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Get Ticket Updates in Slack with Deskpro

2025-09-23 - Lara Proud - [Kommentarer \(0\)](#) - [Product \(Agent\)](#)

You can now receive **Deskpro ticket notifications directly in Slack**, so you never miss an important update — even if you're not in Deskpro.

Deskpro APP Today at 12:15
New agent message on ticket: [Printer jammed in main meeting room](#) (#892)

Ticket Subject: Printer jammed in main meeting room
Department: Operations

Last Updated: Sep 22, 2025 @ 12:15
Latest Message: Hi Pete, one of our technicians will be along to take a look later today.

Status: Awaiting Agent
Urgency Level: 2

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Slack notifications let you see ticket activity in real time, right inside your Slack workspace. You can choose which updates you want to receive, like:

- When a ticket is assigned to you
- Updates for tickets in your team's queue
- Status changes or new messages

This keeps your team informed without needing to switch tabs or constantly check Deskpro.

Note: You'll only see Slack notification preferences if your admin has connected Slack for your workspace.