Integrate agent chat with Slack Collecting Feedback

- RC Ruth Cheesley
- **Nombre del foro:** #Feature Request

We use Slack as our company communication tool, therefore having a separate internal chat system in DeskPro for agents is a bit counterintuitive.

We used to have Nudgespot (now boomtrain) which allowed us to post internal chat messages into a specified slack room - so we made the chat conversation within the system, but the messages were being posted into a specific slack channel.

This would be pretty neat and hopefully something that could be extended from the existing slack integration - either by creating a new room specifically for that conversation, or posting into a specified room (e.g. #support) the messages from Deskpro.

Comentario (1)

YA **Yuriy Andamasov**
7 years ago
i will suggest integration similar to intercom implementation where each chat creates a dedicated public room in slack, you can maintain conversation and once it closed in-app, that channel will be closed and archived