Enabling Slack Notifications for Live Engagements in Chatbots

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

When the notification is sent via webhook, the entire chat transcript up to the live chat or instant call is included.

Key Benefits of Slack Notifications for Live Engagements

- **Real-time Alerts:** Get instantly notified when guests request live assistance.
- **Customizable Channels:** Route notifications to specific channels to better organize your team.
- **Enhanced Preparation:** Notifications allow your team to be prepared with necessary context before engaging in a live chat.

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

After generating your unique webhook URL in Slack, paste the link in the OnceHub chatbot builder.

You can configure this for **Live Chats** or **Instant Calls**.

Navigating to the Flow Builder

To edit your chatbot's settings, you first need to open the specific bot in the editor.

1. Click **Chatbot** in the left-hand navigation menu.
2. Select the chatbot you want to configure.

Adding the Webhook URL for Live Chats

Configure this interaction to trigger an alert immediately when a site visitor requests a text-based live chat.

1. Add the **Live chat** action from the **Add Interaction** pane on the right.
2. Add the URL in the **Notify in your messaging platform** textbox.
3. Click **Save** to confirm the changes.

Adding the Webhook URL for Instant Calls

Configure this interaction to trigger an alert when a site visitor requests a video call.

1. Select the **Instant call** action from the **Add Interaction** pane on the right.
2. Add the URL in the **Notify in your messaging platform** textbox.
3. Click **Save** to confirm the changes.

Step 3: Test the Integration

To ensure your integration is working correctly:

1. Click the **Test** button located at the top of the interaction pane, directly next to the **Search interactions** bar.
2. Confirm that you received the test message to ensure the integration is working.