

Slack Service Integration Setup

To connect MSPbots to Slack, sign in to Slack using your workspace name and permit MSPbots to access your workspace.

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Prerequisites

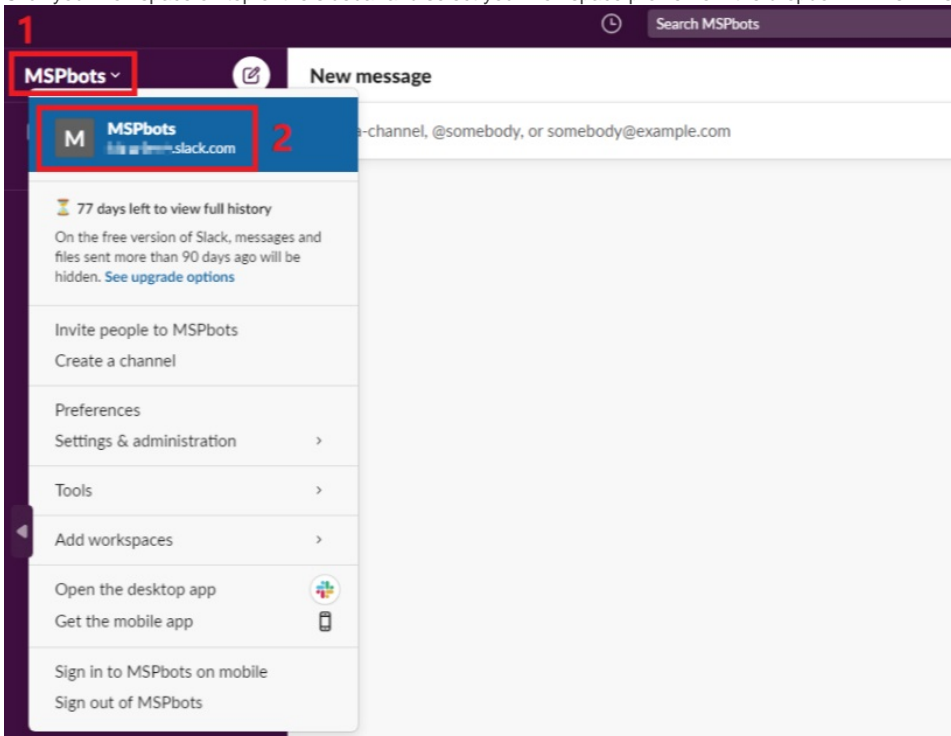


- *Before you start, ensure that you have a Slack account and a Slack workspace.*

How to get my workspace name

Follow these steps to get your Slack workspace name:

1. Log in to [Slack](#).
2. Click your workspace on top of the sidebar and select your workspace profile from the dropdown. This will show your workspace details.



- When the Edit workspace details window opens, go to the **URL** field and copy your workspace name from the given URL. For example, if the URL is <https://your-workplace.slack.com>, copy **your-workplace** and use it for logging in to Slack.

Edit workspace details



Add a name to represent your company or organization. This name will also be shown to other organizations that you work with using Slack.

Workspace name

MSPbots

URL

<https://your-workplace.slack.com>

Your workspace URL can only contain lowercase letters, numbers and dashes. It must contain at least one letter. It may not start or end with a dash.

Edit Workspace Icon

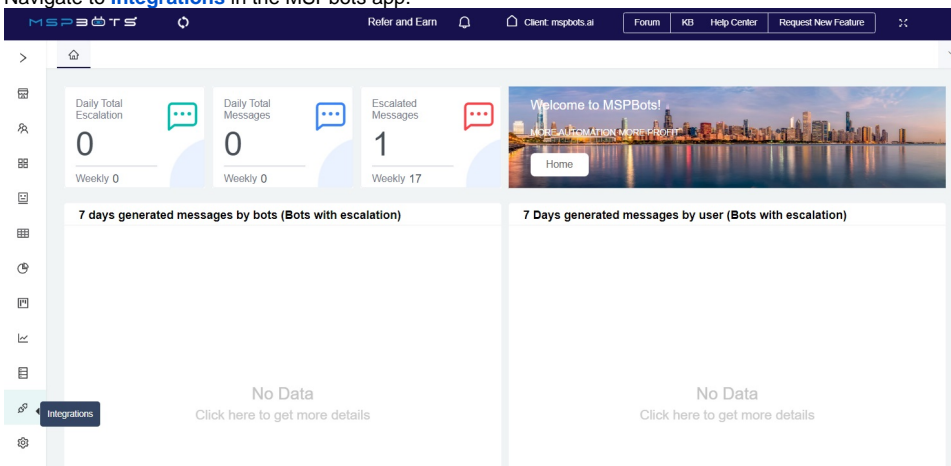
Cancel

Save

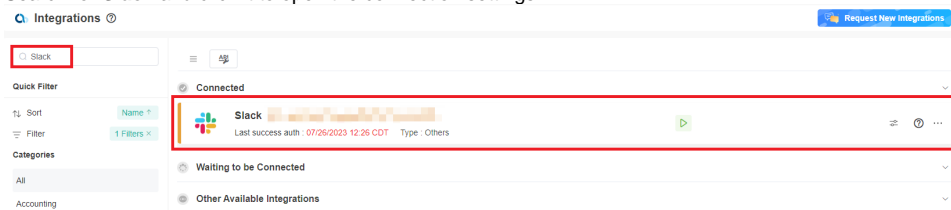
How to set up my integration with Slack

Do the following steps to connect Slack to MSPbots:

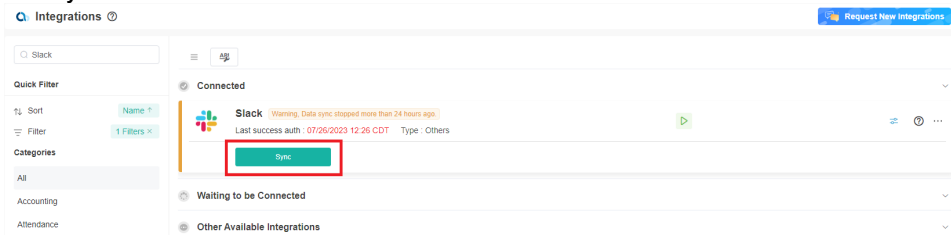
- Navigate to **Integrations** in the MSPbots app.



- Search for **Slack** and click it to open the connection settings.



- Click **Sync**.



4. Enter your Slack workspace name and click **Continue**. For instructions on how to get your Slack workspace name, go to the section [How to get my Slack workspace name](#).




Sign in to your workspace

Enter your workspace's Slack URL

Continue


Don't know your workspace URL? [Find your workspaces](#)
Trying to sign in to a [GovSlack Workspace](#)?
Looking to create a workspace instead? [Create a new workspace](#)


5. Follow the prompts to log in to your Slack workspace. For example, use your email to sign in to your MSPbots workspace.



Sign in to MSPbots

mspbots.slack.com

 Sign In With Google


 Sign In With Apple

OR

Sign In With Email

🪄 We'll email you a magic code for a password-free sign in. Or you can [sign in with a password instead](#).



6. Next, check for the code sent to your email and enter it in the boxes.



Check your email for a code

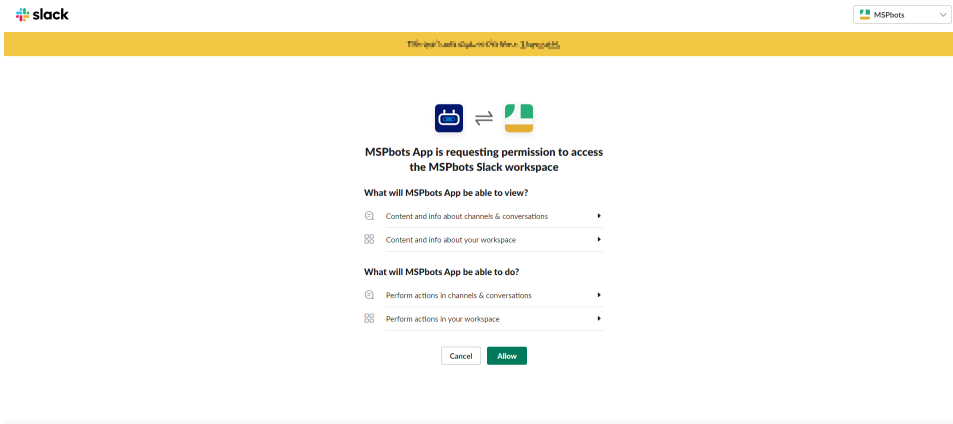
We've sent a 6-character code to [name@work-email.com](#). The code expires shortly, so please enter it soon.

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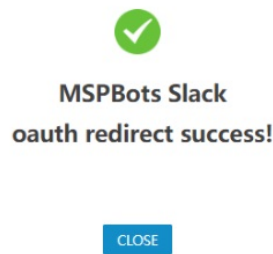
 Open Gmail  Open Outlook

Can't find your code? [Check your spam folder!](#)

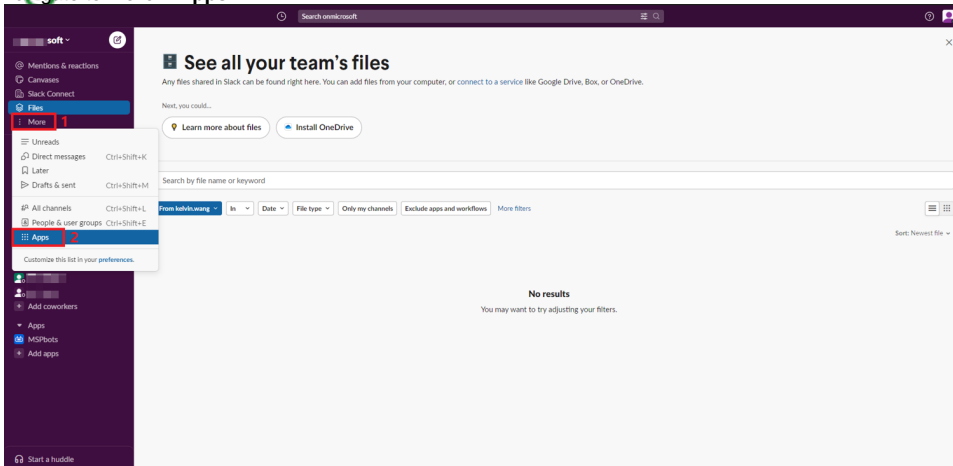
7. Click Allow when asked to give the MSPbots app permission to access the MSPbots Slack workspace.



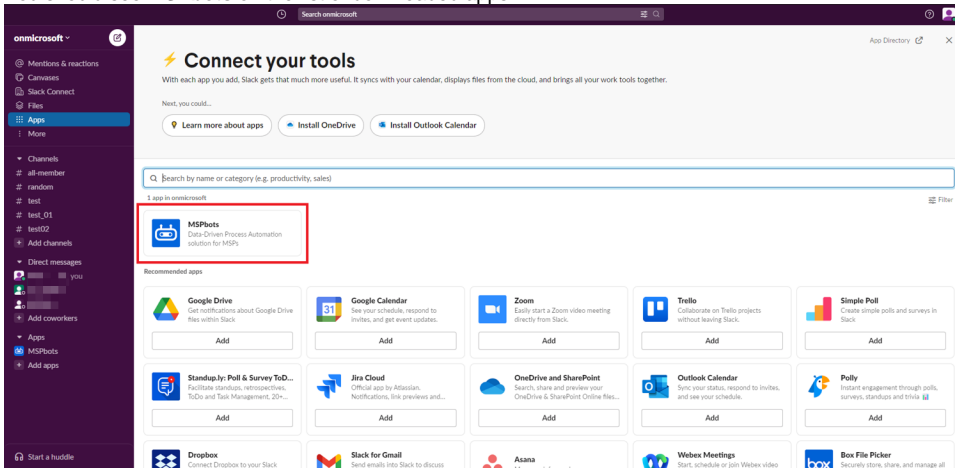
8. A redirect success window opens and shows that MSPbots has successfully connected to the MSPbots Slack workspace.



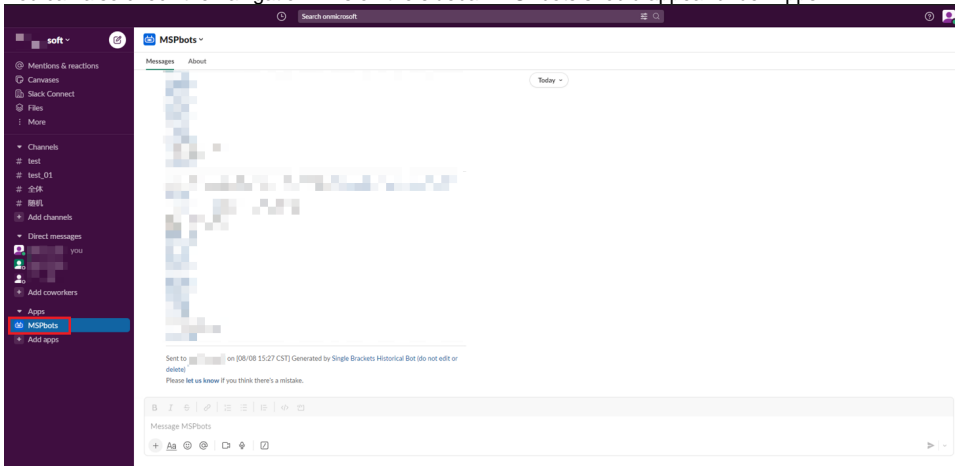
The MSPbots app is automatically installed in Slack when a successful connection is established. To verify the installation, log in to Slack and navigate to **More > Apps**.



You should see **MSPbots** on the list of downloaded apps.



You can also check the navigation links on the sidebar. MSPbots should appear under Apps.



How to send messages to Slack

You can send messages directly to Slack chats right after the MSPbots App is installed in Slack's Apps. To start sending messages, configure the Alert bot block and add MSPbots to the Slack channel to start sending messages to Slack.

Prerequisites

Before sending commands like in, out, etc. on Slack, you need to clone the bots related to Slack commands first. Go to **Bots** in MSPbots, search for **Slack** in the **Template Bots** tab, and clone each of the following 11 bots into **My Bots**. Please refer to [How to clone a bot](#).

- Tech Stats Reviewer - Slack
- SlackCommand help
- SlackCommand break
- SlackCommand wfh
- SlackCommand lunch
- SlackCommand out
- SlackCommand in
- SlackCommand onsite
- SlackCommand back
- SlackCommand reject

- SlackCommand nt

Analytical Dashboard | Setting | Grid | Request New Bot

New | Show All Integrations | In progress status | Turn off all | MESSAGE REPORT | TRIGGER REPORT | USAGE REPORT

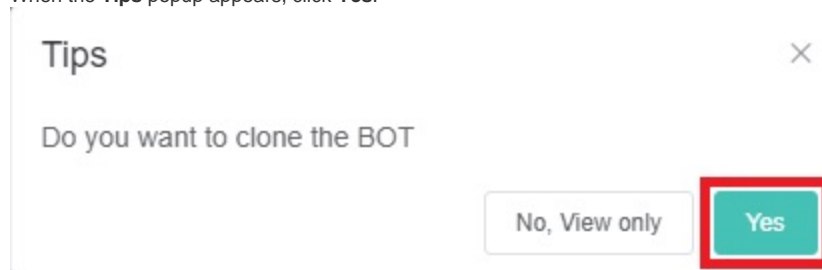
Drag a column header here to group its column

Name	Integration	Type	Description	Trigger	Alert	Escalate	Ready	Receive
SlackCommand back	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand break	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand help	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand in	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand lunch	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand nt	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand onsite	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand out	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand reject	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackCommand with	Slack	Quality Assurance Bot		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0
SlackStateReviewer - Slack	Slack	Quality Assurance Bot	Sends users their QA check results before their shift	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	0	0

Items per page: 50 | 1 of 1 pages (11 items)

- How to clone a bot:

1. Click on the bot you want to clone.
2. When the **Tips** popup appears, click **Yes**.



3. On the **Clone** page, configure the name, roles (The admin must be checked, and you can also select the roles that can see/access this bot based on your needs, such as user.), tags, description for the cloned bot.

Clone

* Bot Name
SlackCommand_out (clone at 2023-12-22T03:05:26Z) 51/70

* Role
Admin + 1

Tag
Tag

Description
Description 0/500

Save

4. Click **Save**. The cloned bot will inherit the original bot's switches, configuration conditions, etc. If there are no specific requirements, you do not need to make any additional configurations.

Do the following

1. Configure the Alert bot block in MSPbots to send messages to Slack. For instructions on setting up the Alert bot block, refer to the section [Define the Alert Script](#) in the article [How to Create a Bot](#).

Alert

Define the messaging specifications (Who, What, When, Where) for intended recipients. Customize the template, or compose your own message for notifying to make corrections to a previous action, to perform tasks, or inform/commend the results of their work.

Microsoft Teams Private Chat ☐ Hide the message footer

Microsoft Teams Public Channel

Email ☐ Hide the message footer

Web Message

Slack Chat

Slack Channel

[Previous](#) [Finish](#)

2. Next, add the MSPbots app to the channel in Slack.
 - a. In the conversation bar of the channel where you want to send messages, type @ and select **MSPbots**.

Search onmicrosoft

test02

+ Add a bookmark

test02

You created this channel today. This is the very beginning of # test02. [Add description](#)

+ Add people

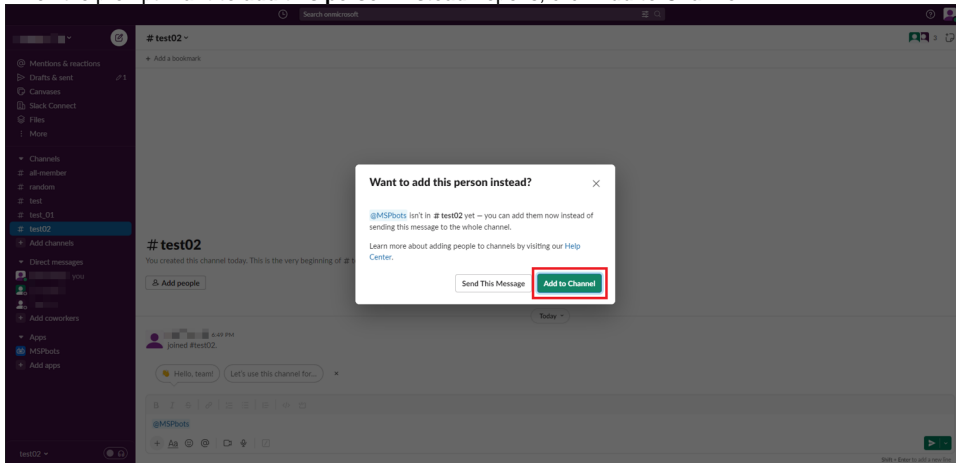
MSPbots APP Not in channel

@channel Notify everyone in this channel.

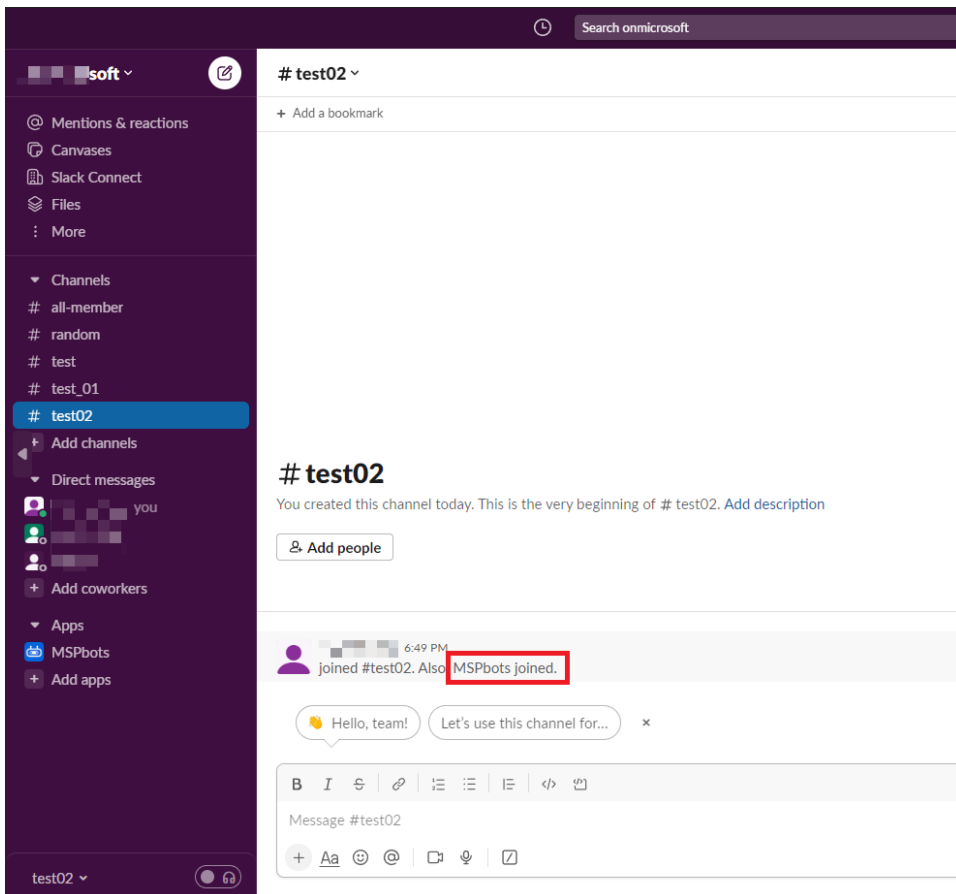
@here Notify every online member in this channel.

+ Aa @ 📎 🗣️ 📎

b. When the prompt **Want to add this person instead?** opens, click **Add to Channel**.

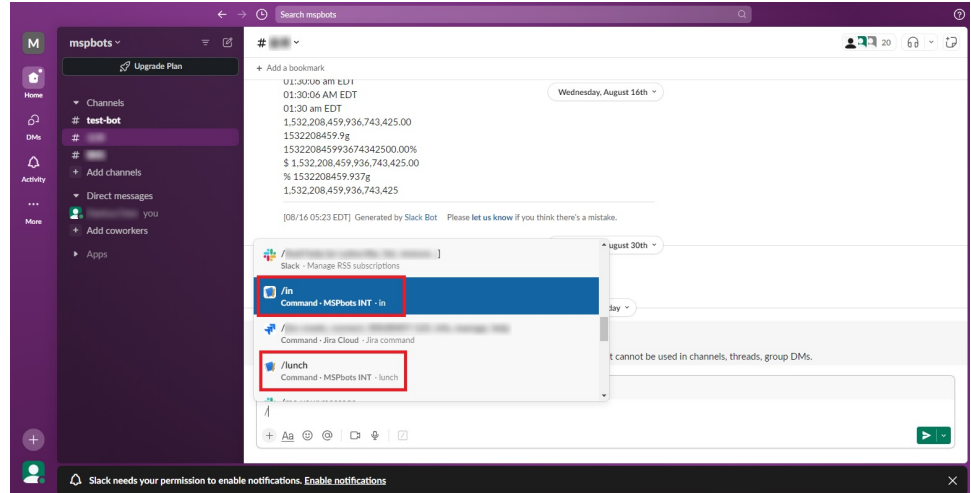


c. A message that says "MSPbots joined" means you can start sending messages to this channel in MSPbots.



- Currently, **Attendance**, **help** and **nt** commands are supported. Please note that when entering a command, you must prefix it with **/**. For example, **/in**, **/help**.
 - **Attendance commands**
 - **/in** - Updates your status to **in** and records the start time of your work in the database.
 - **/break** - Updates your status to **break** and records the start time of your break.
 - **/lunch** - Updates your status to **lunch** and records the start time of your lunch break.
 - **/onsite** - Updates your status to **onsite** and records the time you are working at the client's location.
 - **/back** - Updates your status to **in** and records the time when you switch back from the **break** or **lunch** status to working status.
 - **/out** - Updates your status to **out** and records the end time of your work.

- **/wfh** - Updates your status to **wfh** and records the start time of your remote work at a location such as your home.



Other commands

- **/help** - Entering the command **/help** gets the ticket's description and company details. This can help you quickly understand the content of the work order, reduce the time required to resolve issues, and improve work efficiency. It will return a message like the following:

- Agreement: Chicago Computer Club Corp Managed Service - T2
- Predecessor:
- Estimated Start Date:
- Due Date:
- Duration:
- Impact: Low
- Urgency:
- Priority: Priority 4 - Low
- SLA Status:

Company Details

- Company: Chicago Computer Club Corp
- Contact Name: Proactive Tasks
- Phone:
- Email: mspbots.ai@.com
- Site: Main
- Address 1:
- Address 2:
- City: Chicago
- State:
- Zip:

Next tickets

Reject this ticket

- Clicking the **Next tickets** button on this message returns the next ticket information, while clicking the **Reject this ticket** button brings up the Reject Ticket pop-up window where you must provide the reason for rejection.

Reject Ticket

Why are you rejecting this ticket [258545]?

Cancel

Reject

- **/nt** - Entering the **/nt** command returns the next ticket in your PSA that is in the highest priority and its details. If commands are not displayed in the conversation list when you enter **/** before the command, or if you see the following message, please follow the instructions below:



MSPbots APP 6:06 PM

Thank you for trying out MSPbots! Before we proceed, we kindly ask you to complete the product registration process on our website at <https://app.mspbots.ai/> to ensure a seamless experience. Please follow the registration link provided and create an account to get started. Thank you for choosing MSPbots!

- Go to **Settings > User Management** on the MSPbots navigation bar.
- Find the user on the User Management list and click the corresponding **Edit** button under the Action column.
- In the **Edit** window, scroll down to the **THIRD-PARTY PLATFORM MAPPING** section and check if the user's name is selected under **Slack User Mapping**. If it is not selected, select it and click **Confirm**. If it is already selected, wait for the data synchronization to complete. This may take around ten minutes. after which you can start using commands in the Slack chat dialog.

Edit

User Name

@mspbots.ai

Email

@mspbots.ai

First Name

Last Name

Display Name

Password

Mobile

Mobile

Business Phones

Business Phones

JOB INFORMATION

Manager

Department

mspbotsai

ACCOUNT INFORMATION

Role Config

Admin + 8

Status

After a user's account is suspended, that user will not be able to log in.

Message

After closing the message, the user's teams will no longer receive messages from MSPbots.ai.

Home Channel

Home Channel

Home Page

Home Page

THIRD-PARTY PLATFORM MAPPING

CW User Mapping

CW User Mapping

TSheets User Mapping

TSheets User Mapping

Kaseya BMS User Mapping

Kaseya BMS User Mapping

Halo User Mapping

Halo User Mapping

Teams User Mapping

@mspbots.ai

Time Doctor User Mapping

Time Doctor User Mapping

Jira User Mapping

@mspbots.ai

Slack User Mapping

Slack User Mapping

Cancel

Confirm

We respect and protect your data. Read our [Data Security](#) and [Privacy Policy](#) to know how we use your information.

Related Topic

- [Chat Commands Are Not Working Properly in the MSPbots App in Slack](#)