

# **Slack notifications**

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Send Slack messages about your knowledge base events to keep your team aware of changes to your knowledge base content or let authors know when you have new comments or contact form submissions.

For the fastest setup, use our prebuilt Slack app, which will produce Slack notifications with our mascot owl Linus as the app name KnowledgeOwl Webhooks:

If you'd prefer to customize the icon or name of the app, create your own Slack app to use for the notifications.

# Create a new Slack notification with the KnowledgeOwl Slack app

Only authors with Full Account Admin rights can create, edit, and delete notifications.

To create a new Slack notification for your knowledge base, you'll complete two steps:

- 1. Create the KnowledgeOwl notification.
- 2. Select the Slack workspace and channel you want notifications sent to and authorize the KnowledgeOwl Slack app.

Refer to the more detailed instructions below to complete each step.

#### Step 1: Create the KnowledgeOwl notification

- 1. Go to Account > Notifications. The Notifications page opens.
- 2. Select + Create notification. The Create new notification modal opens.
- 3. Enter a Name for this notification. This name is displayed as the title of the card in the Email notifications display.
- 4. Select Slack from the Notification channel dropdown.
- 5. In Slack integration, select Connect directly through our Slack app for easy setup to use our pre-built KnowledgeOwl Webhooks Slack app.
- 6. Enter the Knowledge bases you'd like to trigger these notifications for.

- a. The field defaults to **All Knowledge Bases**. Once you enter a specific knowledge base, the notifications will only send to the selected knowledge bases.
- 7. If you've restricted your notifications to a single knowledge base, you can search for a category to Limit article events to a single category. This option isn't available if you've selected multiple or all knowledge bases for the notification.
- 8. Select the **Events** you'd like to receive notifications about from the dropdown. Refer to Available email notification events for more detailed information about each event type and its expected email format.
- 9. Select Create notification. The Authorize Slack integration modal opens.
- 10. Select Continue to Slack to complete the authorization process.

## Step 2: Complete Slack authorization

Installation limitations We're working on getting our Slack app added to the Slack App Marketplace. Until it's officially approved, Slack workspace owners are the only Slack users who can install it.

Once you select Continue to Slack, the window refreshes in Slack with your Slack workspace selected.

- 1. If your browser selects the wrong Slack workspace, use the dropdown in the upper right to select the correct one.
- 2. In the **Where should KnowledgeOwl Webhooks post?** section, use the dropdown to select the Slack channel you want these notifications posted to.



- 3. Select **Allow** to grant authorization. Your browser directs you back to KnowledgeOwl, to the Slack notifications tab. Your Slack notification is now live.
  - a. Your Slack notification where the **Endpoint** is populated and the **Channel** and **Workspace** are saved and displayed:
  - b. Your Slack channel should also have a new notification from the **KnowledgeOwl Webhooks app** saying "Webhook subscription test successful."

Any time one of your selected events occurs in the selected knowledge bases, this channel or person will receive a Slack message with details from the KnowledgeOwl Webhooks app, with our mascot owl Linus as the icon:

## Create a new Slack notification with a custom Slack app

Only authors with Full Account Admin rights can create, edit, and delete notifications.

To create a new Slack notification for your knowledge base with a custom Slack app, you'll complete two steps:

- 1. Create your own Slack app.
- 2. Create the KnowledgeOwl notification using a custom endpoint from your Slack app.



Refer to the more detailed instructions below to complete each step.

#### Step 1: Create your own Slack app

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

| <b>slack</b> api  |  | Q Search  | Documentation | Tutorials | Your Apps |
|---|--|---|---------------|-----------|-----------|
| <ul> <li>Start learning</li> <li>Automation</li> <li>Authentication</li> <li>Messaging</li> <li>Metadata</li> <li>Surfaces</li> <li>Block Kit</li> <li>Interactivity</li> <li>APIs</li> </ul> | Your Apps      Build somethin      Use our APIs to build an app that makes people     app that's just for your workspace or create     Directory, where anyone or      Create an | eg amazing.<br>2's working lives better. You can create an<br>e a public Slack App to list in the App<br>Slack can discover it. |               |           |           |
| <ul> <li>Workflows</li> <li>Enterprise</li> <li>Apps for Admins</li> <li>Gov Slack</li> <li>Reference</li> </ul>  | Your App Configuration Tokens<br>Learn about tokens  | Generate Token  |               |           |           |
| Translated content<br>به<br>Stay updated<br>Changelog   | Don't see an app you're looking for?   | Sign in to another workspace.   |               |           |           |
|   | Create an A  | pp button   |               |           |           |

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



- 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.

| App Name  |   |
|---|---|
| KO Webhooks   |   |
| Don't worry - you'll be able to change th   | is later.   |
| Pick a workspace to develop your  | app in:   |
| KnowledgeOwl  | ~   |
| Keep in mind that you can't change this   |   |
| Sign into a different workspace   | app's workspace later. If you leave the<br>e any apps you've built for it. The<br>ou leave the workspace.   |
| Workspace, you won't be able to manage<br>workspace will control the app even if your state of the second seco | app's workspace later. If you leave the<br>e any apps you've built for it. The<br>ou leave the workspace.<br>u agree to the Slack API Terms of Servic |

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| This information will b<br>For more information, | e shown in the Slack App Directory and in the Slack App<br>view our App Detail Guidelines. |  |
|--|--|--|
| App name   | Short description  |  |
| KO Webhooks                                      | Add a short description  |  |
| App icon & Preview                               | Background color   |  |
|  | #2C2D30  |  |
| + Add App Icon K                                 | O Webhooks APP   |  |

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



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

| Settings                  |  |
|---------------------------|--|
| Basic Information         | Activate Incoming Webhooks   |
| Collaborators             | Incoming webbooks are a simple way to nost messages from external sources into Slack     |
| Socket Mode               | They make use of normal HTTP requests with a JSON payload, which includes the            |
| Install App               | message and a few other optional details. You can include message attachments to         |
| Manage Distribution       | display richly-formatted messages.   |
| Features                  | Adding incoming webhooks requires a bot user. If your app doesn't have a bot user, we'll |
| App Home                  | add one for you.   |
| Org Level Apps            | Each time your app is installed, a new Webhook URL will be generated.                    |
| Incoming Webhooks         | If you deactivate incoming webbooks, new Webbook LIPLs will not be generated when        |
| Interactivity & Shortcuts | your app is installed to your team. If you'd like to remove access to existing Webhook   |
| Slash Commands            | URLs, you will need to Revoke All OAuth Tokens.  |
| Workflow Steps            |  |

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

| Webhook URLs for Your W   | /orkspace                                    |
|---|--|
| To dispatch messages with your webhoo<br>of an application/json POST request. | k URL, send your message in JSON as the body |
| Add this webhook to your workspace be   | low to activate this curl example.           |
| Sample curl request to post to a channe                                       | l:   |
| curl -X POST -H 'Content-type: application<br>YOUR_WEBHOOK_URL_HERE           | n/json'data '{"text":"Hello, World!"}'       |
| Webhook URL   | Channel Added By                             |
|   |  |
| No webhooks have been added yet.  |  |
| No webhooks have been added yet.<br>Add New Webhook to Workspace              |  |

The page prompts you to select a channel or DM to post to within the Slack workspace you selected in Step
 Choose the channel you'd like the webhooks to post to and select Allow. Here, we're using the tests channel:

|  | Rowledgeow  |  |  |  |
|--|---|--|--|--|
| KO Webhooks is requesting permission to<br>access the KnowledgeOwl Slack workspace                     |   |  |  |  |
|  |   |  |  |  |
| Whe  | re should KO Webhooks post?                         |  |  |  |
| #  | KO Webhooks requires a channel to post to as an app |  |  |  |
|  | # tests   |  |  |  |
|  | Cancel Allow  |  |  |  |
| The channel options and logos displayed will depend on your Slack<br>App and Slack workspace settings. |   |  |  |  |

12. The page updates to display a new Webhook URL in the **Webhook URLs for Your Workspace** section. Select **Copy**--we'll need to use it in the next set of steps!

| To dispatch messages with your webhook U  | RL, send your message in JSC  | N as the body   |
|---|---|-----------------|
| of an application/json POST request.  |   |                 |
| Add this webhook to your workspace belov  | to activate this curl example   |                 |
| Sample curl request to post to a channel:   |   |                 |
|   |   |                 |
| curl -X POST -H 'Content-type: application/j:   | on'data '{"text":"Hello, Wor  | eld!"}'         |
| curl -X POST -H 'Content-type: application/j:<br>https://hooks.slack.com/services/T04C9E1P2/Bo  | on'data '{"text":"Hello, Wor<br>5KXR71A2H/VfaJqX5WA13gmmJYkuIUc                                   | eld!"}'<br>Copy |
| curl -X POST -H 'Content-type: application/j<br>https://hooks.slack.com/services/T04C9E1P2/B0<br>Webhook URL  | on'data '{"text":"Hello, Wor<br>5KXR71A2H/VfaJqX5WA13gmmJYkuIUc<br>Channel Add                    | ed By           |
| curl -X POST -H 'Content-type: application/j<br>https://hooks.slack.com/services/T04C9E1P2/Bo<br>Webhook URL  | on'data '{"text":"Hello, Wor<br>5KXR71A2H/VfaJqX5WA13gmmJYkuIUc<br>Channel Add                    | ed By           |
| curl -X POST -H 'Content-type: application/j<br>https://hooks.slack.com/services/T04C9E1P2/Bu<br>Webhook URL<br>https://hooks.slack.com/services/T04C9E | on'data '{"text":"Hello, Wor<br>SKXR71A2H/VfaJqX5WA13gmmJYkuIUc<br>Channel Add<br>Copy #tests Aug | ed By           |
| curl -X POST -H 'Content-type: application/j<br>https://hooks.slack.com/services/T04C9E1P2/B<br>Webhook URL<br>https://hooks.slack.com/services/T04C9E  | on'data '{"text":"Hello, Wor<br>SKXR71A2H/VfaJqX5WA13gmmJYkuIUc<br>Channel Add<br>Copy #tests Aug | ed By           |

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:

| <b>kate</b> 15:05<br>added an integration to this channel: KO Webhooks  |
|---|
| Sample confirmation message in your channel that the app has been added |

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

## Step 2: Create the KnowledgeOwl notification

- 1. Go to Account > Notifications. The Notifications page opens.
- 2. Select + Create notification. The Create new notification modal opens.
- 3. Enter a Name for this notification. This name is displayed as the title of the card in the Email notifications display.
- 4. Select Slack from the Notification channel dropdown.
- 5. In Slack integration, select Use your own custom Slack webhook endpoint.
- 6. Paste the webhook you copied in the previous set of steps into the Slack webhook URL.

- 7. Enter the Knowledge bases you'd like to trigger these notifications for.
  - a. The field defaults to All Knowledge Bases. Once you enter a specific knowledge base, the notifications will only send to the selected knowledge bases.
- 8. If you've restricted your notifications to a single knowledge base, you can search for a category to Limit article events to a single category. This option isn't available if you've selected multiple or all knowledge bases for the notification.
- 9. Select the **Events** you'd like to receive notifications about from the dropdown. Refer to Available email notification events for more detailed information about each event type and its expected email format.
- 10. Select Create notification.

Your Slack notification is created. If you've set everything up correctly, the app will send a confirmation message to the selected channel confirming the "Webhook subscription test successful", for example:



Any time one of your selected events occurs in the selected knowledge bases, this channel or person will receive a Slack message with details.

## **Edit a Slack notification**

Only authors with Full Account Admin rights can create, edit, and delete notifications.

To edit an existing notification:

- 1. Go to Account > Notifications.
- 2. Select the tab for the type of notification you wish to edit (Email, Slack, or webhook).
- 3. Hover over the card for the notification you wish to edit.
- Select the wrench icon that appears in the upper right:
   The Edit Notification modal opens.
- 5. Make the changes you'd like.
- 6. Select Update notification to save your changes.

# **Delete a Slack notification**

Only authors with Full Account Admin rights can create, edit, and delete notifications.

To delete a notification:

- 1. Go to Account > Notifications.
- 2. Select the tab for the type of notification you wish to Delete (Email notifications, Slack notifications, or webhooks).
- 3. Hover over the card for the notification you wish to delete.
- 4. Select the trash can icon that appears in the upper right:

|                                  | Select the trash can icon in the notification's |  |
|----------------------------------|---|--|
|                                  | card.   |  |
| The Delete Notification modal op | pens.   |  |

5. Select Delete to confirm the deletion.