



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.



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. Click the **Create an App** button.

The screenshot shows the Slack API 'Your Apps' page. The navigation menu on the left includes 'Start learning', 'Automation', 'Authentication', 'Messaging', 'Metadata', 'Surfaces', 'Block Kit', 'Interactivity', 'APIs', 'Workflows', 'Enterprise', 'Apps for Admins', 'Gov Slack', and 'Reference'. The main content area has a heading 'Your Apps' and a large green 'Create an App' button. Below it is a section for 'Your App Configuration Tokens' with a 'Generate Token' button. A blue arrow points to the 'Create an App' button. At the bottom of the page, there is a dark blue banner with the text 'Create an App button'.

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

Create an app



Choose how you'd like to configure your app's scopes and settings.

From scratch

Use our configuration UI to manually add basic info, scopes, settings, & features to your app.



From an app manifest

Use a manifest file to add your app's basic info, scopes, settings & features to your app.



Need help? Check our [documentation](#), or [see an example](#)

Select the "From scratch" option

4. Give your app 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, click the Create App button.

Name app & choose workspace



App Name

4

Don't worry - you'll be able to change this later.

Pick a workspace to develop your app in:

5

Keep in mind that you can't change this app's workspace later. If you leave the workspace, you won't be able to manage any apps you've built for it. The workspace will control the app even if you leave the workspace.

[Sign into a different workspace](#)

By creating a **Web API Application**, you agree to the [Slack API Terms of Service](#).

Cancel

6
Create App

Name your app and choose the workspace to create it in

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, you can 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

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**.

KO Webhooks ▾

Settings

- Basic Information
- Collaborators
- Socket Mode
- Install App
- Manage Distribution

Features

- App Home
- Org Level Apps
- Incoming Webhooks
- Interactivity & Shortcuts
- Slash Commands
- Workflow Steps
- OAuth & Permissions
- Event Subscriptions
- User ID Translation
- App Manifest NEW
- Beta Features

Submit to App Directory

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

Settings

- Basic Information
- Collaborators
- Socket Mode
- Install App
- Manage Distribution

Features

- App Home
- Org Level Apps
- Incoming Webhooks**
- Interactivity & Shortcuts
- Slash Commands
- Workflow Steps

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. Scroll down to the Webhook URLs for Your Workspace section and click the Add New Webhook to Workspace button.

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

11. 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:



KO Webhooks is requesting permission to access the KnowledgeOwl Slack workspace

Where should KO Webhooks post?

KO Webhooks requires a channel to post to as an app

tests

Cancel

Allow

The channel options you have will depend on your Slack workspace settings; the logos displayed at the top will depend on the App Icon you selected in the Display Information and the logo for your Slack workspace

12. This will now show a new Webhook URL in the **Webhook URLs for Your Workspace** section. Click the **Copy** button 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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
```

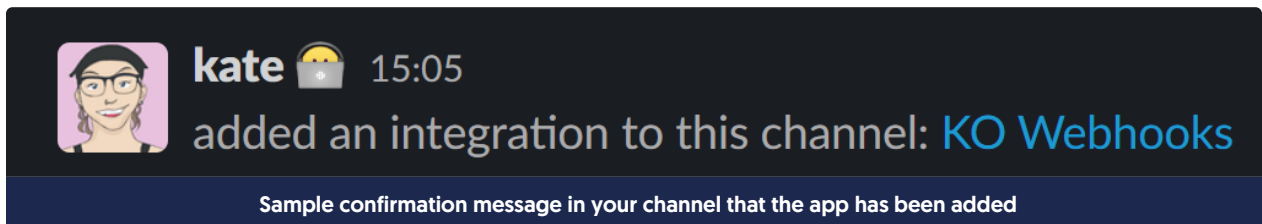
Copy

Webhook URL	Channel	Added By	
https://hooks.slack.com/services/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 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. Click on your **profile icon/name** in the upper right.
2. Select **Webhooks** from the dropdown.
3. Select the **+ Create New Webhook** button.

Webhooks



Webhooks allow you to subscribe to events to get proactively notified when change that receives webhooks to monitor when someone creates an article or changes a

Learn more about [receiving notifications in Slack](#).

+ Create New Webhook

Select the + Create New Webhook button

4. This will open a pop-up where you can configure your webhook:

New Webhook ×

5 Knowledge Bases

- All Knowledge Bases
-
-
-
-
-
-
-
-
-
-
-

6 Webhook Events

- article.create
- article.update
- article.updatedCallout
- article.newCallout
- article.publish
- article.archive
- article.delete
- article.statusChange
- comment.create
- comment.delete
- comment.update

7 Webhook Type

Slack

Endpoint

8

Authorize Slack Endpoint

Enter your own endpoint or use our KnowledgeOwl Slack App to authorize a webhook endpoint for you. [Learn more](#)

Cancel Create

The options available in the New Webhook pop-up

5. Choose the Knowledge Bases you want to receive notifications about.
6. Choose the Webhook Events you want to receive notifications about. See [Available webhook events](#) for more details.
7. Select Slack from the Webhook Type dropdown.
8. Paste the Webhook URL you copied from Slack into the Endpoint text field.

9. Once you're done setting the webhook configuration, click the **Create** button.

New Webhook ×

Knowledge Bases

- All Knowledge Bases
-
-
-
-
-
- KnowledgeOwl Support
-
-
-

Webhook Events

- article.create
- article.update
- article.updatedCallout
- article.newCallout
- article.publish
- article.archive
- article.delete
- article.statusChange
- comment.create
- comment.delete
- comment.update

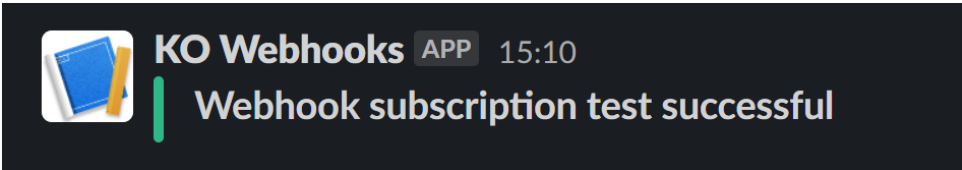
Webhook Type

Endpoint

[Cancel](#)

A sample webhook configured for our KnowledgeOwl Support knowledge base only, which will fire when New or Updated callouts are added to articles and will submit to the Slack endpoint we created as part of our Slack app in the previous section!

10. 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

You can subscribe to 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 teams writing activity, and when used in conjunction with [custom author roles](#), it can be a powerful way to manage and approve content before it goes live.



KnowledgeOwl APP 6:21 PM

Article status changed successfully

What are webhooks all about? status was changed from Draft to Ready to Publish
by John Doe • [View Article](#)

Reader Comments

Subscribe to `comment.create` to receive new comments including the comment text itself, or `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

Subscribe to `contactForm.submit` 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