

 **Slack link**
Installation manual

June 2020

Inhoudsopgave

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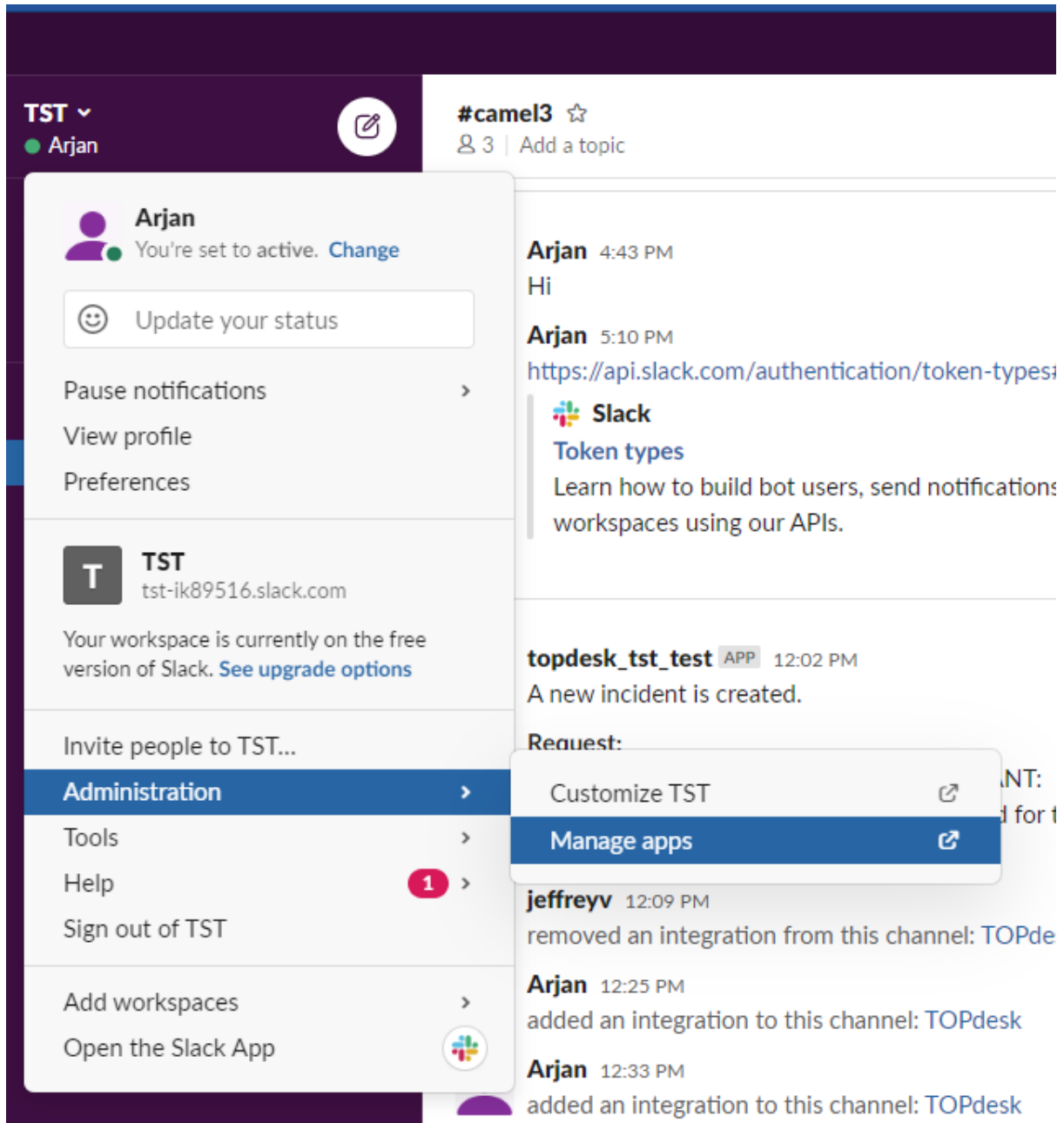
1. Summary

With the Slack link, you can deliver messages from TOPdesk to Slack. For example, let TOPdesk post a message in Slack when a new first line call of a certain type is created. The message will contain information such as the call number and description, as well as a link to open the call in TOPdesk.

To install this Slack link, you create an action sequence in TOPdesk, and install an app in Slack. Make sure you have sufficient permissions to do this.

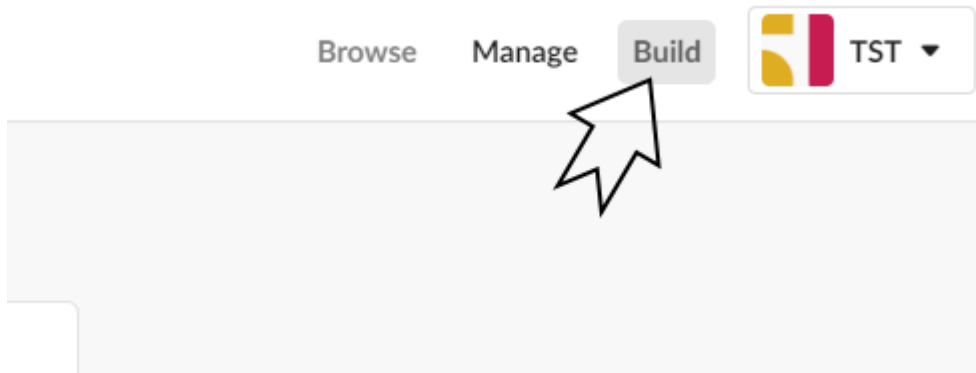
2. Creating the Slack app

1. In Slack, go to [Your Workplace]\Administration\Manage Apps

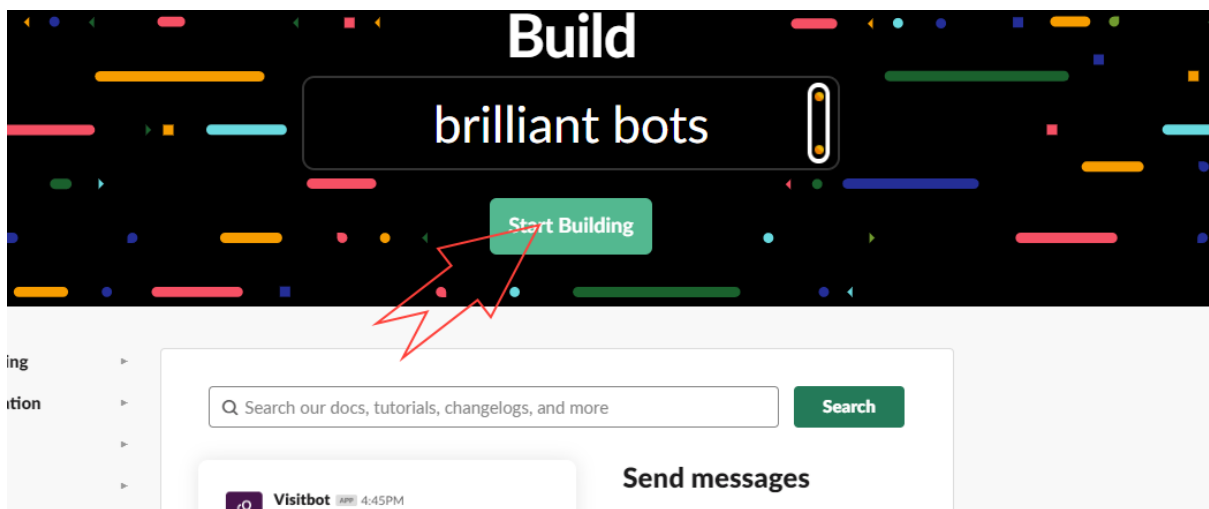


The screenshot shows the Slack interface for a channel named #camel3. On the left, the user profile for Arjan is visible, along with the workspace name TST (tst-ik89516.slack.com). The 'Administration' menu is open, and the 'Manage apps' option is highlighted. The main chat area shows a message from Arjan at 4:43 PM saying 'Hi', followed by a message at 5:10 PM with a link to the Slack API documentation. Below that, a message from the 'topdesk_tst_test' app at 12:02 PM says 'A new incident is created.' and 'Request:'. A subsequent message from 'jeffreyv' at 12:09 PM says 'removed an integration from this channel: TOPde'. Finally, two messages from Arjan at 12:25 PM and 12:33 PM say 'added an integration to this channel: TOPdesk'.

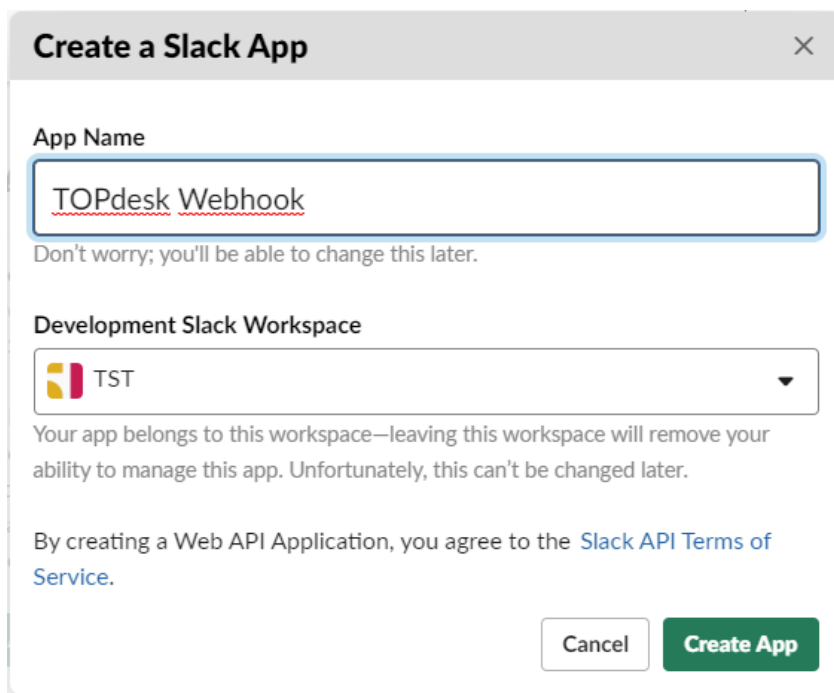
2. At the top right corner, click **Build**



3. Click **Start Building**



4. Enter a name for the App and select the workspace you'd like to install it to



5. Click on **Incoming Webhooks** (a), activate incoming webhooks (b), and click **Add New Webhook to Workspace** (c)

TOPdesk Webh...

Incoming Webhooks

Settings

- Basic Information
- Collaborators
- Install App
- Manage Distribution
- Submit to App Directory

Features

- App Home
- Incoming Webhooks**
- Interactivity & Shortcuts
- Slash Commands
- OAuth & Permissions
- Event Subscriptions
- User ID Translation
- Where's Bot User

Slack

- Help
- Contact
- Policies
- Our Blog

Activate Incoming Webhooks

Incoming webhooks are a simple way to post messages from external sources into Slack. They make use of normal HTTP requests with a JSON payload, which includes the message and a few other optional details. You can include [message attachments](#) to display richly-formatted messages.

Adding incoming webhooks requires a bot user. If your app doesn't have a [bot user](#), we'll add one for you.

Each time your app is installed, a new Webhook URL will be generated.

If you deactivate incoming webhooks, new Webhook URLs will not be generated when your app is installed to your team. If you'd like to remove access to existing Webhook URLs, you will need to [Revoke All OAuth Tokens](#).

Webhook URLs for Your Workspace

To dispatch messages with your webhook URL, send your [message](#) in JSON as the body of an `application/json` POST request.

Add this webhook to your workspace below to activate this curl example.

Sample curl request to post to a channel:

```
curl -X POST -H 'Content-type: application/json' --data '{"text": "Hello, World!"}' YOUR_WEBHOOK_URL_HERE
```

Webhook URL	Channel	Added By
No webhooks have been added yet.		

Add New Webhook to Workspace

6. Select a channel to post your TOPdesk calls to. Make sure to remember the name of this channel, you'll need to enter it in the TOPdesk action sequence later on.
7. Click **Allow**

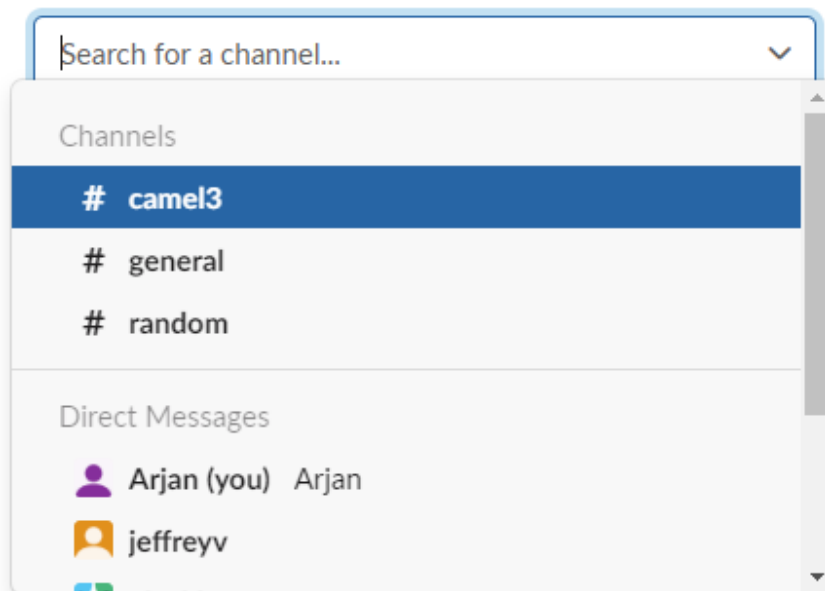
This app was created by a member of your workspace, TST.

TOPdesk Webhook is requesting permission to access the TST Slack workspace



Where should TOPdesk Webhook post?

TOPdesk Webhook requires a channel to post to as an app



8. Copy the webhook URL and paste it in a text document. You will need it when creating the TOPdesk Action Sequence later on.

Sample curl request to post to a channel:

```
curl -X POST -H 'Content-type: application/json' --data '{"text": "Hello, World!"}'  
https://hooks.slack.com/services/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
```

Copy

Webhook URL

Channel

Added By

https://hooks.slack.com/services/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

Copy

#camel3

Arjan

Jun 25, 2020



Add New Webhook to Workspace

- Click on **OAuth & Permissions** (a), and then under Bot Token Scopes: **Add an OAuth Scope** (b)

OAuth & Permissions

- Event Subscriptions
- User ID Translation
- Where's Bot User

Slack

- Help
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- Policies
- Our Blog

Redirect URLs

You will need to configure redirect URLs in order to automatically generate the Add to Slack button or to distribute your app. If you pass a URL in an OAuth request, it must (partially) match one of the URLs you enter here. [Learn more](#).

Redirect URLs

You haven't added any Redirect URLs

Add New Redirect URL

Save URLs

Scopes

A Slack app's capabilities and permissions are governed by the scopes it requests.

Bot Token Scopes

Scopes that govern what your app can access.

OAuth Scope	Description
incoming-webhook	Post messages to specific channels in Slack

Add an OAuth Scope

User Token Scopes

Scopes that access user data and act on behalf of users that authorize them.

- In the dropdown list, select **chat:write.public**

Scopes

A Slack app's capabilities and permissions are governed by the [scopes](#) it requests.

Bot Token Scopes

Scopes that govern what your app can access.

OAuth Scope	Description	
<code>incoming-webhook</code>	Post messages to specific channels in Slack	

- `chat:write`
Send messages as @topdesk_webhook
- `chat:write.customize`
Send messages as @topdesk_webhook with a customized username and avatar
- `chat:write.public`**
Send messages to channels @topdesk_webhook isn't a member of
- `links:write`
Show previews of URLs in messages

You haven't added any OAuth Scopes for your User token.

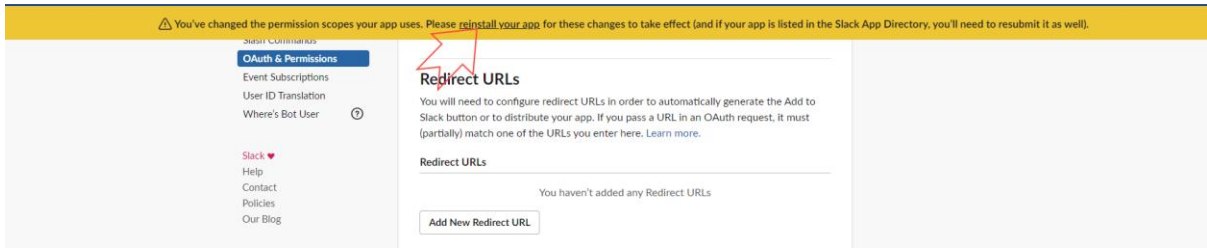
[Add an OAuth Scope](#)

11. Click **Add Scopes**

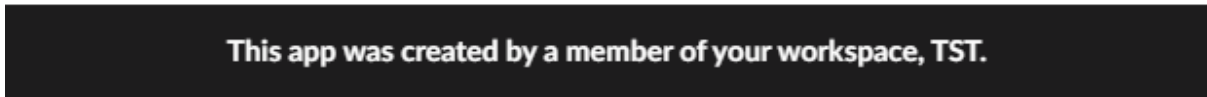
Additional scope required

To add `chat:write.public`, you'll also need to add `chat:write`. Do you want to add both of these scopes to your app?

12. In the yellow alert bar at the top of the screen, click **reinstall your app**



13. Select your channel again

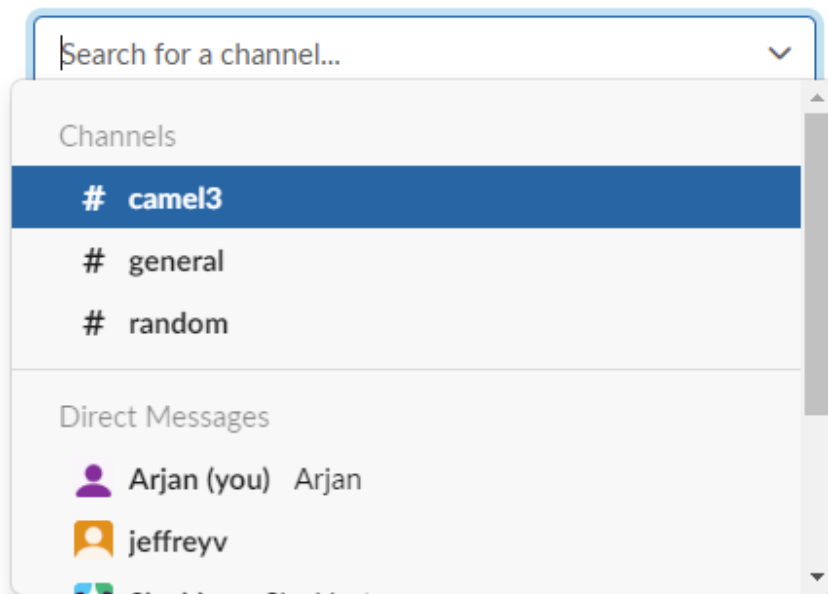


TOPdesk Webhook is requesting permission to access the TST Slack workspace



Where should TOPdesk Webhook post?

TOPdesk Webhook requires a channel to post to as an app



14. Copy the **Bot User OAuth Access Token** and paste it in a text file for later use

Tokens for Your Workspace

These tokens were automatically generated when you installed the app to your team. You can use these to authenticate your app. [Learn more.](#)

Bot User OAuth Access Token

xoxb-1066686668887-1229327260384-JGLvWkcnPg2zCrYkz9D1ucFc

Copy

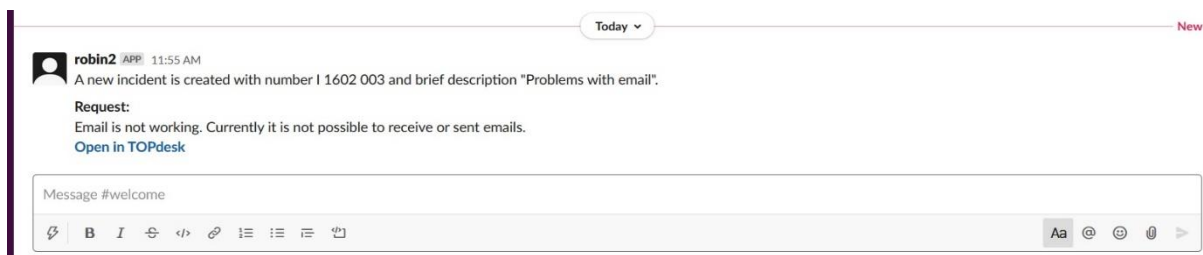
Reinstall App

3. Creating the action sequence in TOPdesk

15. Download the Slack link action sequence (as a .json file) from the [TOPdesk Market Place](#)
16. In TOPdesk, check that the event you want to use exists (for example: "when a new first line call with category 'x' is created") or create it
17. Create a new action sequence by navigating to **Modules > Action Management > New: Action Sequence**
18. Select the card type you want to trigger the action sequence from. For example, if you want to send a message to Slack when a first line call is created, select Call Management – First line call
19. In the upper right hand corner, click **Import**
20. Select the Slack link .json file you downloaded from the Market Place
21. Fill in the variables.
 - At **Slack_Webhook**, enter the webhook URL from step 8
 - At **Slack_Channel**, enter the channel you selected in steps 6 and 13
 - At **Slack_Token**, enter the token you obtained in step 14
 - At **TOPdesk_URL**, enter your TOPdesk base URL (for example <https://yourcompanyname.topdesk.net>)
22. In step 1, in the Body, you see the text that will be sent to Slack:

```
"A new incident is created with number ${naam} and brief description\n"${korteomschrijving}\"\n\n*Request:* \n${verzoek}\n<${_variables.TOPdesk_URL}/tas/secure/incident?unid=${unid}|*Open in TOPdesk*>"
```

It will look like this in Slack, with data imported from the card it was sent from:



Change the text if you want to.

23. On the left hand side, enter the action sequence settings.

- Tick **Active**, and indicate where the action sequence should be triggered (e.g. when a new first line call is created in the SSP and/or in the Operator's section)
- Under Linked Events, add the event(s) that should trigger the action sequence
- You can also choose to make the action sequence available in a context menu
- Add a description for easy reference

24. Click **Save** and you Slack integration is good to go.