Let Anyone Create Tickets in Slack

2025-07-28 - Lara Proud - [Commenti (0)](#) - [Product (Agent)](#)

We've made it easier to capture support requests directly from Slack. No Deskpro account needed.

With the latest update to the [Deskpro Slack App](#), unauthenticated users can now create tickets from messages in subscribed Slack channels, or agents can convert their messages to tickets in channels with the Deskpro app installed. This means your team can log issues or requests right where conversations happen, without switching tools.
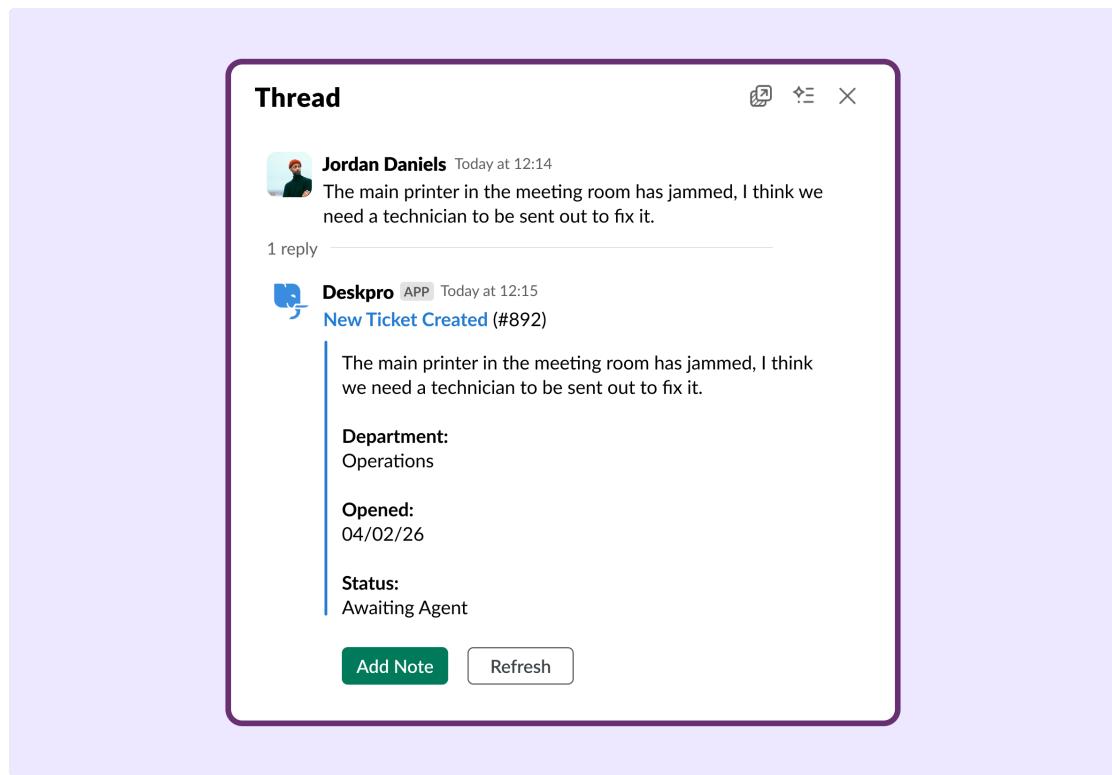
Agents can configure the following:

- Manual or automatic ticket creation

- Public or private channel support

- Department routing and default assignees

- Bot message handling *(optional)*

It's a streamlined way to collect internal requests and turn Slack activity into actionable tickets. [Learn more about managing your Slack requests](#)