Slack Service Integration Setup

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

What's in this article:

- How to get my workspace name
- How to set up my integration with Slack
- How to send messages to Slack
    - Prerequisites
    - Do the following
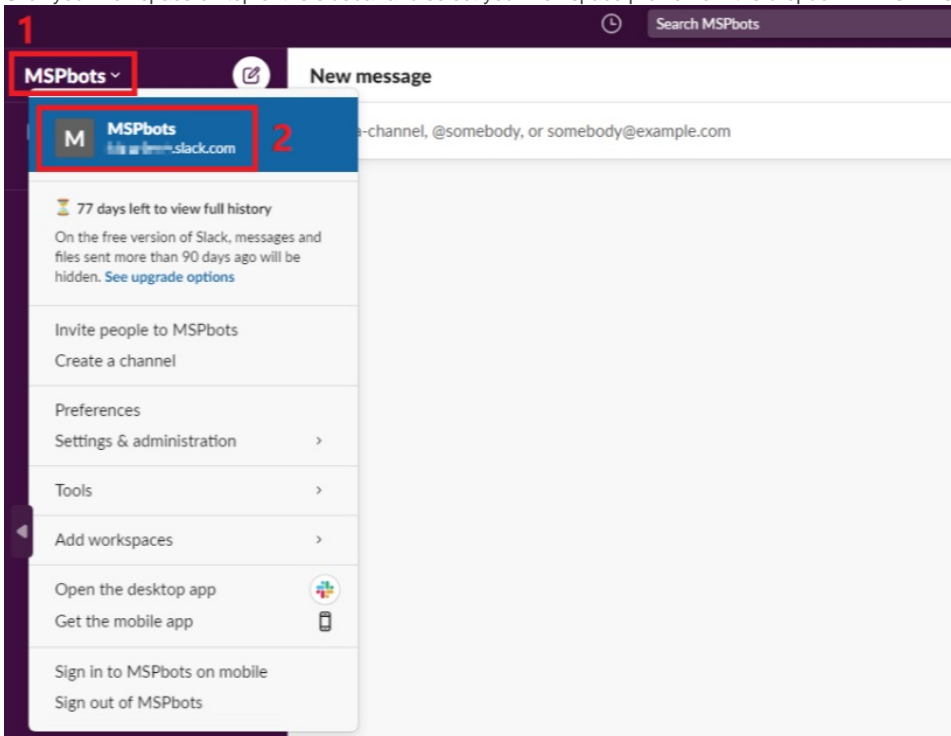- Related Topic

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.

3. 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.
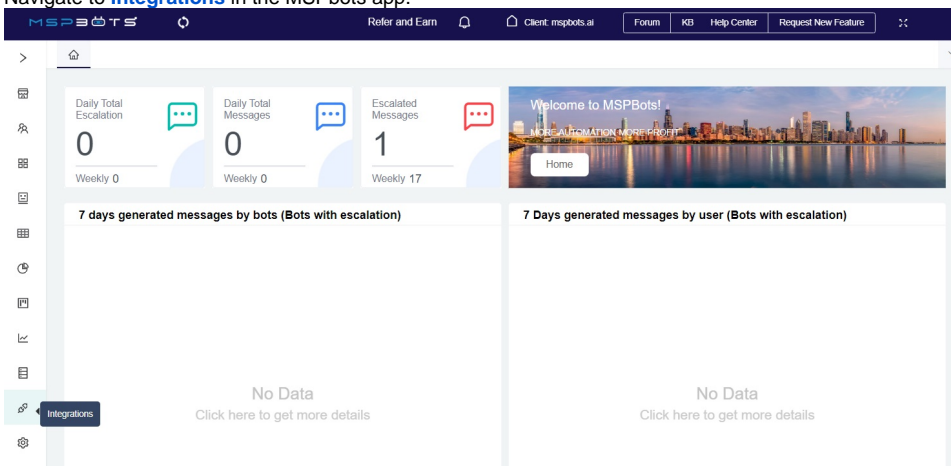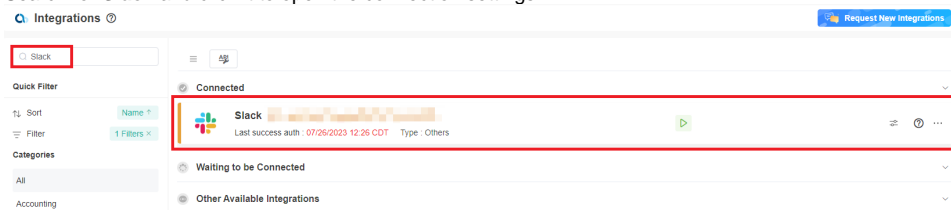

How to set up my integration with Slack

Do the following steps to connect Slack to MSPbots:
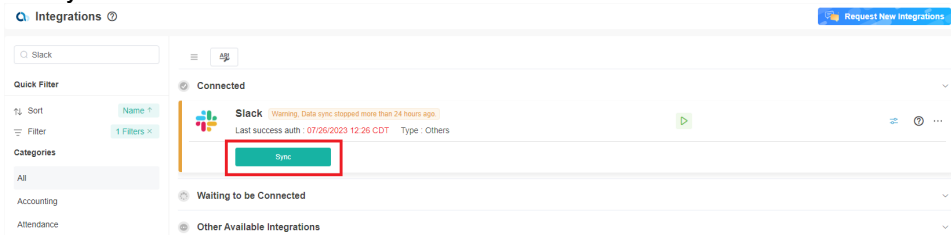
1. Navigate to **Integrations** in the MSPbots app.

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

3. 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.

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

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

7. Click Allow when asked to give the MSPbots app permission to access the MSPbots Slack workspace.
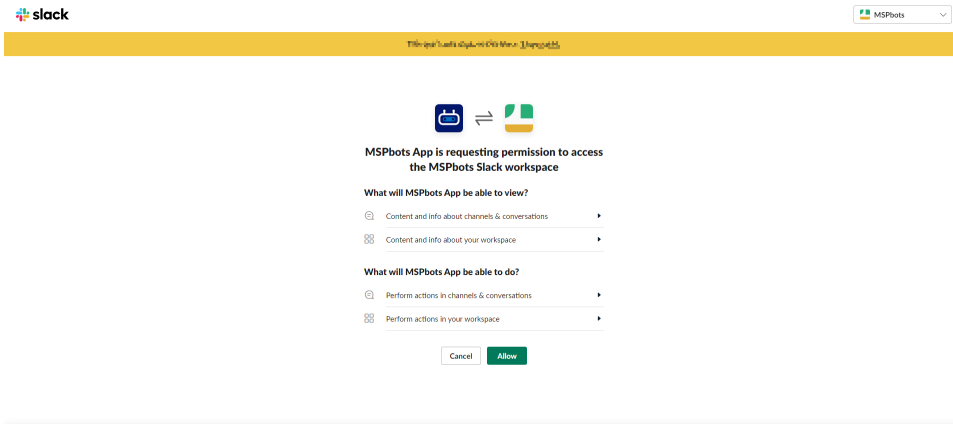
8. A redirect success window opens and shows that MSPbots has successfully connected to the MSPbots Slack workspace.
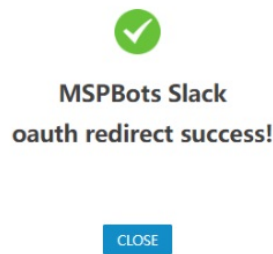
The MSPbots app is automatically installed in Slack when a successful connection is established. To verify the installation, log in to Slack and navigate to **More** > **Apps**.

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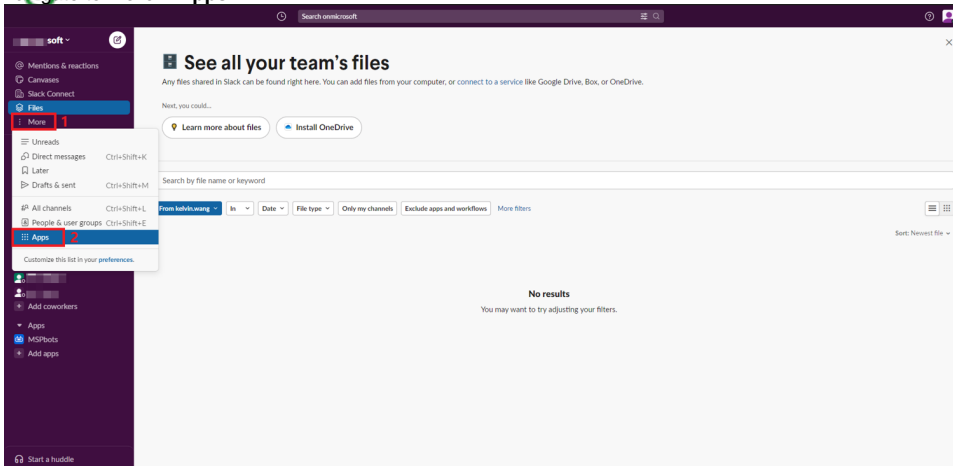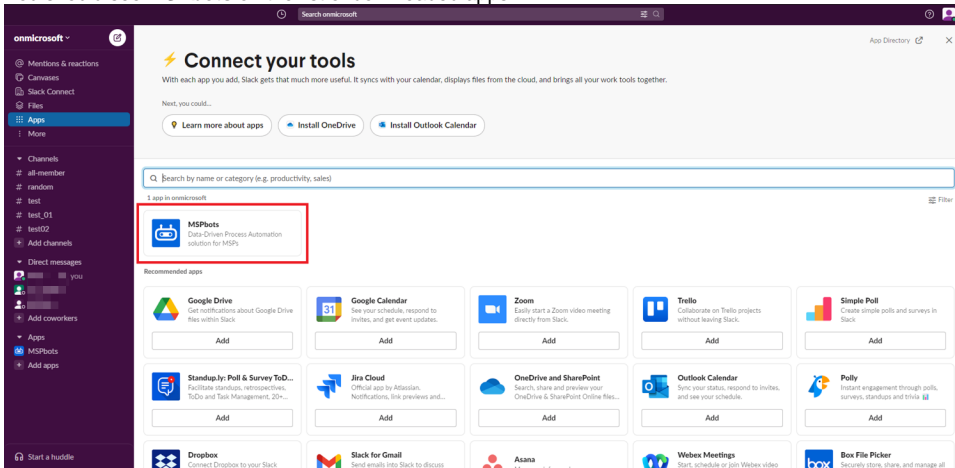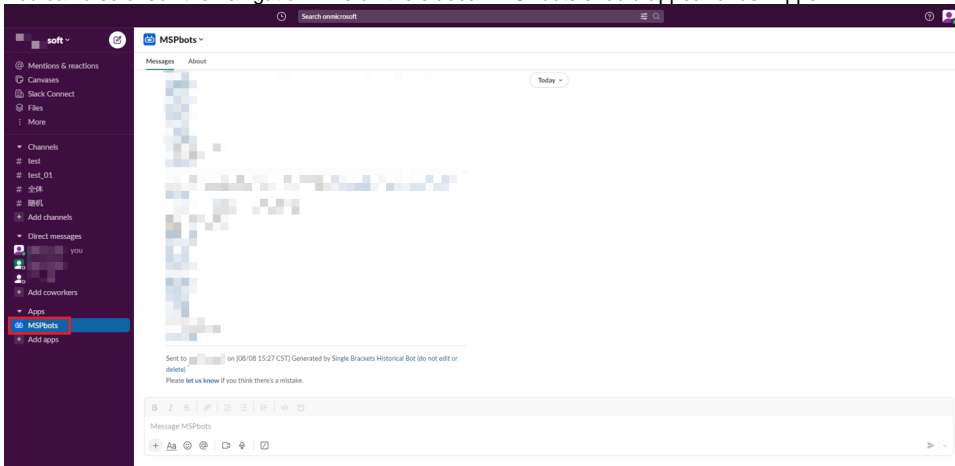
You can send messages directly to Slack chats right after the MSPbots App is installed in Slack's Apps. To start sending messages, configure the Alert bot block and add MSPbots to the Slack channel to start sending messages to Slack.

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

- How to clone a bot:
    1. Click on the bot you want to clone.
    2. When the **Tips** popup appears, click **Yes**.
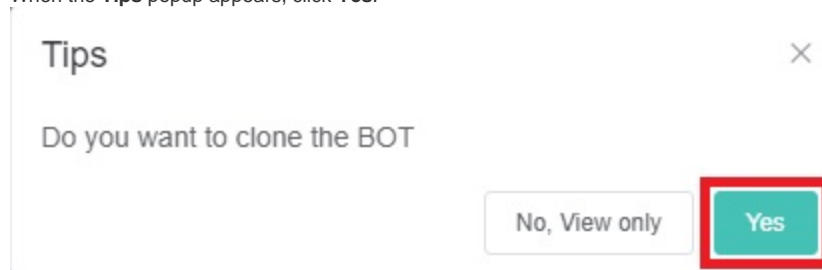
    3. On the **Clone** page, configure the name, roles(The admin must be checked, and you can also select the roles that can see/access this bot based on your needs, such as user.), tags, description for the cloned bot.

    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.

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**.

b. When the prompt **Want to add this person instead?** opens, click **Add to Channel**.
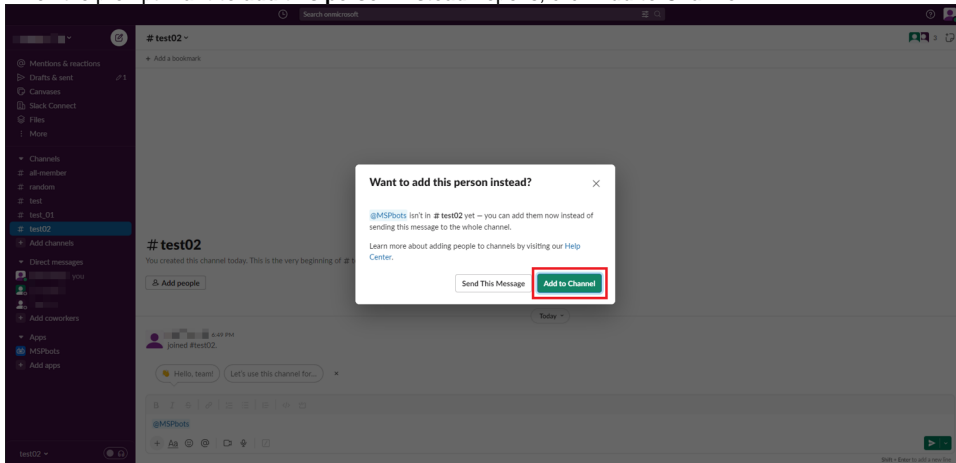
c. A message that says "MSPbots joined" means you can start sending messages to this channel in MSPbots.
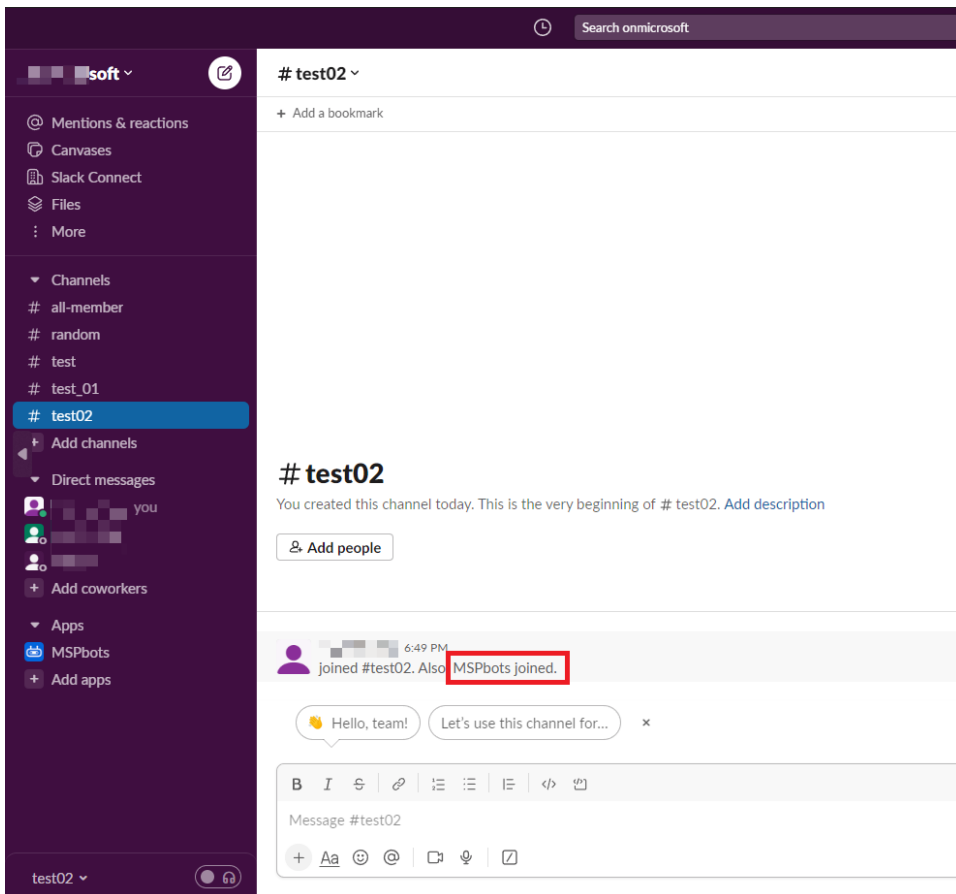
- Currently, **Attendance**, **help** and **nt** commands are supported. Please note that when entering a command, you must prefix it with **/**. For example, **/in**, **/help**.

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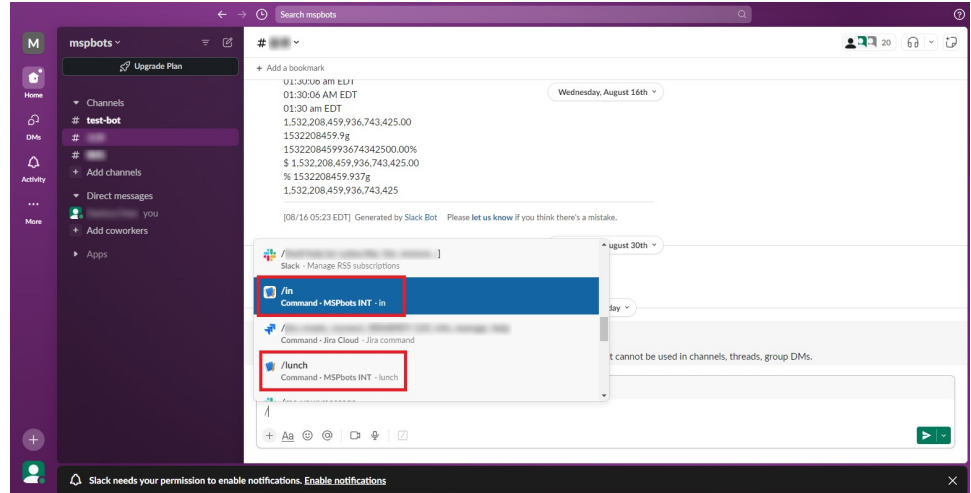
- ○ **Other commands**
  - ■ **/help** - Entering the command **/help** gets the ticket's description and company details. This can help you quickly understand the content of the work order, reduce the time required to resolve issues, and improve work efficiency. It will return a message like the following:

- 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:

- 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 entering / 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!

i. Go to **Settings** > **User Management** on the MSPbots navigation bar.
ii. Find the user on the User Management list and click the corresponding **Edit** button under the Action column.
iii. 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.

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