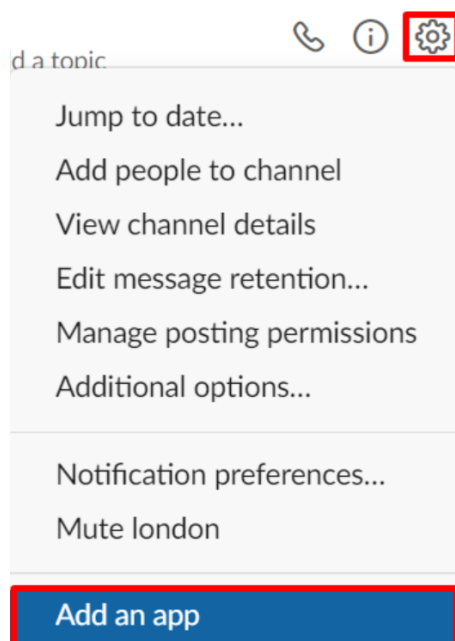


Can I send SLA notifications to a Slack channel?

Grace Howlett - 2019-10-14 - Comments (0) - Using Deskpro

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:

1) Open any Slack channel/conversation and click on the cog icon:



2) Click **'Add an app'** and select the **'Email'** app.



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

Post to Channel

Start by choosing a channel where email will be posted.

[or create a new channel](#)

Add Email Integration

4) In **Admin > Emails > Email Templates**, create a custom email template for the 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 than it just being the subject of the original ticket).

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 />`.

sla_warning.html

Email Subject:
Standard SLA failure warning {{ ticket.id }}

Email Body:
1 <dp:ticket-messages />

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

SLA Warning

After 3 working hours the ticket is close to failing and the warning status is applied.

then The following actions will run:

Slack Forwarding Address

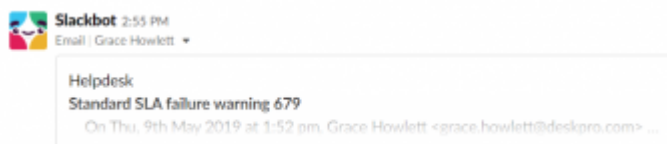
Email Address to Send to (separate multiple with commas): grace.howlett@deskpro.slack.com

Template: sla_warning.html edit template

Send Email From Name: Helpdesk Name (Helpdesk)

From Email: The account set on the ticket

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:

Slackbot 2:55 PM
Email | Grace Howlett

From Helpdesk <support@site38369.deskprodemo.com>
To Grace Howlett <grace.howlett@deskpro.com>
Subject Standard SLA failure warning 679

On Thu, 9th May 2019 at 1:52 pm, Grace Howlett <grace.howlett@deskpro.com> wrote:

This is a test ticket ← User's message

<http://site38369.deskprodemo.com/>

(#BADJBYGW7QWRKSH6Y6) Collapse ↑