Managing Tickets Using Slack

Ticket Management using Third Parties · https://fluentsupport.com/docs/managing-tickets-using-slack/

Fluent Support allows you to manage your tickets using Slack. You can see your New Tickets notification in your Slack account and reply to your ticket from Slack. This article will guide you through how to connect your **Fluent Support** with **Slack** to manage your tickets in Slack.

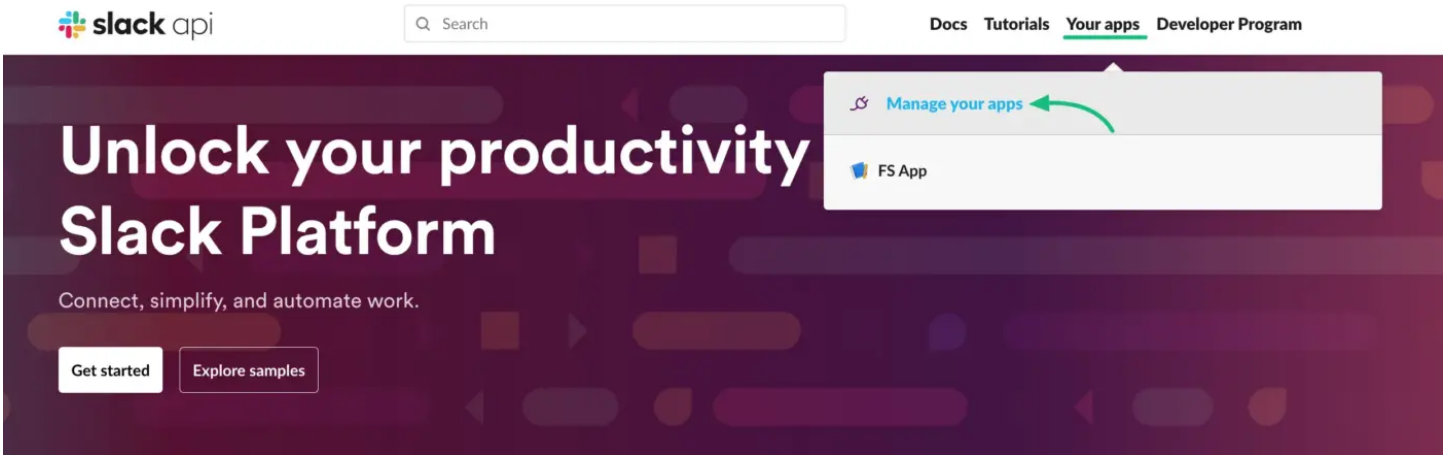
Fluent Support Slack Settings

To learn how to manage your Tickets using Slack, follow the steps with the screenshots below –

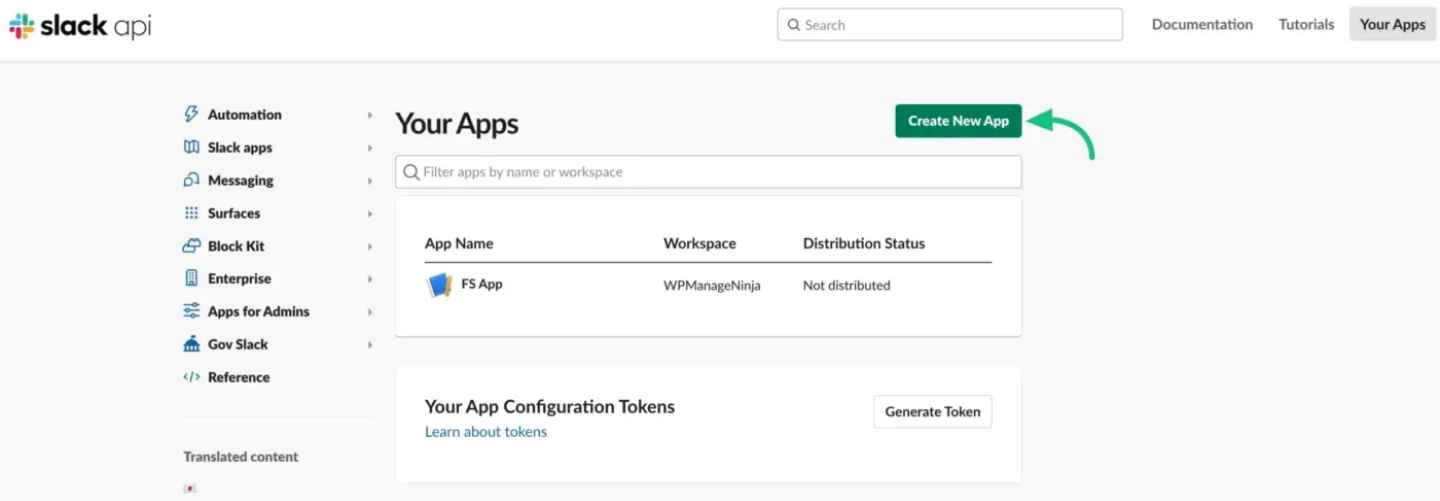
Slack App

First, go to the **Slack API** and log in to your account to create an App in Slack. If you don't have an account in Slack create one.

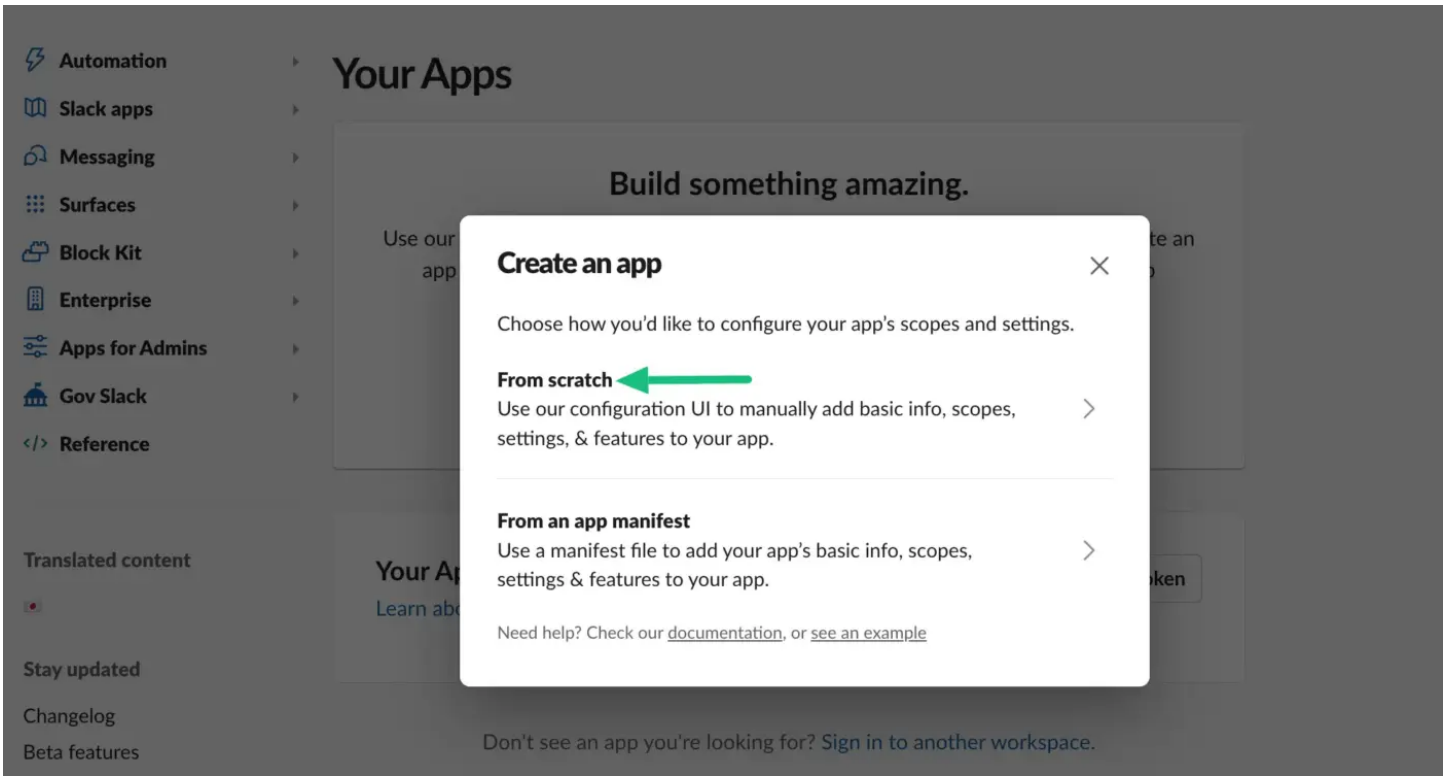
After logging on to your account click on **Your Apps** from the nav bar and click on the **Manage your apps** button.
You will be redirected to the Slack app creation page.



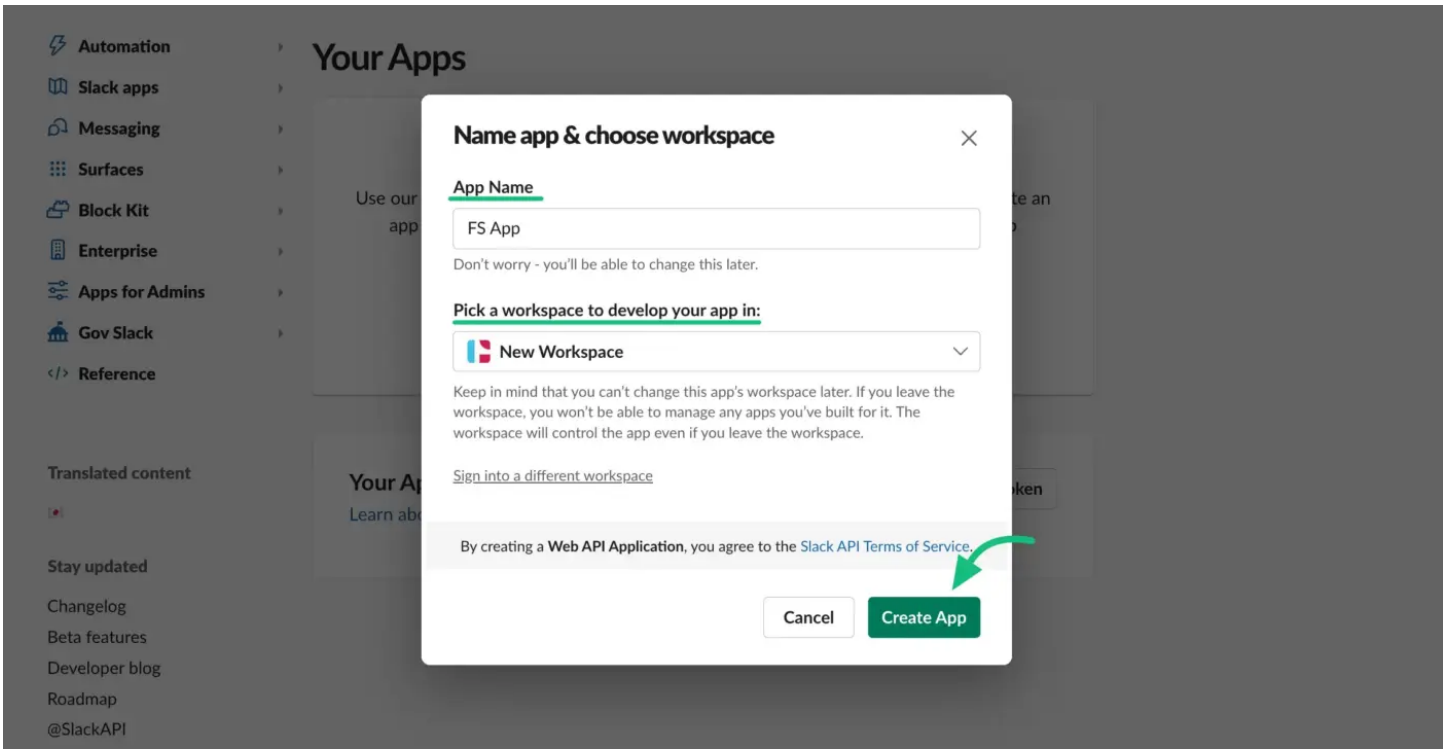
Click on the **Create New App** button here.



Select **From Scratch** to configure your app.



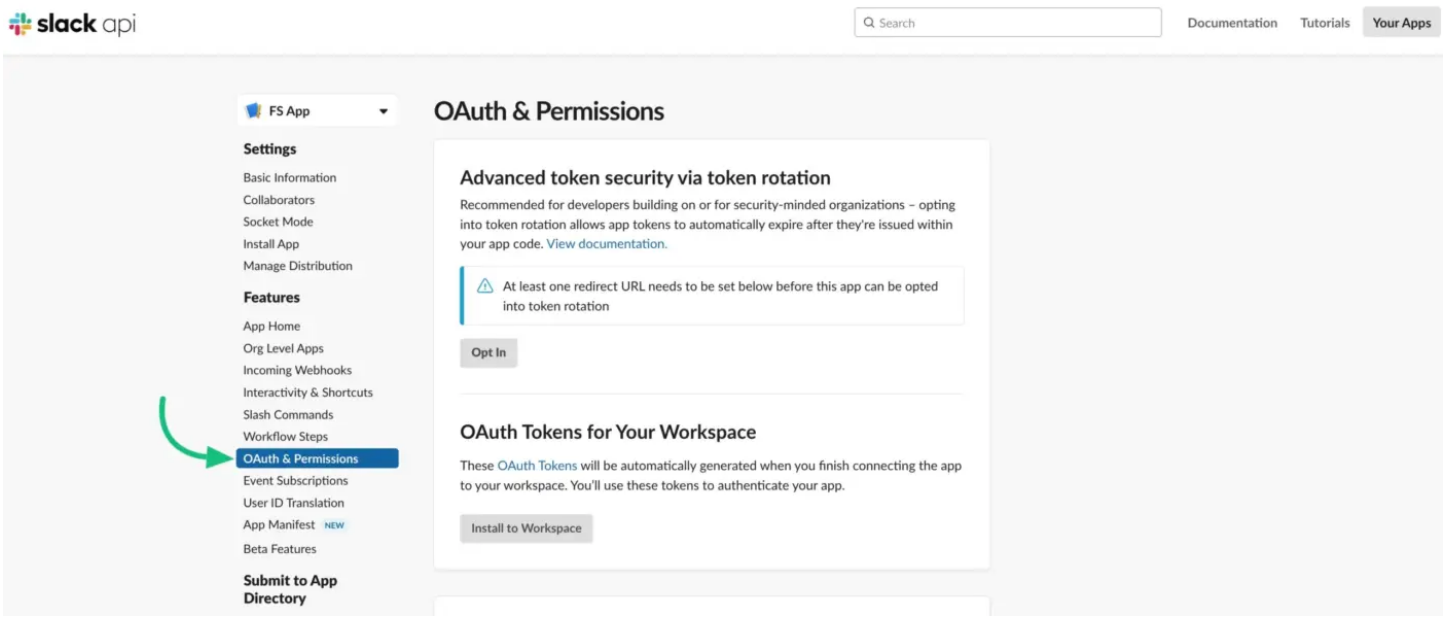
Give the App name, select **Slack Workspace**, and click the **Create App** button.



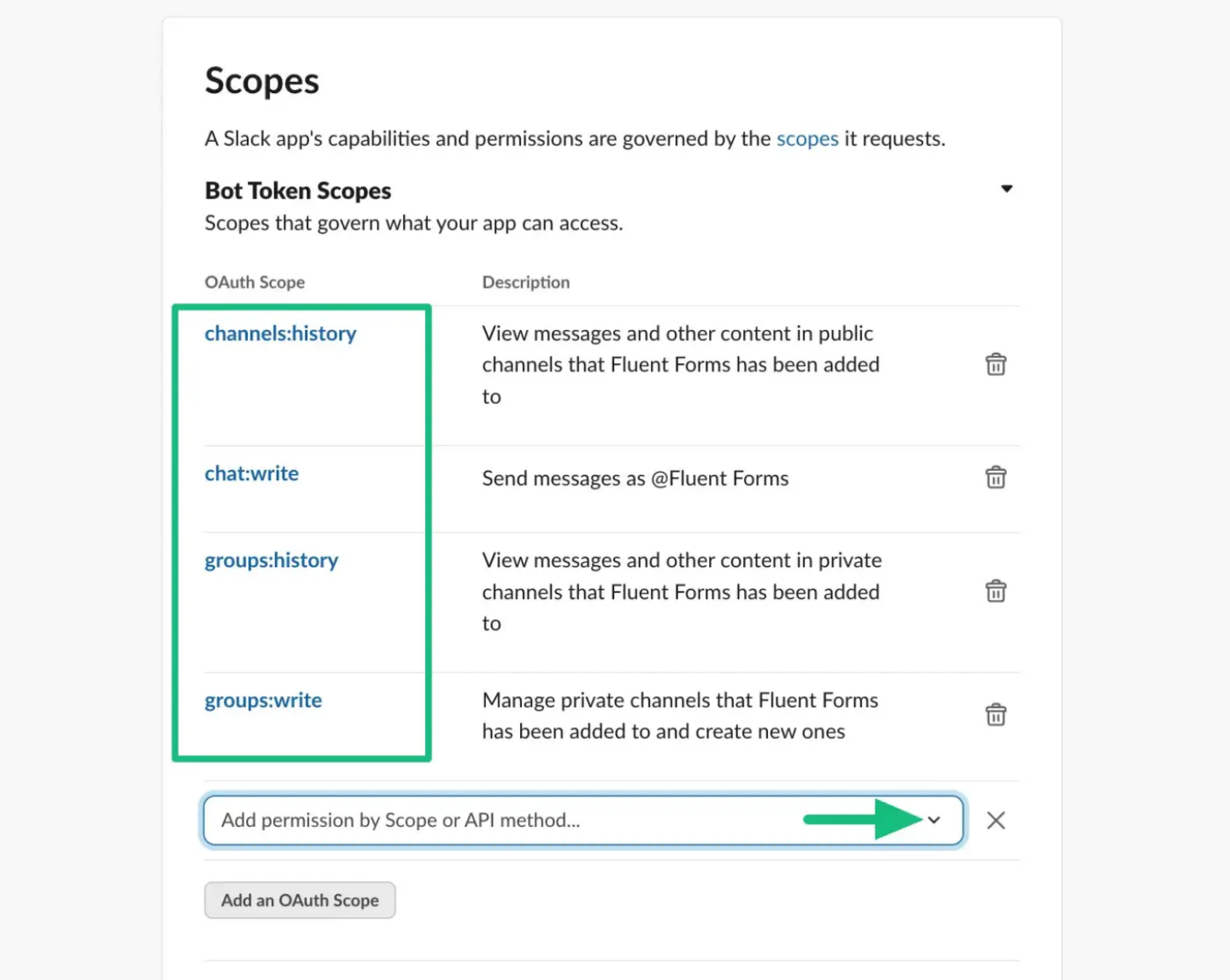
Configure the Slack App

Now you need to configure your Slack App and create an API token.

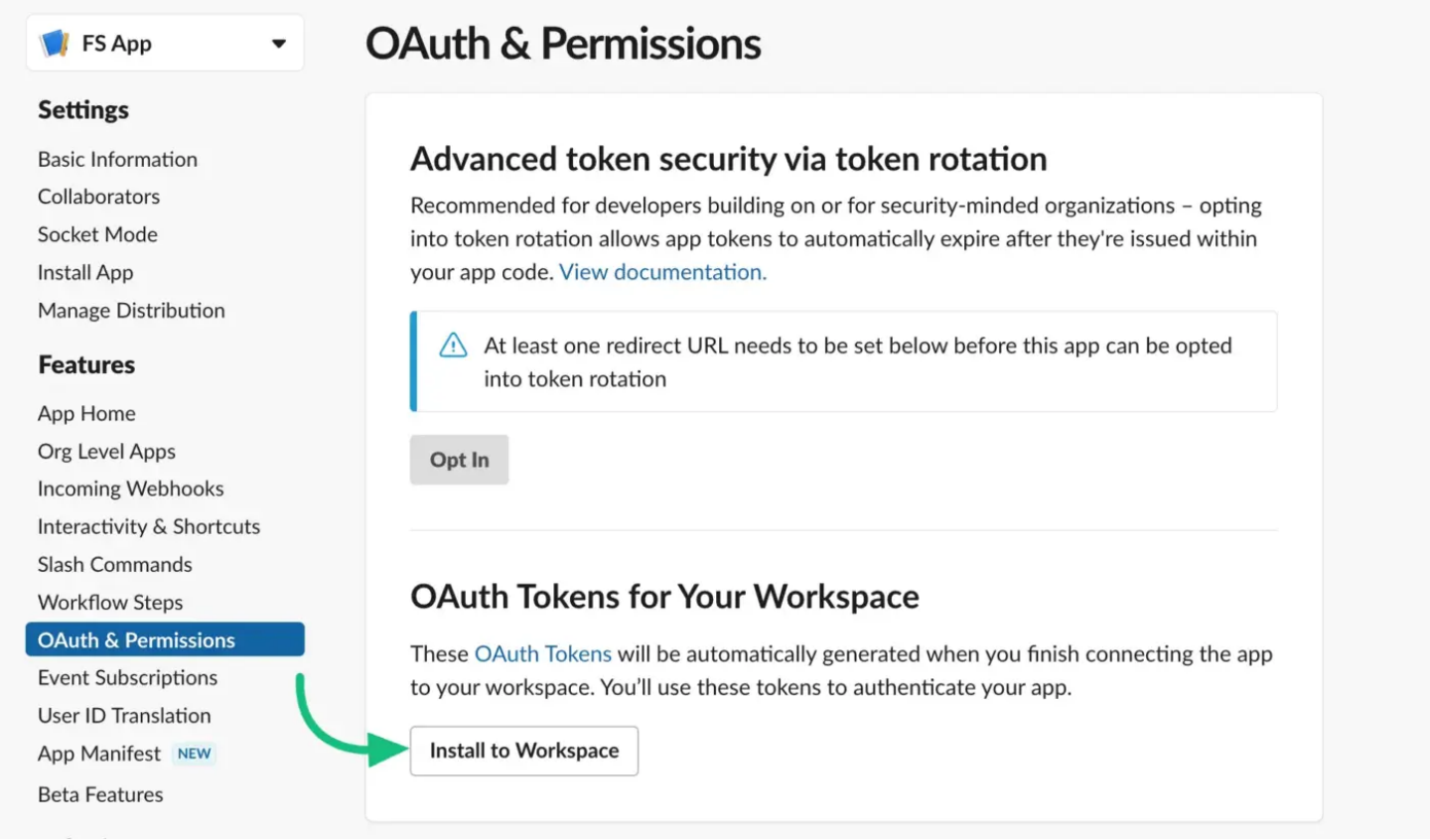
So first select the **OAuth & Permission** from the left sidebar.



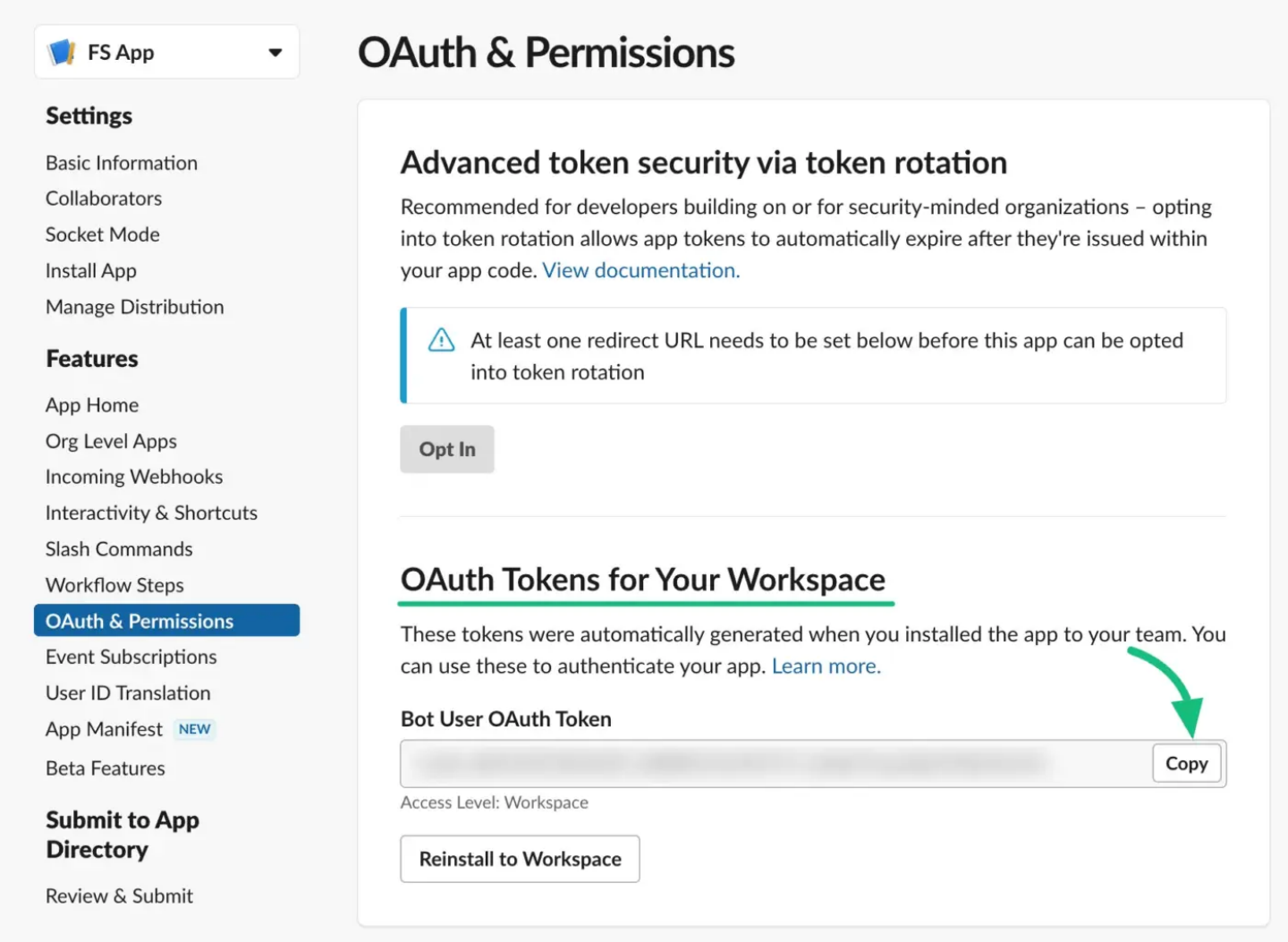
Scroll down, go to the Scopes, and add these four (**channels:history**, **chat:write**, **groups:history**, and **groups:write**) OAuth Scope from the dropdown menu.



Go to the **OAuth Tokens for Your Workspace** and click the **Install to Workspace** button below.

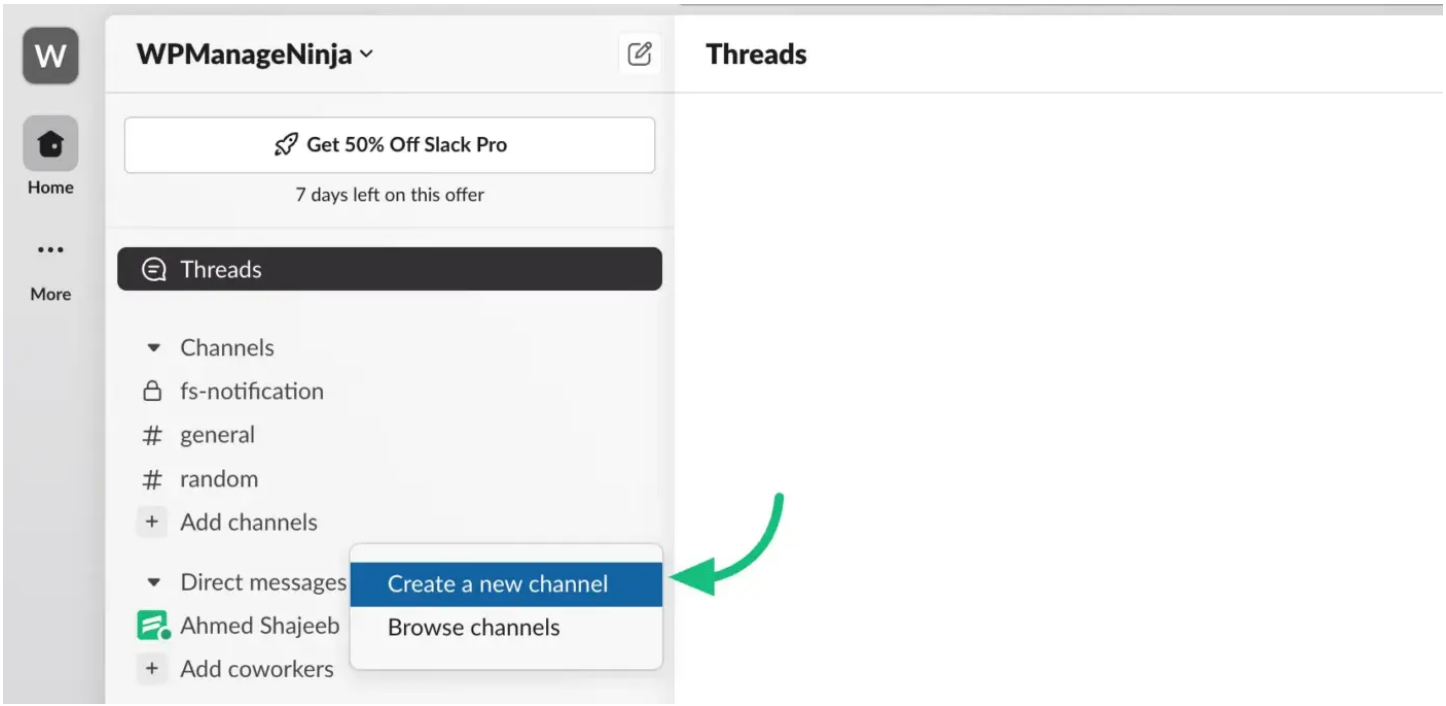


Now you will get a **Bot User OAuth Token** here. Copy the token for later use.

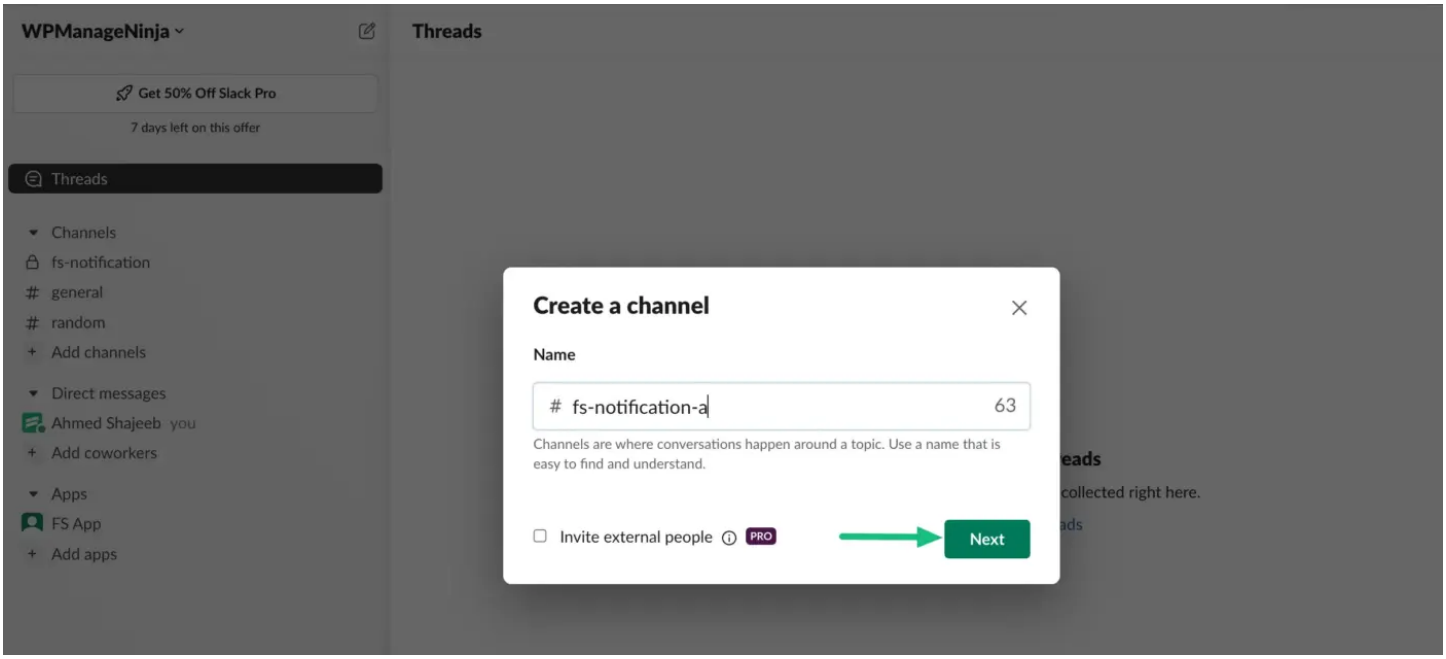


Add a Channel for Ticket Notifications

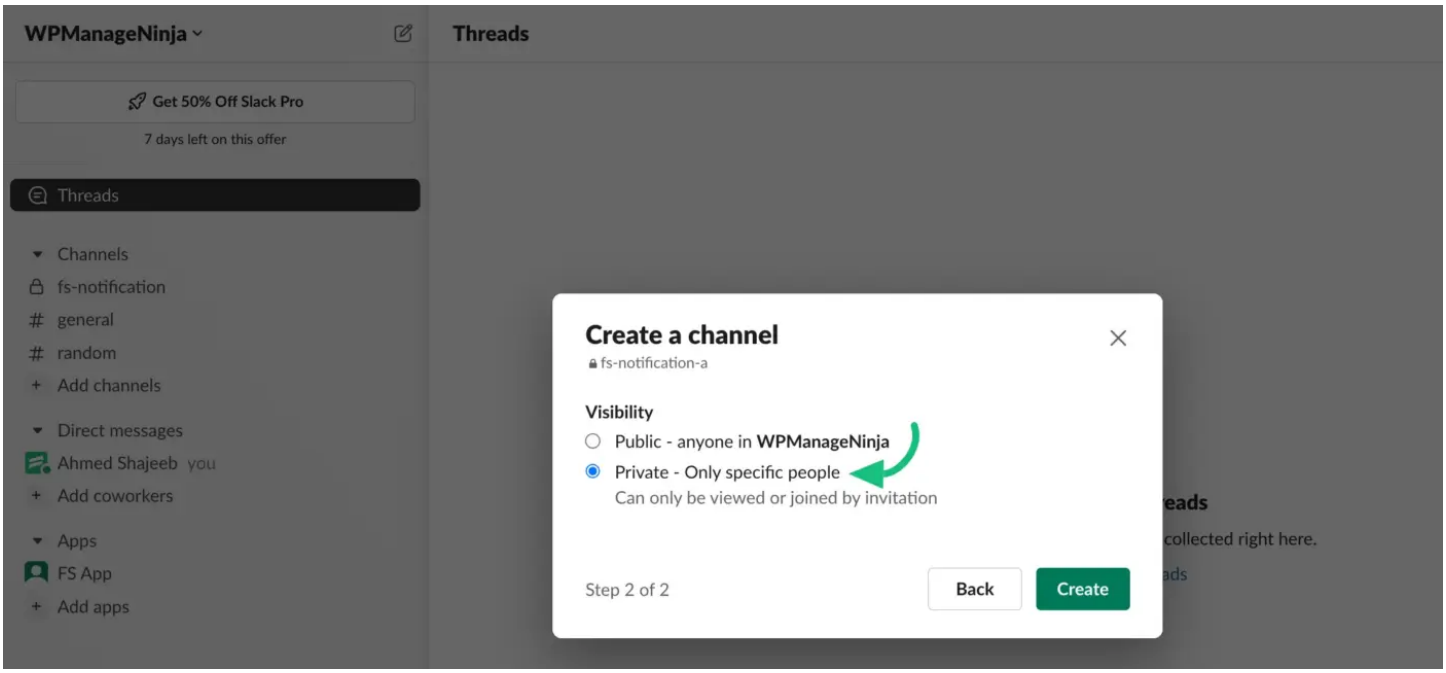
Go to your Slack **Workspace**, select **Add Channels,** and **Create a new channel** for Fluent Support Ticket notification.



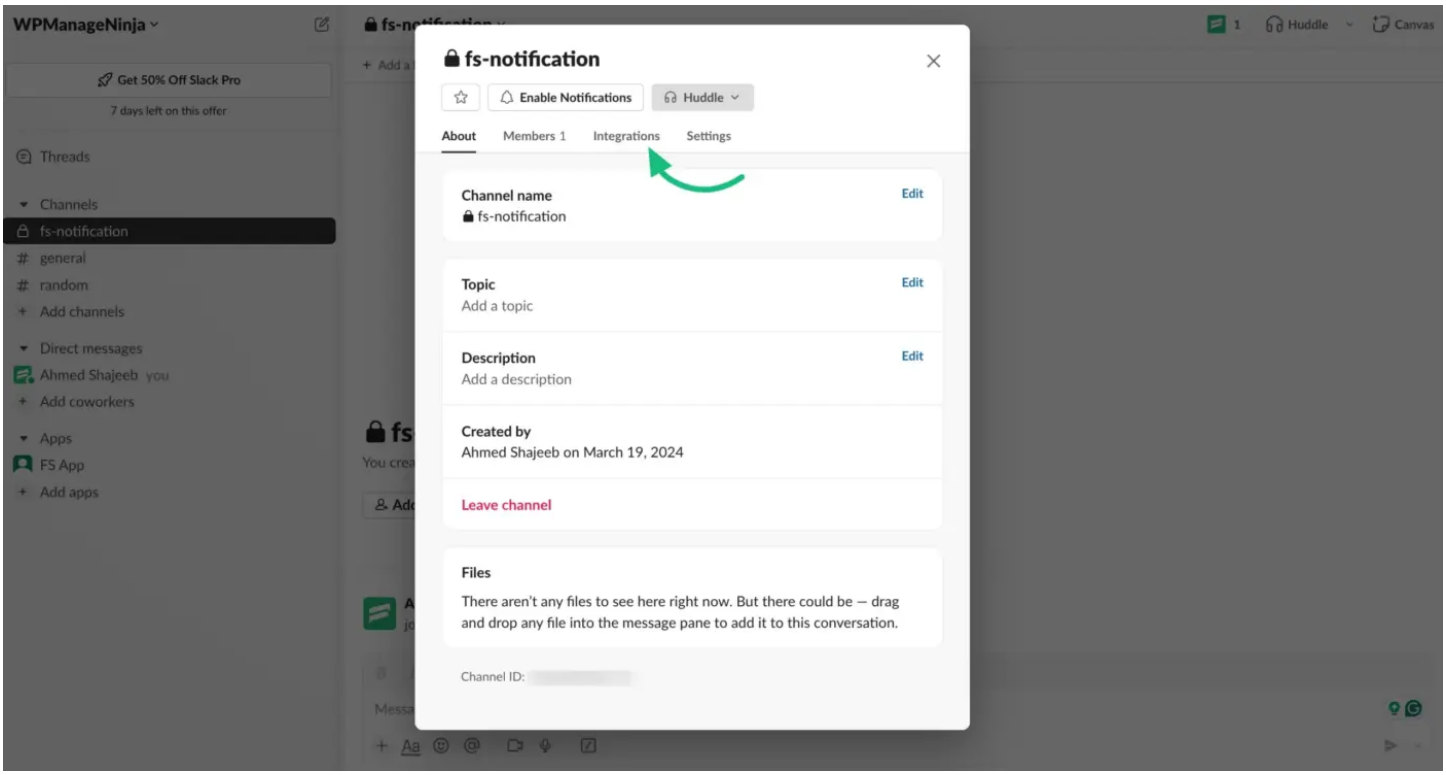
A pop-up will come here, give a name, and click the **Next** button.



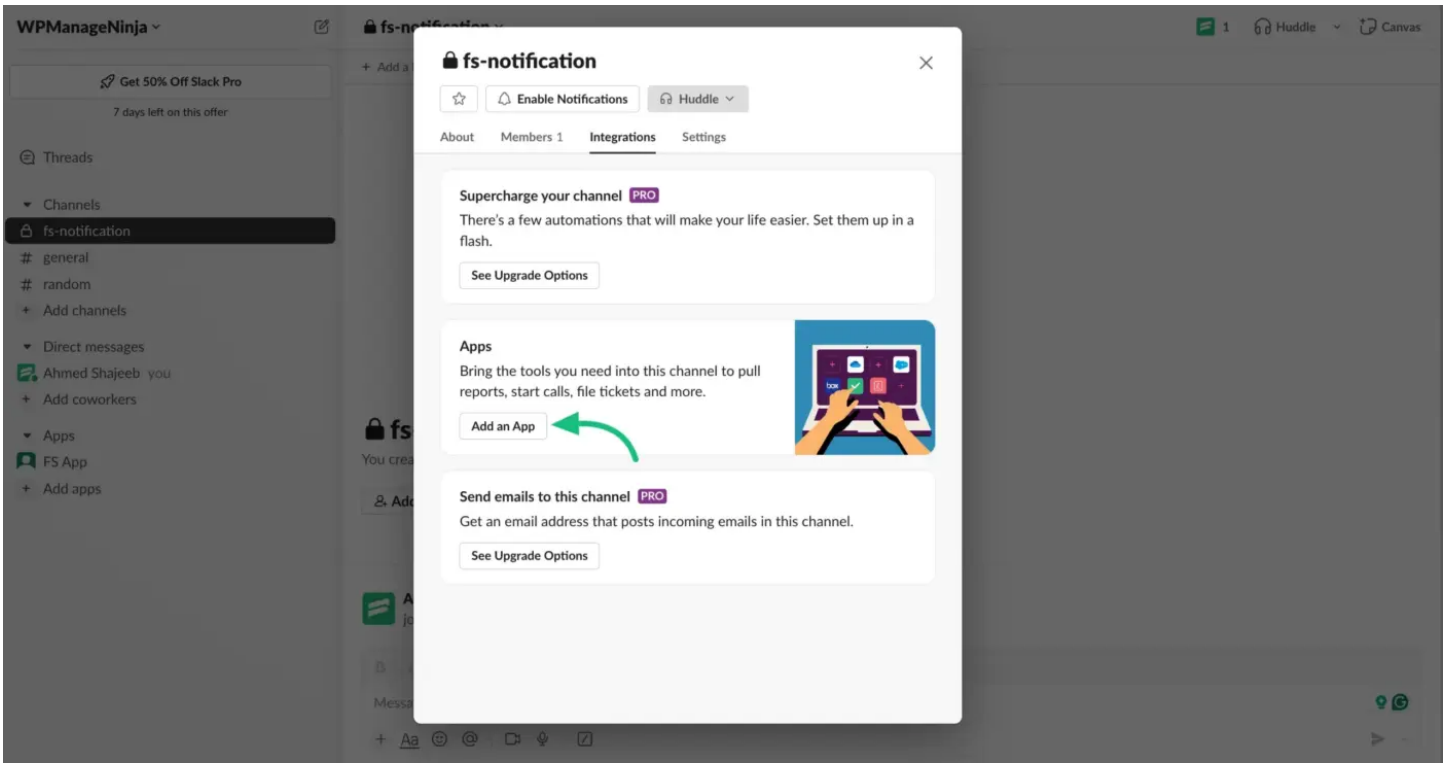
Then you will be asked for channel visibility keep the channel visibility **Private**.



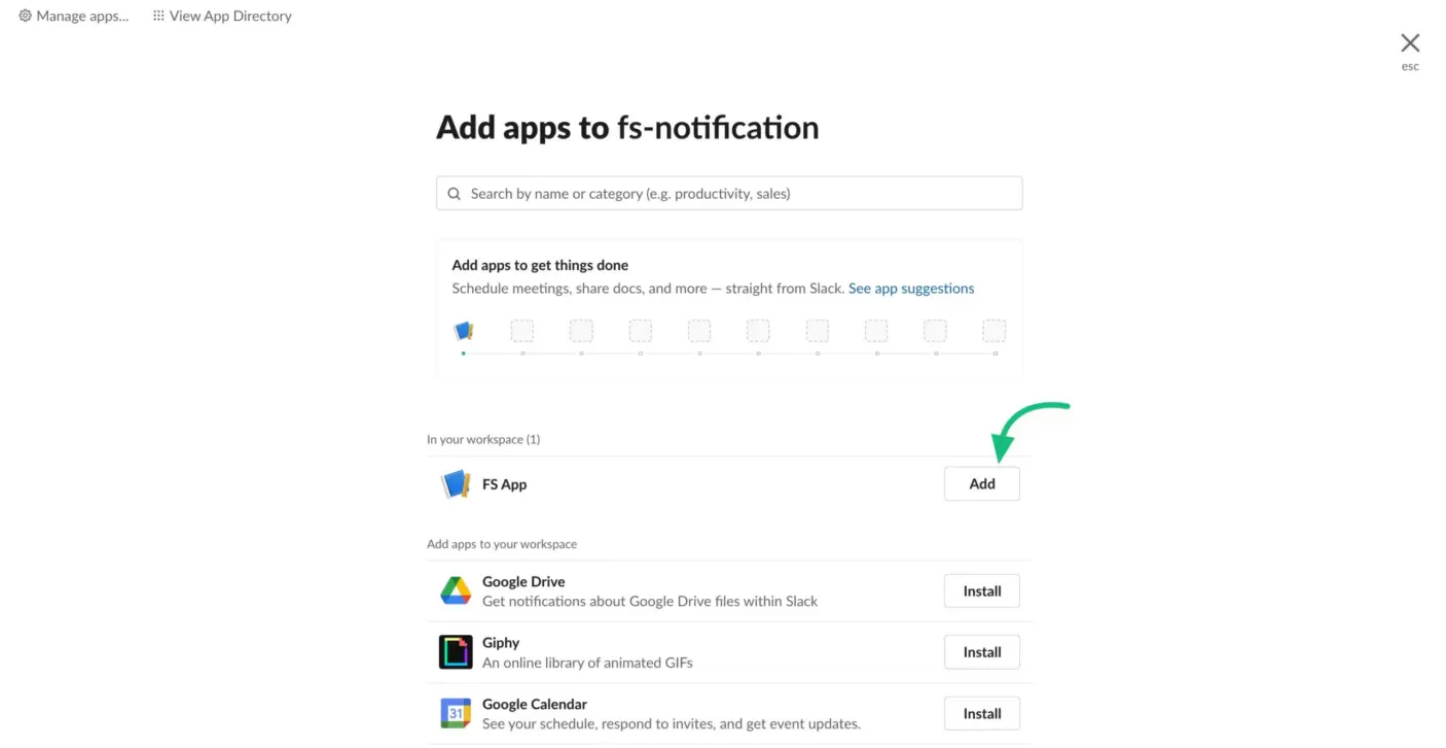
Now the channel settings will come. Select the **Integrations** from this settings option.



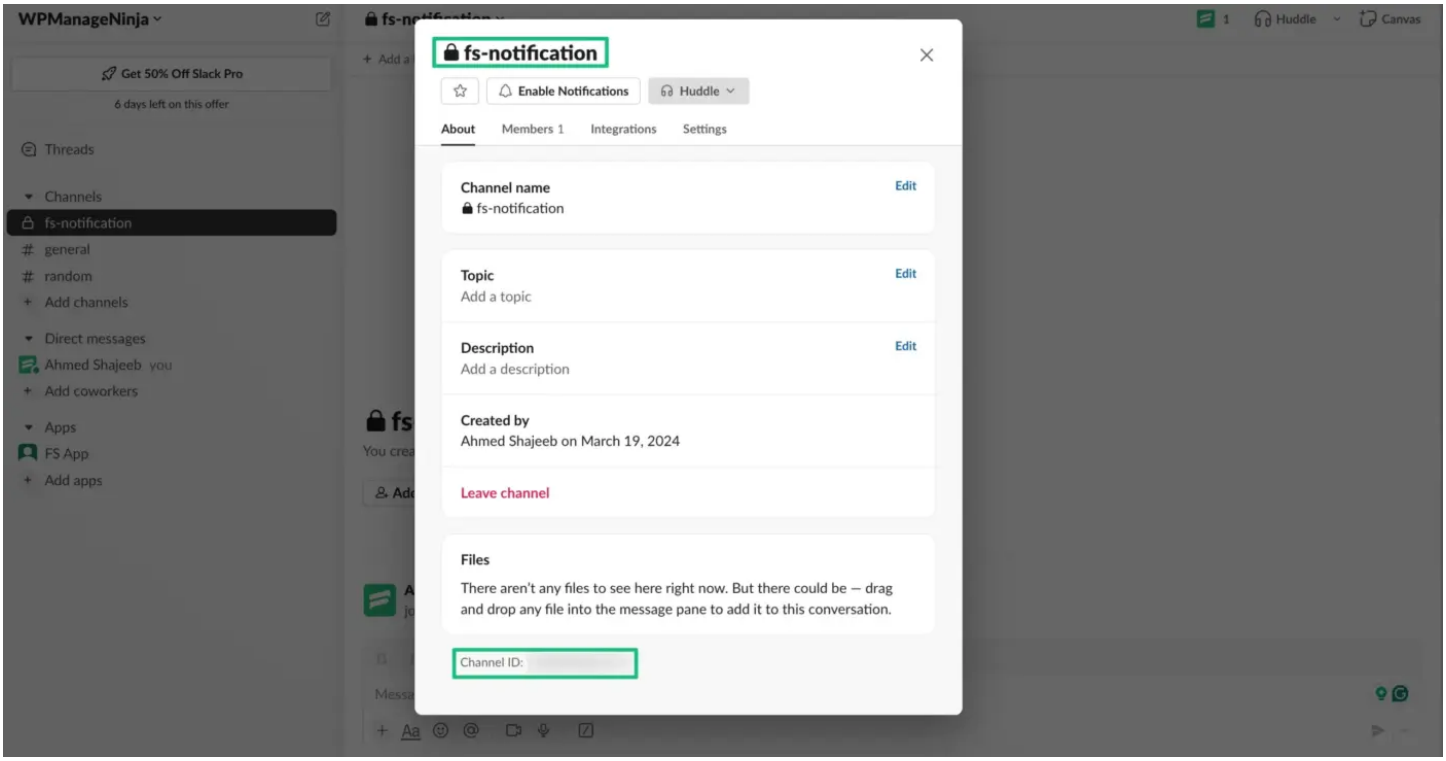
Here, you have to Add the Slack App you have created. So click on the **Add an App** button.



Now you will see here all of your Apps. Select the App you created and click on the **Add** button.



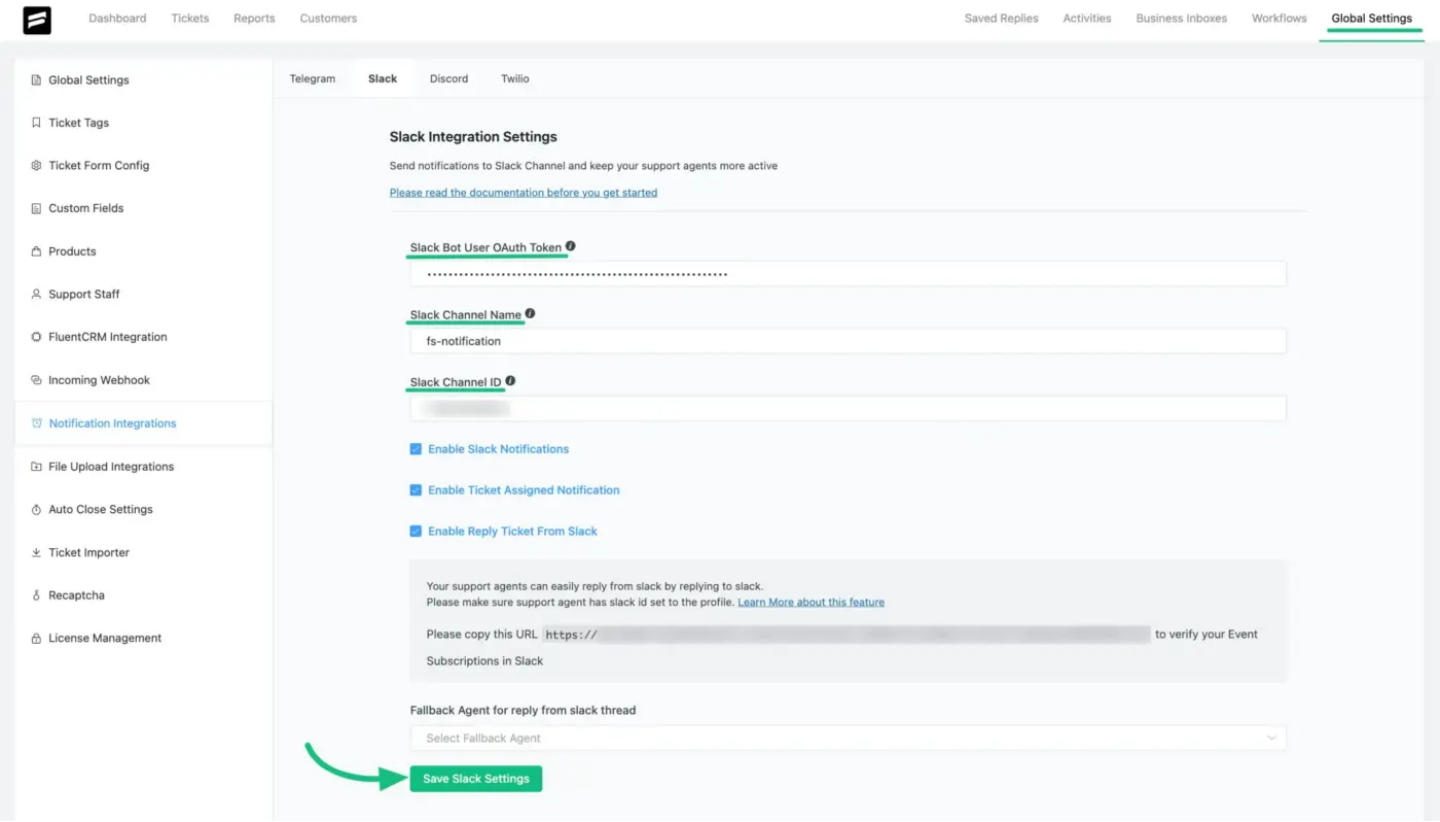
Now simply copy the **Channel Name** and **Channel ID**.



Configuring Slack in Fluent Support

Go to the **Global Settings** from the Fluent Support **Dashboard** and select **Notification Integrations** from the left sidebar to find the **Slack** option. You will see the **Slack Integration Settings** page**.**

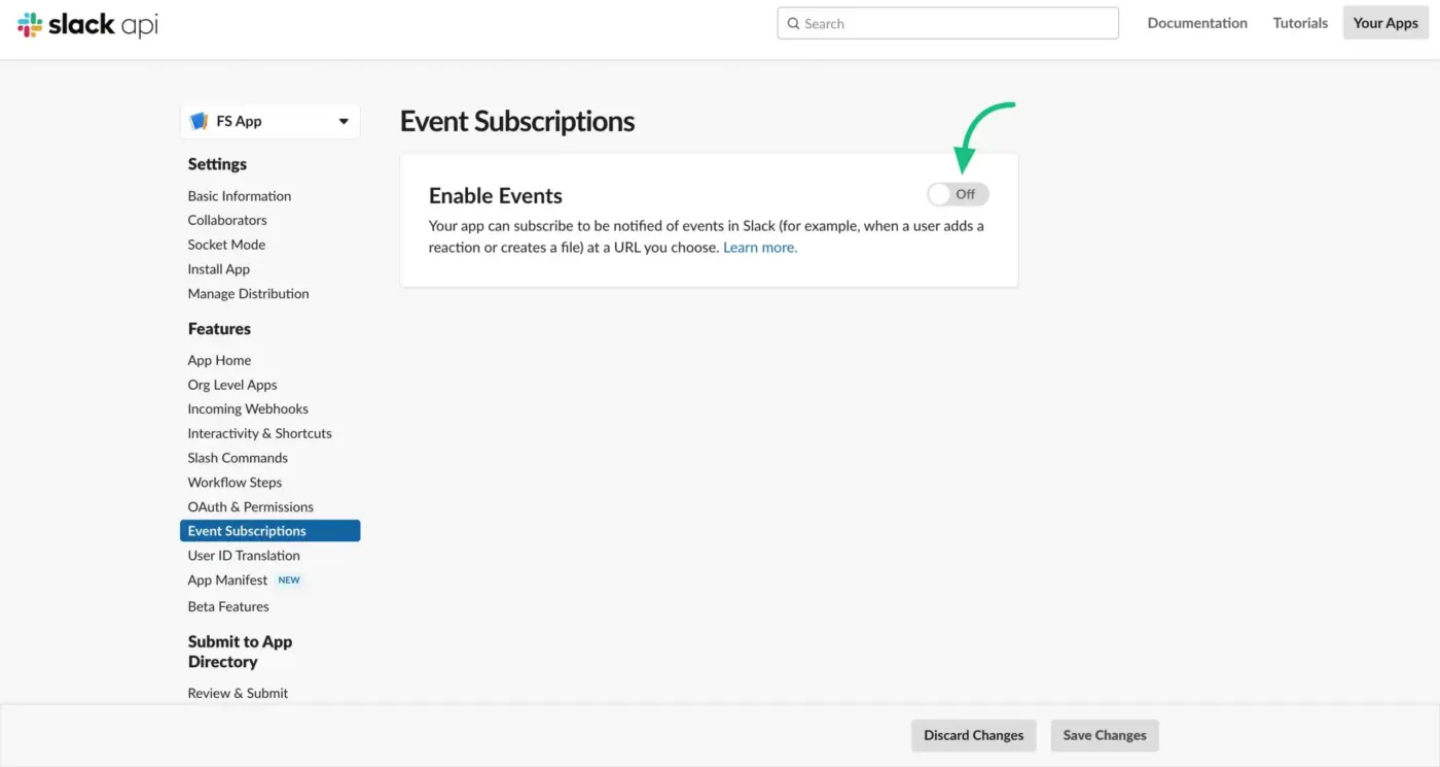
Now fill in all the fields with the necessary information that you have copied before. Also, you can enable the checkboxes if needed. Once you are done, do not forget to click on **Save Slack Settings**.



Slack Reply

You can also send **Reply** for your business Tickets from your Slack channel. You need to follow some simple steps to complete the process.

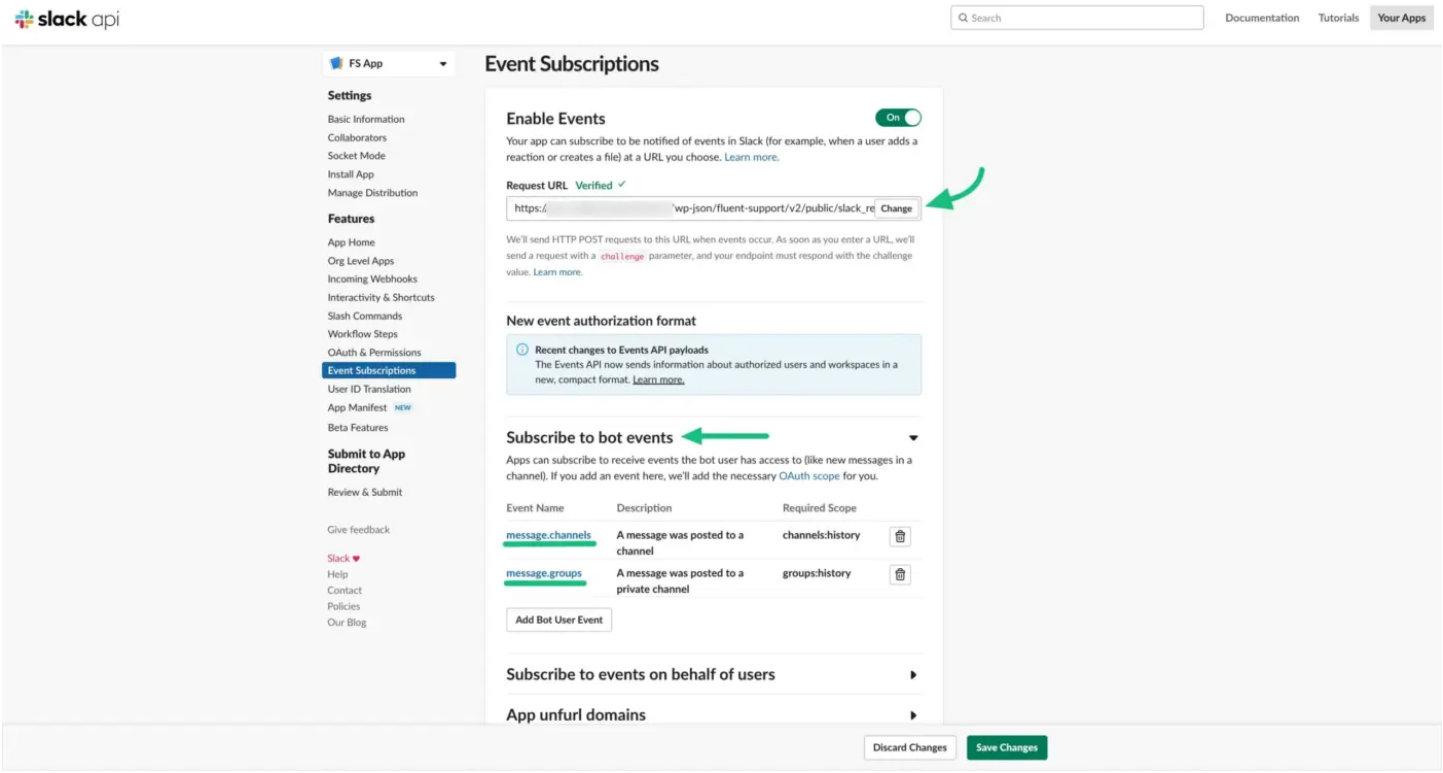
To send a reply from your Slack channel go to your Slack App settings. Now Search for the **Event Subscriptions** and enable the Event by clicking the **Toggle** button.



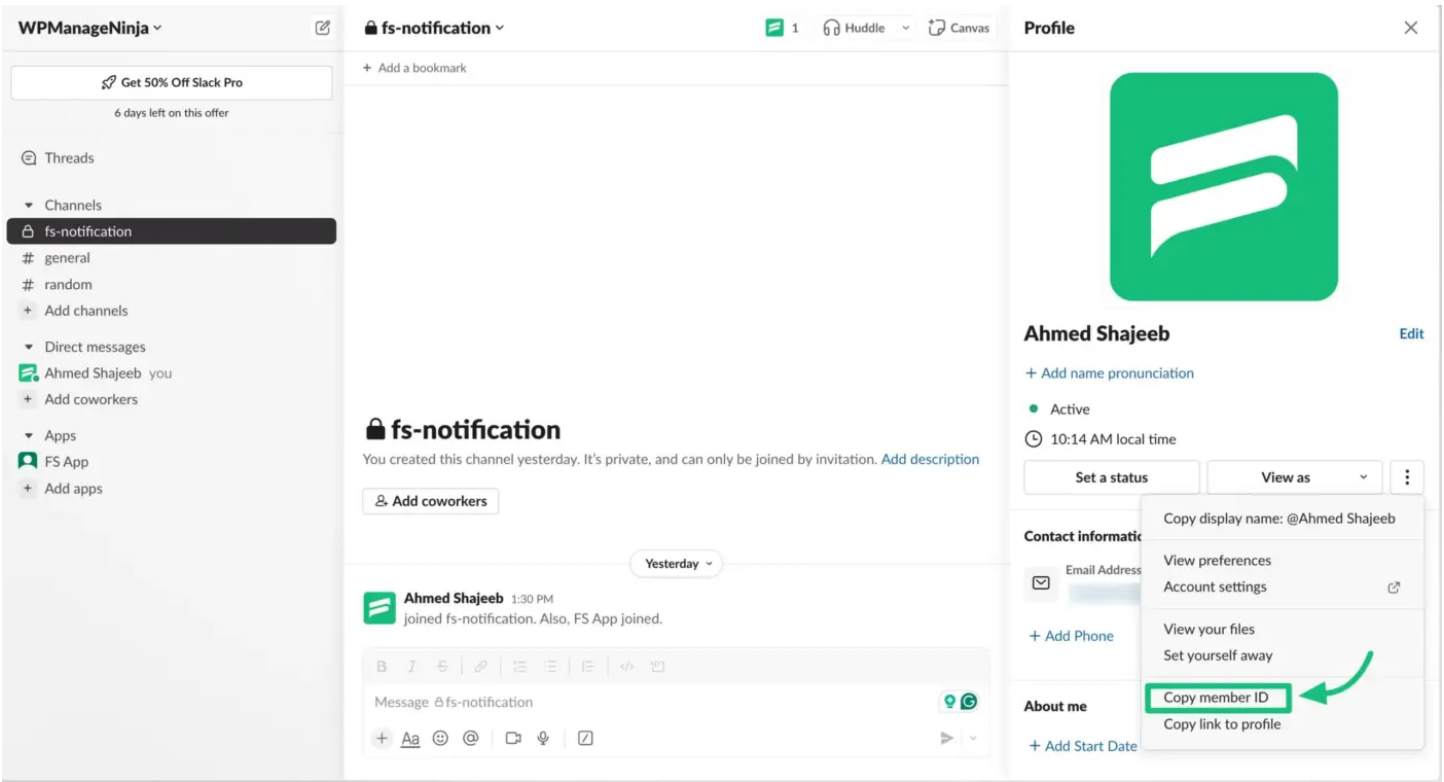
Now you will need to give a Redirected URL here. You will get this redirected URL in the Fluent Support Slack Configuration page. Get the URL from there and paste it here.

Also, here you need to add some Event bots. So click on the Add Bot User Event button.
Now add these two bot events **message.channels** & **message.groups**.

After all the changes you have been made, click on the **Save Changes**.

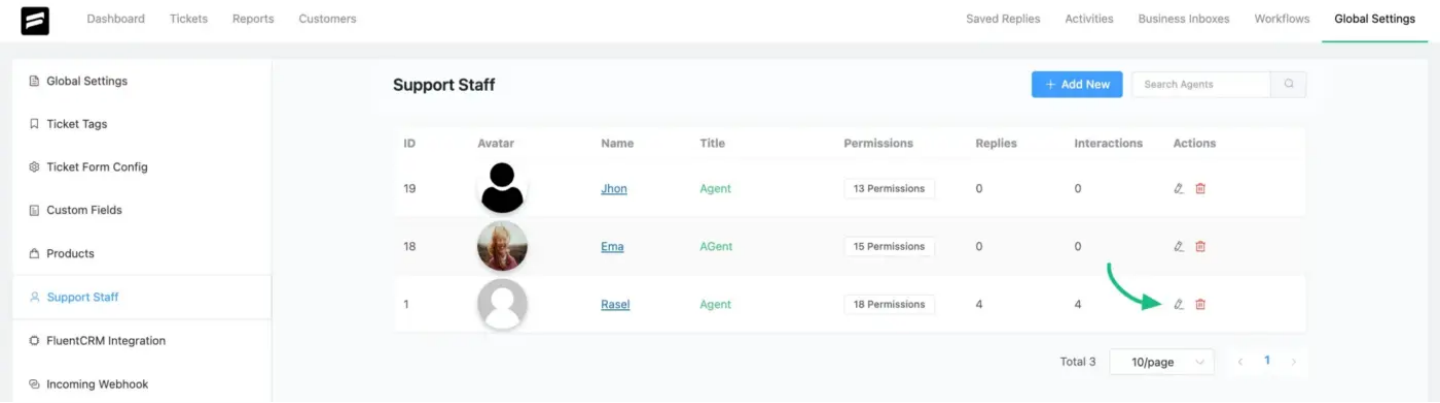


Now go to your channel and Copy the member ID.

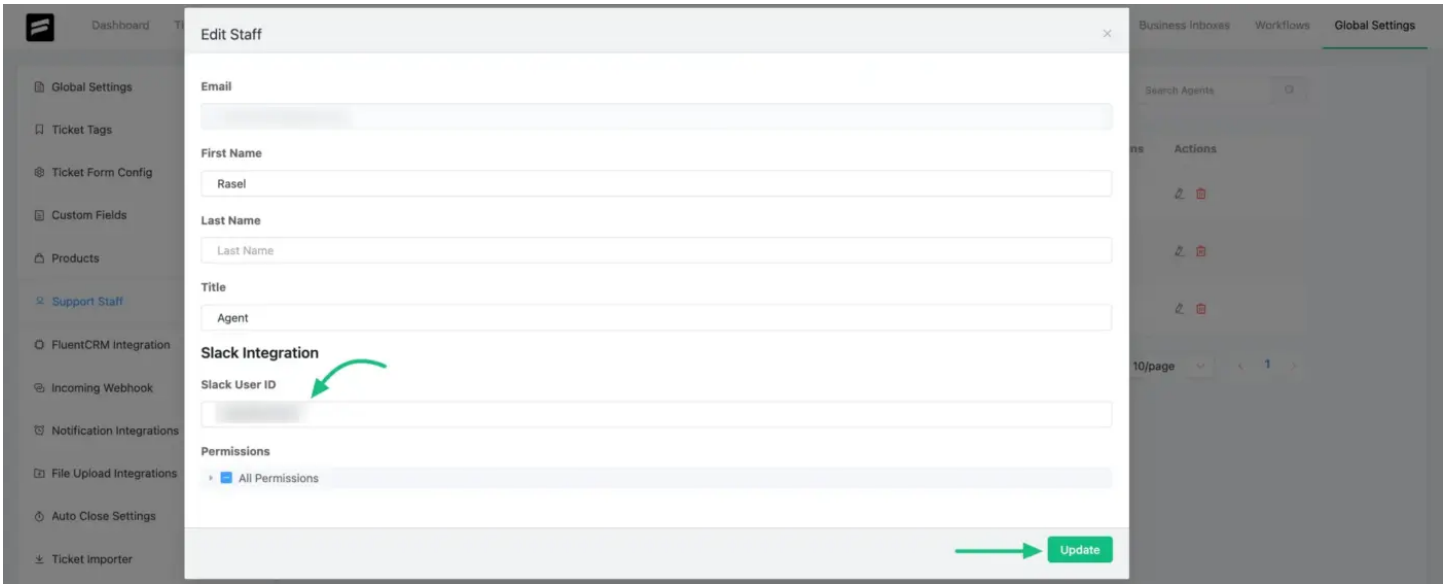


Paste the **member ID** in your Fleunt Support Agents profile.

Click on the **Edit** button of the **Agent profile** you want to connect with Slack for the reply.



After going to the Edit option you will find a **Slack User ID field**, now paste your **Slack member ID** here and click on the **Update** button.



If you have any further questions, concerns, or suggestions, please do not hesitate to contact our **@support team**. Thank you.