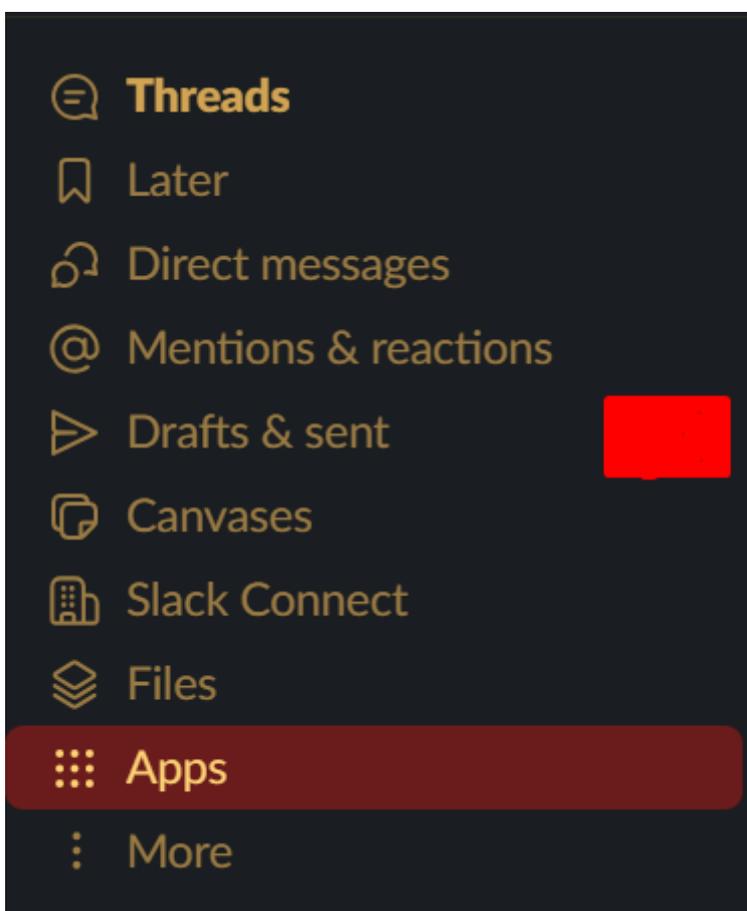
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?How can I send an SLA update to Slack

[Business Rules](#) - [تعليقات \(.\)](#) - Chynah Hayde - 2023-08-31

It's possible to configure notifications to be sent to a specific channel in [Slack](#) when SLAs hit the warning and :failure states. Follow the steps below

:Open any Slack channel/conversation and click on the cog icon (1



.Click '**Add an app**' and select the '**Email**' app (2



Email

Send emails directly to a channel in Slack.

View

Follow the steps as promoted - select either an existing channel to send notifications to, or create a new (3).channel. You will be given a unique email address for that channel



In **Admin > Channels > Configuration > Emails > Email Templates**, create a custom email template for (4) the notification email you will send (you'll want a separate one for warning and failure). The subject line you choose will be visible in Slack when the notification comes through (rather than it just being the subject of the .(original ticket

Here is a basic example of the email template that could be used. We have added the ticket ID number in the subject using a variable: `{{ ticket.id }}`. The system won't let you use the ticket-messages variable in the subject line (it causes the email to not be sent because of the code it injects), but you can add this to the email .</ body: `<dp:ticket-messages`

Email subject

```
1 standard SLA failure warning {{ticket.id}}
```

Email

```
1 <html>
2 <head>
3     blocks:resources.html.twig
4 </head>
5 <body>
6     emails:common:email_code_top.html.twig
7
8     blocks:header.html.twig
9
10 <dp:ticket-messages/>
11
12     blocks:footer.html.twig
13
14     emails:common:email_code_bottom.html.twig
15 </body>
16 </html>
```

Go to **Admin > Business rule > SLAs** and edit your warning and failed SLA triggers to use the action "**Send (5 email to a specific email address)**", selecting your custom email template. Here is an example of what that might look like

② Warning

After hours the ticket is close to failing and the warning status is applied.

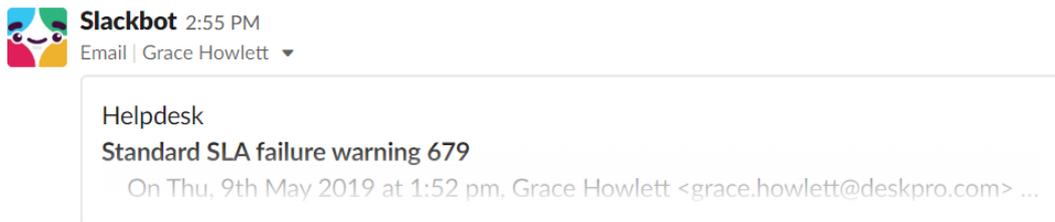
Then the following actions will run

Send to specific emails [Edit template](#) [Advanced options](#)

Emails

Templates

Here is an example of how the notification appears in Slack - it would appear in whichever channel you created the email address for



.You can expand the notification to see the message