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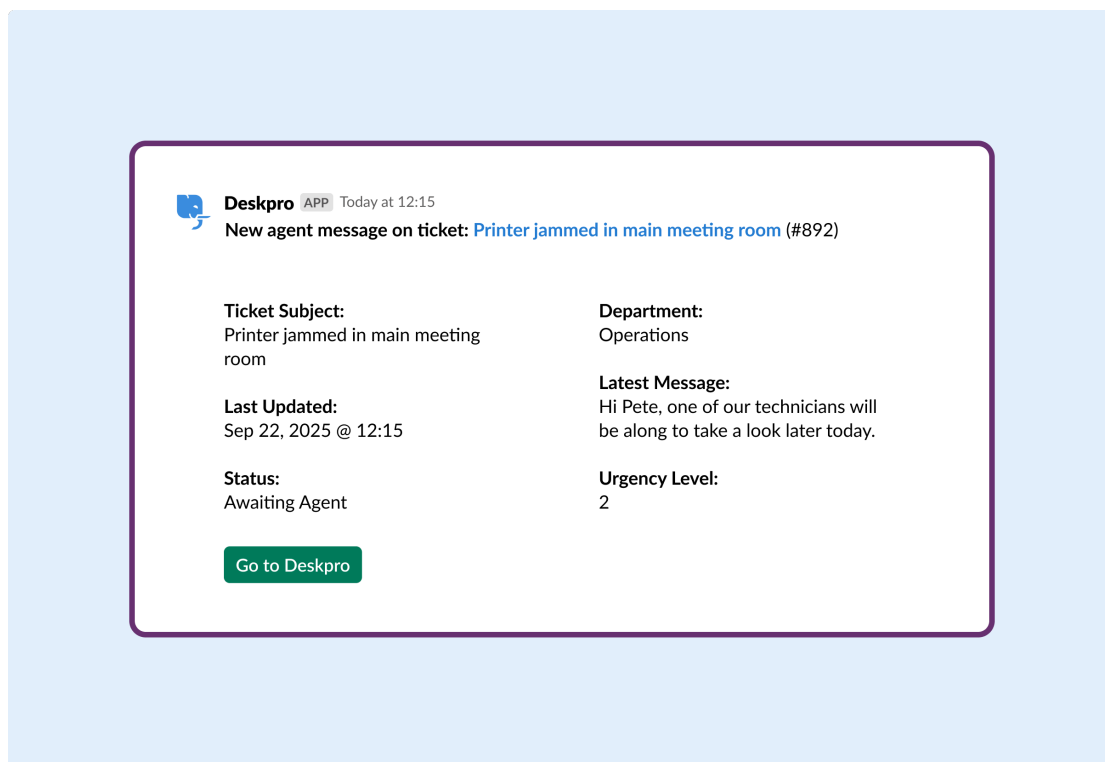
Slack notifications let you see ticket activity in real time, right inside your Slack workspace. You can choose which updates you want to receive, like:

- 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.