



Use Webhooks with Slack (build your own app)

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If you don't want to rely on our pre-built [KnowledgeOwl Webhooks Slack app](#), you can create webhooks to monitor your team's editing activity, or your customers' feedback inside of your Slack account in real time. This involves some set up on the Slack and the KnowledgeOwl side.



Deprecation notice

Previous versions of these instructions suggested you install the Incoming Webhooks app. Slack has announced deprecation of that app. Please follow the instructions below to create your own Slack app using the Incoming Webhooks functionality, or [Use the KnowledgeOwl Webhooks Slack app](#).

Slack

1. In a browser, go to <https://api.slack.com/apps>.
2. Select **Create an App**.

slack api

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Your Apps

Build something amazing.

Use our APIs to build an app that makes people's working lives better. You can create an app that's just for your workspace or create a public Slack App to list in the App Directory, where anyone on Slack can discover it.

Create an App

Your App Configuration Tokens

Generate Token

Learn about tokens

Don't see an app you're looking for? Sign in to another workspace.

Translated content

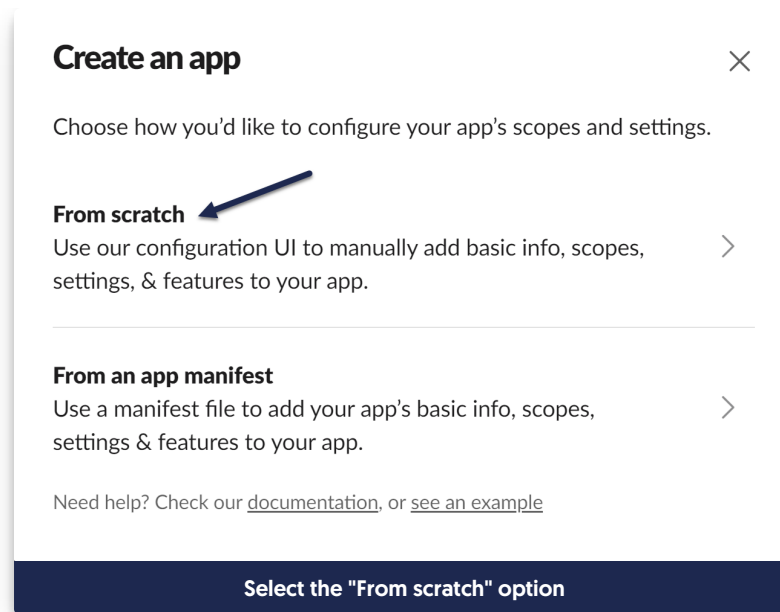
JP

Stay updated

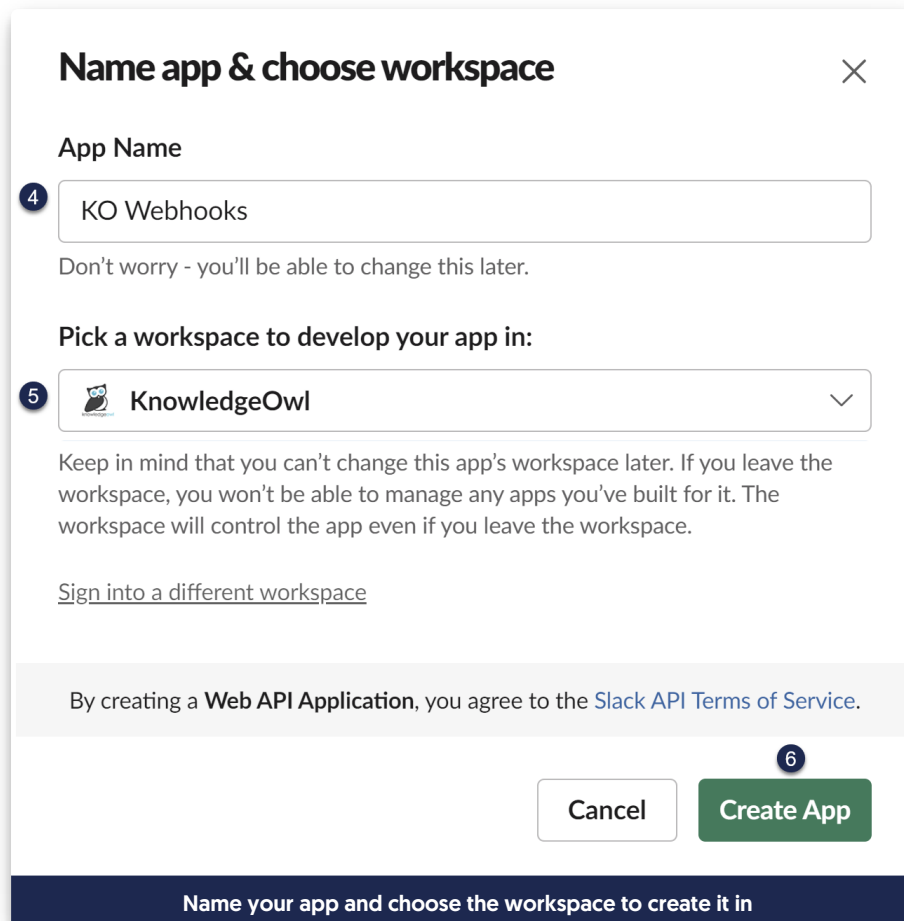
Changelog

Create an App button

3. In the **Create an app** pop-up, select the **From scratch** option.



4. Enter an App Name. Here, we use KO Webhooks.
5. Select the Slack workspace to add the app to.
6. Once you've finished making your selections, select Create App.



7. *Optional:* Your Slack App will use a default logo of a notebook and ruler when it posts through the webhook and a specific background color. To update that image or background color, scroll down the page to the **Display Information** section to update the App Icon, background color, name, and various descriptions.

Display Information

This information will be shown in the Slack App Directory and in the Slack App. For more information, view our [App Detail Guidelines](#).

App name **Short description**

App icon & Preview **KO Webhooks** APP

Background color

Long description

Add a long description that will show up on your App Detail page. You can format your description with bold text, lists and more.

Scroll further down the page to adjust the app icon, name, description, and more!

8. Near the top of the page in the **Add features and functionality** section, select **Incoming Webhooks**.

slack api

Q Search

KO Webhooks

Basic Information

Building Apps for Slack

Create an app that's just for your workspace (or build one that can be used by any workspace) by following the steps below.

Add features and functionality

Choose and configure the tools you'll need to create your app (or review all our [documentation](#)).

Building an internal app locally or behind a firewall?
To receive your app's payloads over a WebSockets connection, enable [Socket Mode](#) for your app.

- Incoming Webhooks**
Post messages from external sources into Slack.
- Interactive Components**
Add components like buttons and select menus to your app's interface, and create an interactive experience for users.
- Slash Commands**
Allow users to perform app actions by
- Event Subscriptions**
Make it easy for your app to respond to

Select Incoming Webhooks from the Add features and functionality section

9. Once the Incoming Webhooks page opens, toggle the Activate Incoming Webhooks setting to On.

KO Webhooks

Incoming Webhooks

Activate Incoming Webhooks

On

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](#).

Slide the Activate Incoming Webhooks toggle to "On"

10. Go to the Webhook URLs for Your Workspace section and select Add New Webhook to Workspace.

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
```

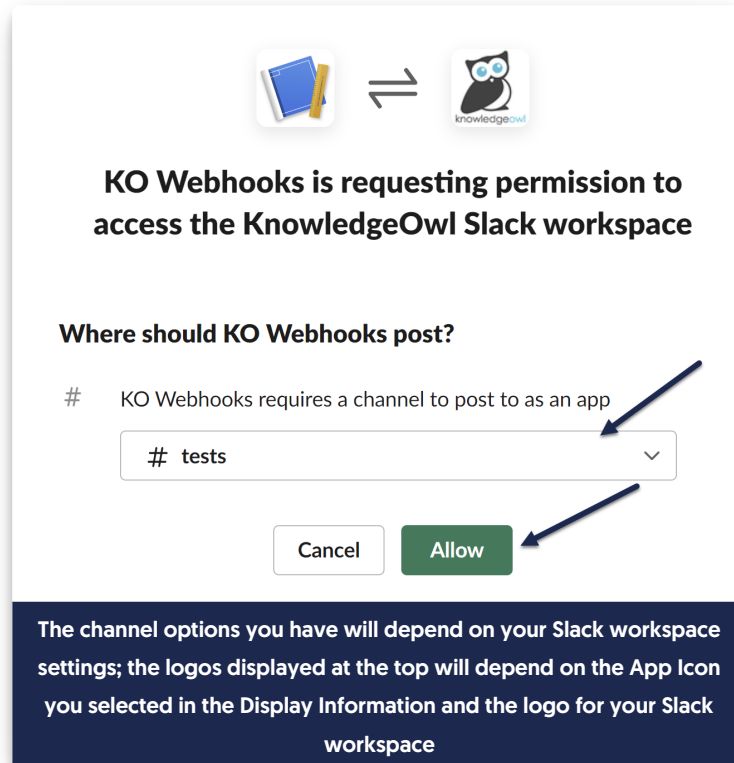
Webhook URL	Channel	Added By
-------------	---------	----------

No webhooks have been added yet.

Add New Webhook to Workspace

Find and select this option in the Webhook URLs for Your Workspace

- This will prompt you to select a channel to post to in the app within the Slack workspace you selected in Step 5. Choose the channel you'd like the webhooks to post to and select **Allow**. Here, we're using the `#tests` channel:



The screenshot shows a permission dialog for 'KO Webhooks' (represented by a book icon) requesting access to the 'KnowledgeOwl' Slack workspace (represented by an owl icon). The dialog asks 'Where should KO Webhooks post?' and shows a dropdown menu with the selected channel '# tests'. Below the dropdown are 'Cancel' and 'Allow' buttons. A dark blue banner at the bottom explains that channel options depend on workspace settings and app icons.

- This will now show a new Webhook URL in the **Webhook URLs for Your Workspace** section. Select **Copy** to copy it--we'll need to use it in the next set of steps!

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!"}'  
https://hooks.slack.com/services/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
```

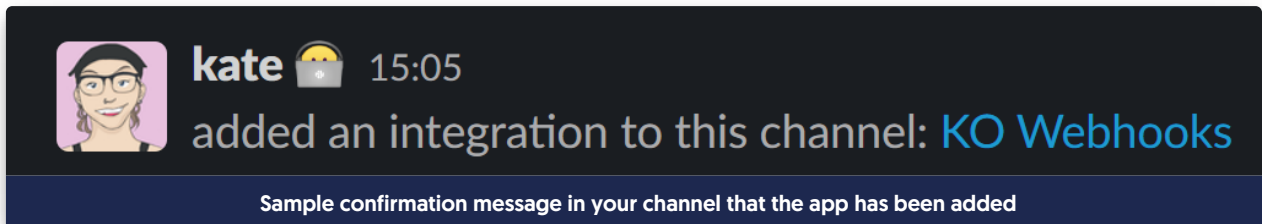
Copy

Webhook URL	Channel	Added By	
<code>https://hooks.slack.com/services/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</code> Copy	#tests	kate Aug 2, 2023	🗑️

Add New Webhook to Workspace

Copy the Webhook URL; we'll use that later!

13. You can confirm the app was set up correctly by viewing the channel you selected; you should see a message saying that you added an integration to the channel. This notification will show as a message from you, since you're the one who set up the app:



Now you're all set to move on to the KnowledgeOwl side of the configuration!

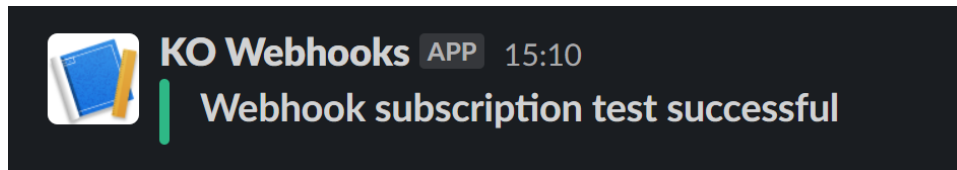
In KnowledgeOwl

1. Go to **Account > Webhooks**. The **Webhooks** page opens.
2. Select **+ Create New Webhook**. The **New Webhook** modal opens:

The options available in the New Webhook pop-up

3. Choose the **Knowledge Bases** you want to receive notifications about.
4. Choose the **Webhook Events** you want to receive notifications about. Refer to [Available webhook events](#) for more details.

5. Select **Slack** from the **Webhook Type** dropdown.
6. Paste the **Webhook URL** you copied from Slack into the **Endpoint** text field.
7. Once you're done setting the webhook configuration, select **Create**.
8. After you create your webhook, you should see a new notification in your Slack channel (the display may vary based on the Display Information you selected):



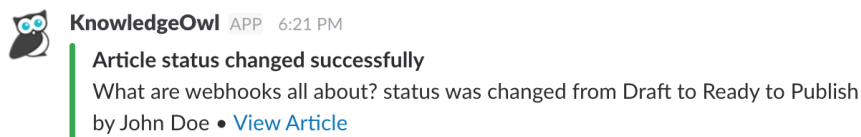
If you received that notification, congratulations your webhook is ready to go!

Common Use Cases

Article Workflows

Select the `article.create` and `article.statusChange` events to receive notifications in Slack whenever someone either creates a new article, or (for example) changes an article from "Draft" to "Ready to Publish".

This can be a great way to monitor your team's writing activity. When used in conjunction with [custom author roles](#), it can be a powerful way to manage and approve content before it goes live.



Reader Comments

Select the `comment.create` event to receive new comments, including the comment text itself, or select `comment.statusChange` to be notified whenever someone publishes or deletes a comment.



KnowledgeOwl APP 6:56 PM

Comment submitted • [View Comments](#)

Comment

Great article! Really excited to use this in our account.

Article

What are webhooks all about? • [View Article](#)

Poster

John Doe - jdoe@knowledgeowl.com

Contact Form Submissions

Select the `contactForm.submit` event to receive notifications whenever someone submits a ticket from your knowledge base or embedded help widget.



KnowledgeOwl APP 7:01 PM ☆

Contact form submission sent successfully

×

How do I set up webhooks for Slack?

Hi Support!

I'm trying to set up KnowledgeOwl webhooks to use with Slack and I could use some help. Could someone there help to walk me through it?

Thanks!

Customer

John Doe jdoe@knowledgeowl.com