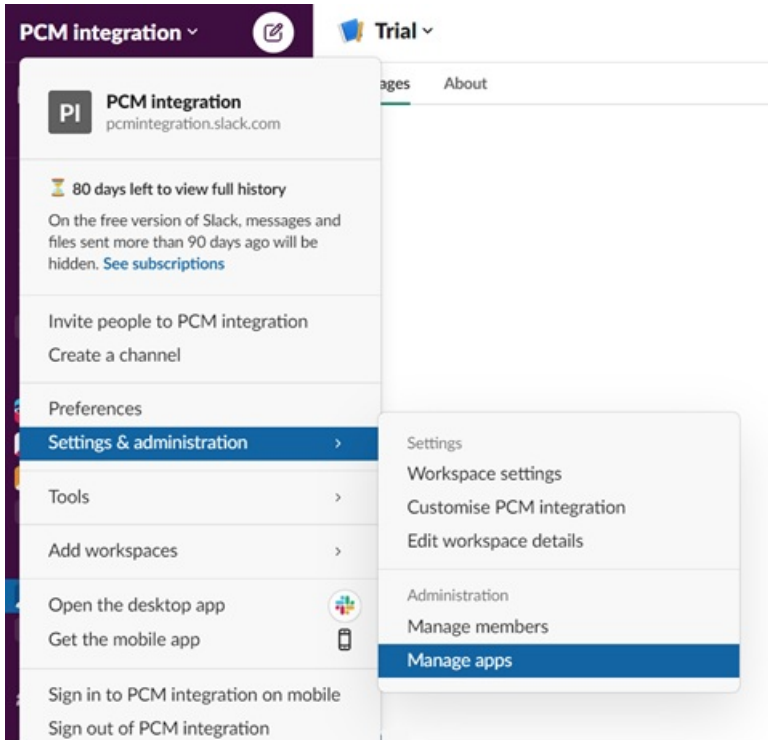


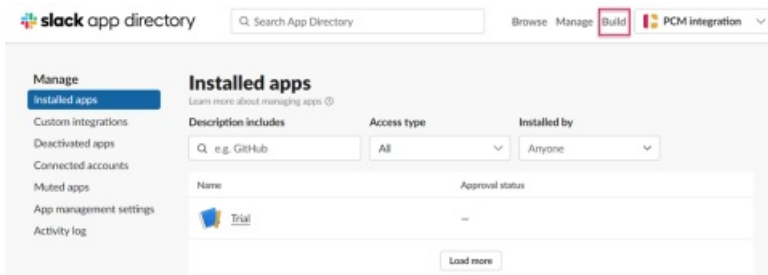
## Slack Integration with Puzzel Case Management

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**.

The screenshot shows the Slack app settings interface. On the left is a navigation menu with options like 'Basic Information', 'Collaborators', 'Socket Mode', 'Install App', 'Manage Distribution', 'Features', 'App Home', 'Org Level Apps', 'Incoming Webhooks' (highlighted), 'Interactivity & Shortcuts', 'Slash Commands', 'Workflow Steps', 'OAuth & Permissions', 'Event Subscriptions', 'User ID Translation', 'App Manifest', 'Beta Features', 'Submit to App Directory', 'Review & Submit', and 'Give feedback'. The main content area is titled 'Activate Incoming Webhooks' with a toggle switch set to 'On'. Below the title, there is explanatory text about incoming webhooks and instructions on how to add them. A sample curl request is provided in a code block: `curl -X POST -H 'Content-type: application/json' --data '{"text": "Hello, world!"}' YOUR_WEBHOOK_URL_HERE`. At the bottom, there is a table with columns 'Webhook URL', 'Channel', and 'Added By', which is currently empty. A button 'Add New Webhook to Workspace' is visible below the table.

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.

Webhook URL	Channel	Added By
<a href="https://hooks.slack.com/services/...">https://hooks.slack.com/services/...</a> Copy	#pcm-integration	jayanthi.kumar Oct 4, 2022

Add New Webhook to Workspace

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.

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.

Rule Conditions

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

User	is equal to	Jayanthi Kumar	<a href="#">Remove</a>
Ticket Event	is equal to	User Changed	<a href="#">Remove</a>

[+ Add condition](#)

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

