

?Can I send SLA notifications to a Slack channel

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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



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



In **Admin > Emails > Email Templates**, create a custom email template for the (4
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

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 send because of
.</ the code it injects), but you can add this to the email body: **<dp:ticket-messages**



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



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



:You can expand the notification to see the message

