

Enabling Slack Notifications for Live Chats in Routing Forms

When a guest requests a live chat, you can receive notifications in Slack via webhooks.

Key Benefits of Slack Notifications for Live Chats

- **Real-time Alerts:** Get instantly notified when guests request live assistance.
 - **Customizable Channels:** Route notifications to specific channels to better organize your team.
-

Step 1: Create a Workflow in Slack

To enable notifications, start by creating a Workflow in Slack. Slack will generate a unique request URL for your workflow once you publish it that you will need to paste in OnceHub.

For more information on this, we recommend taking a look at [Slack's help center](#).

Step 2: Add the Webhook in OnceHub

Now, add your request URL from Slack to OnceHub to start receiving notifications:

Navigating to the Flow Builder

1. Click on **Routing Forms** in the left-hand navigation menu.
2. Select the form you want to get Slack notifications for.

Adding the Webhook URL

1. Select the **Live chat** action.
 2. Add the URL to **Webhook Notifications**.
 3. Click on **Save**.
-

Step 3: Test the Integration

Once everything is set up:

1. Click the Test button in OnceHub's Live chat action settings to send a test notification to your Slack channel.
 2. Confirm that the Slack channel receives the test message to ensure the integration is working.
-