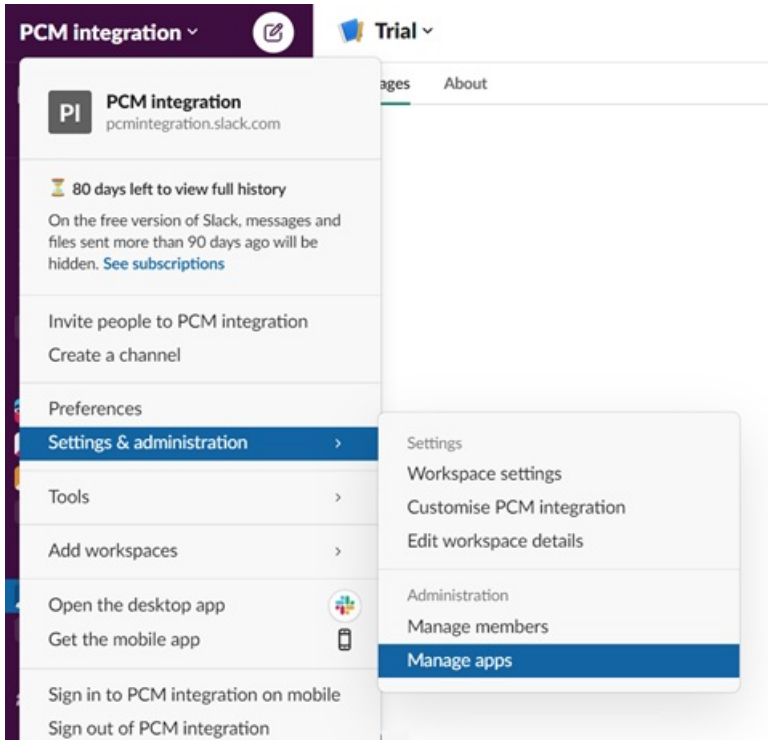


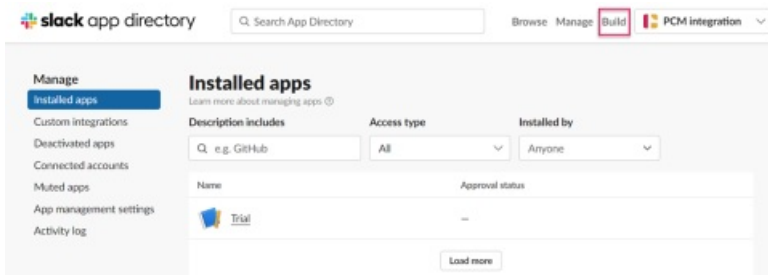
Slack Integration with Puzzel Case Management

To Integrate Slack into Puzzel Case Management, you need to:

1. Click on your Slack workspace name at the top-left-hand side and navigate to Settings & administration -> Manage apps to open the Slack app directory.



2. Click on **Build** in the top menu bar to open the Slack api window.



3. Click on **Create New App** button and select **From Scratch**. Give your app a suitable name, select the appropriate workspace and click **Create App** button.
4. Click on Incoming Webhooks box and toggle Activate Incoming Webhooks option to **ON**. Click on **Add new Webhook to Workspace**.

5. Select a channel where the messages should be posted to and click **Allow**.



Slack PCM integration is requesting permission to access the PCM integration Slack workspace

Where should Slack PCM integration post?

Slack PCM integration requires a channel to post to as an app

pcm-integration

Cancel Allow

6. A new Webhook URL will be generated. Copy the url to the clipboard to use it in Puzzel Case Management.

7. In Puzzel Case Management, click on Settings -> Integrations -> Outbound Integrations -> Webhooks. Click on **New Webhook** and copy the URL from Slack into the URL bar. Give your Webhook a name, make sure **Method** is set to POST, and **Authenticates via** is set to None. Click **Save**.

slack integration

URL*

Name*

Method*

Authenticates Via*

Custom headers

Name	Value *	
<input type="text" value="New Attribute Name"/>	<input type="text" value="New Attribute Value"/>	<input type="button" value="+"/>

8. Create your Schema: Settings -> Integrations -> Outbound Integrations -> Schemas. Then click “New Schema”. Give your Schema a Name, Content Type: JSON. Content should be written in the following format:

Schema Details

Name

Content Type

Content

```
{
  "text": "Hello, Customer: {{customer.name}} has an escalated case requiring your attention. Link:
  https://product.logicalware.com/tickets/{{ticket.ticket_ref}}"
}
```

```
{
  "text": "Hello, Customer: {{customer.name}} has an escalated case requiring your attention. Link:
  https://example.logicalware.com/tickets/{{ticket.ticket_ref}}"
}
```

9. Create an Event Rule condition to trigger your webhook by navigating to Settings -> Productivity -> Event Rules. Learn more about creating Event rules [here](#).

Example use case

As a supervisor, I would like an alert in Slack channel when an agent assigns a case directly to me. This will help me navigate to Puzzel Case Management through the link provided in Slack.

In the above example, I would create an event rule with a condition which looks as shown below. In the ‘Rule Actions’, select the webhook and the schema which should be used when the conditions of my rule are met.

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Rule Conditions

If **all** of the following conditions are met:

User	is equal to	Jayanthi Kumar	X Remove
Ticket Event	is equal to	User Changed	X Remove

+ Add condition

A notification will be sent to a slack channel if a ticket is assigned to you as shown in the image below.

