

Create Tickets Direct from your Slack Workspace

2024-08-21 - Lara Proud - Comentarios (0) - Product (Admin)

Enhance your team's efficiency by integrating your [Slack](#) workspace with your help desk. This powerful integration allows for seamless ticket creation and management directly from Slack with a simple `/deskpro` command.



Here's what you can do with Deskpro for Slack:

- **Create New Tickets Effortlessly:** Generate new tickets directly from Slack. This feature is perfect for team members who want to submit issues quickly or aren't always logged into the help desk, enabling faster ticket creation to ensure important conversations are followed up on.
- **Convert Slack Messages to Tickets:** Instantly transform any Slack message into a Deskpro ticket. This functionality allows you to select key ticket fields, streamlining the capturing of important information discussed in Slack channels.
- **Add Notes to Tickets:** Keep your Deskpro tickets up-to-date by adding notes from your Slack conversations. This ensures that all new information is accurately recorded and accessible within your help desk system.

By integrating Deskpro with Slack, you can improve team communication, as you reduce the need to leave the communication platforms your team already uses to submit tickets to your team working in the help desk.



Additionally, you can configure automations to notify Slack channels after any event in the help desk, keeping your teams in the know, all in real-time.