



# Use the KnowledgeOwl Webhooks Slack app

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We're working on getting our Slack app added to the Slack App Marketplace. Until it is officially approved, it can only be installed by Slack workspace owners.

To use the official KnowledgeOwl Webhooks Slack app:

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 changes 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 to begin the process.

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

https://my.webhookconsumer.com/consumer

**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](#)

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. Click the Authorize Slack Endpoint button.

9. This should open a new window asking you to authorize the app to access your Slack workspace. (If you're not logged into a workspace, you'll be prompted to log in and/or select the workspace.)



**KnowledgeOwl Webhooks is requesting permission to access the Your Slack workspace name here Slack workspace**

**Where should KnowledgeOwl Webhooks post?**

# KnowledgeOwl Webhooks requires a channel to post to as an app

- 10. In that pop-up, select the channel you'd like to have the Slack App post to.
- 11. Then click **Allow**.
- 12. Once you click Allow, we'll finish the webhook creation process. You should be directed back to KnowledgeOwl, where you'll get a confirmation message that the webhook was created. You should also see a new notification in your Slack channel from the KnowledgeOwl Webhooks app saying "Webhook subscription test successful."

You can see which Workspace and Channel the Slack app is tied to in the webhook details, too:

### Webhook Type

ID:


Slack

Channel: #dev\_slackapp\_testing

Workspace: KnowledgeOwl



### Endpoint

 **Authorize New Slack Endpoint**

[Restrict to single category](#)

Update

Delete

You should now see a new Slack message appear in the designated channel whenever the selected Webhook Events occur.