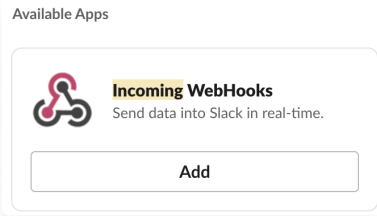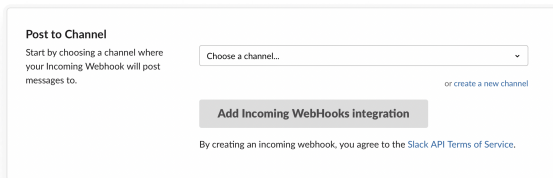# Slack Integration

This quick setup guide shows you how to create chat notifications in Slack that are triggered by specific responses to your surveys. Before starting this process, you need to determine the threshold required to trigger the alert.

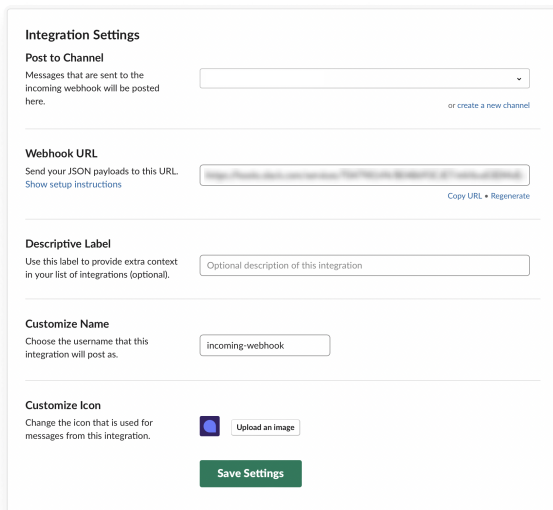## Creating Webhook in Slack and Creating POST to URL Trigger & Event:

**1** **In Slack:** Go to the Apps tab in Slack and use the search bar to find the **Incoming Webhook.**
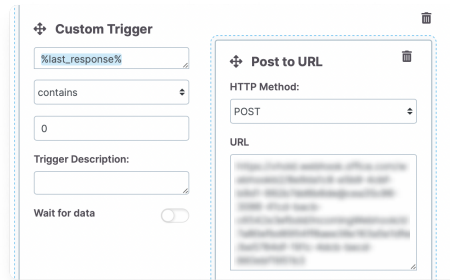
**Available Apps**

**Incoming** WebHooks
Send data into Slack in real-time.

Add

**2** **In Slack:** Select or create the channel you want the alerts to come in to. Then click **Add Incoming Webhooks Integration.**

**Post to Channel**
Start by choosing a channel where your Incoming Webhook will post messages to.

Choose a channel...

or create a new channel

Add Incoming WebHooks integration

By creating an incoming webhook, you agree to the Slack API Terms of Service.

**3** **In Slack:** Copy the Webhook URL, add descriptive label and name for the integration (as it will show up on the alerts), upload our logo, and add an emoji for the alerts. Click **Save Settings.**

**Integration Settings**

**Post to Channel**
Messages that are sent to the incoming webhook will be posted here.

or create a new channel

**Webhook URL**
Send your JSON payloads to this URL.
Show setup instructions

Copy URL • Regenerate

**Descriptive Label**
Use this label to provide extra context in your list of integrations (optional).

Optional description of this integration

**Customize Name**
Choose the username that this integration will post as.

incoming-webhook

**Customize Icon**
Change the icon that is used for messages from this integration.

Upload an image

Save Settings

**4** **In Mindful Feedback:** Drag the Post to URL event into your predetermined trigger. Paste the webhook into the URL field.

Custom Trigger

%last_response%

contains

0

Trigger Description:

Wait for data

Post to URL

HTTP Method:

POST

URL

**5** **In Mindful Feedback:** Paste the following into the body:

```
{"text":" [Your text here. You can use interaction variables that Mindful Feedback will automatically fill with text. And use \n\n to break lines] "}
```

*Note: If you need any help creating the body of the notification, please reach out to your Client Success Manager for assistance.*

**6** **In Mindful Feedback:** Test the survey using a dummy web survey and ensure that the chat notification functions as you desire.

Mindful Feedback    2:42 PM

A customer has used the word competitor in their feedback about Jeremy, which should be reviewed as soon as possible!

Helpfulness: 3 out of 5

Satisfaction: 4 out of 5

Knowledge: 2 out of 5

Resolution: No

NPS: 4 out of 5

Feedback: I was extremely disappointed with how my call was handled. I just wanted to change how my comouter was being billed. I will be researching your competitor.

View in Mindful Feedback