



# Slack Integration

**For Community Software Version 5.0+**

Revision 1.0

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## About this Document

The document provides the Slack administrator instructions for adding and integrating the Slack application with CommunityWFM and instructions for configuring the CommunityWFM server for Slack.

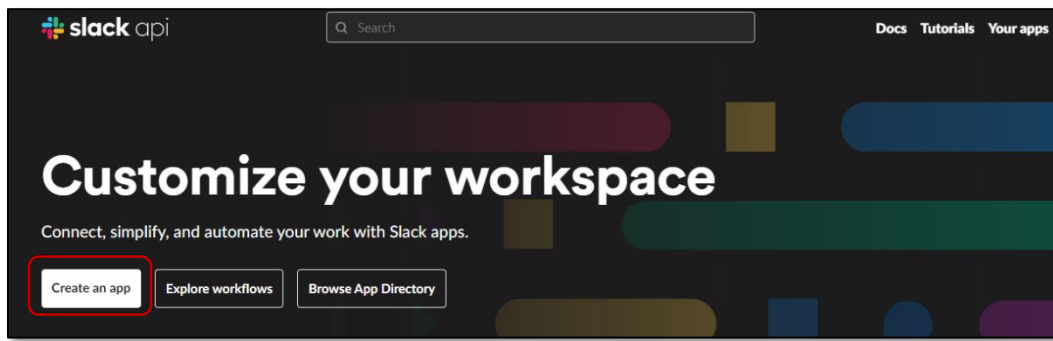
You must have a Slack account and have a workspace in which to add CommunityWFM.

1. Save this app icon to use later. If viewing in Word, double click to open the image file. If viewing a PDF, go to the attachments tab in the left navigation pane and download the image file.

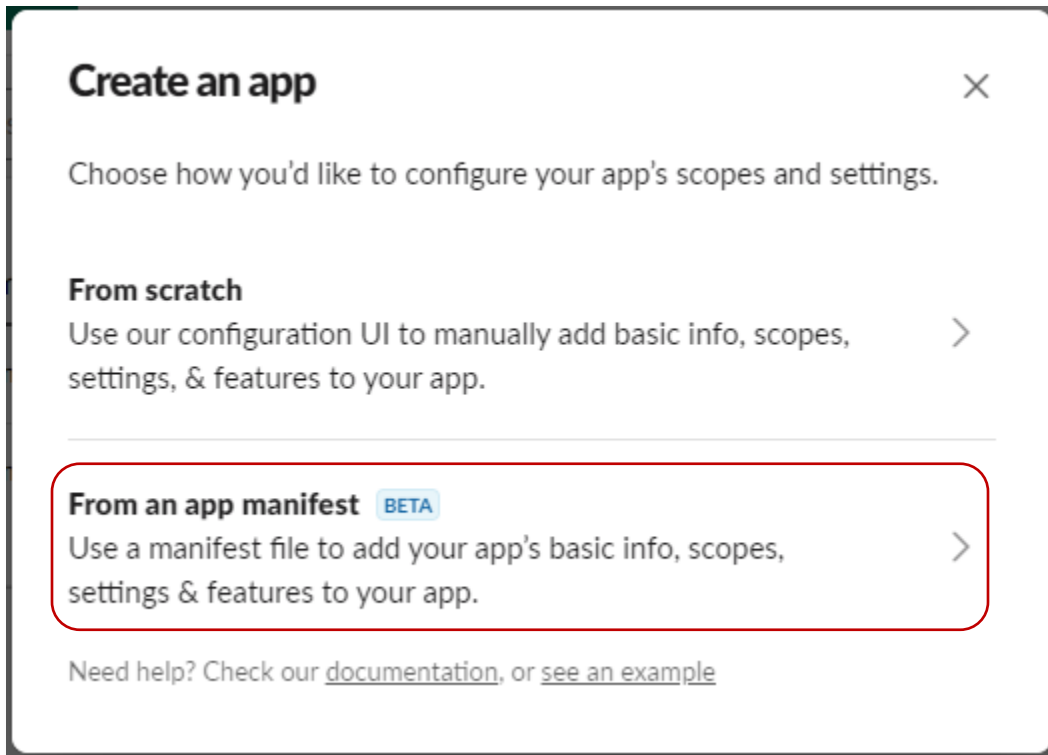


appicon1024x1024.png

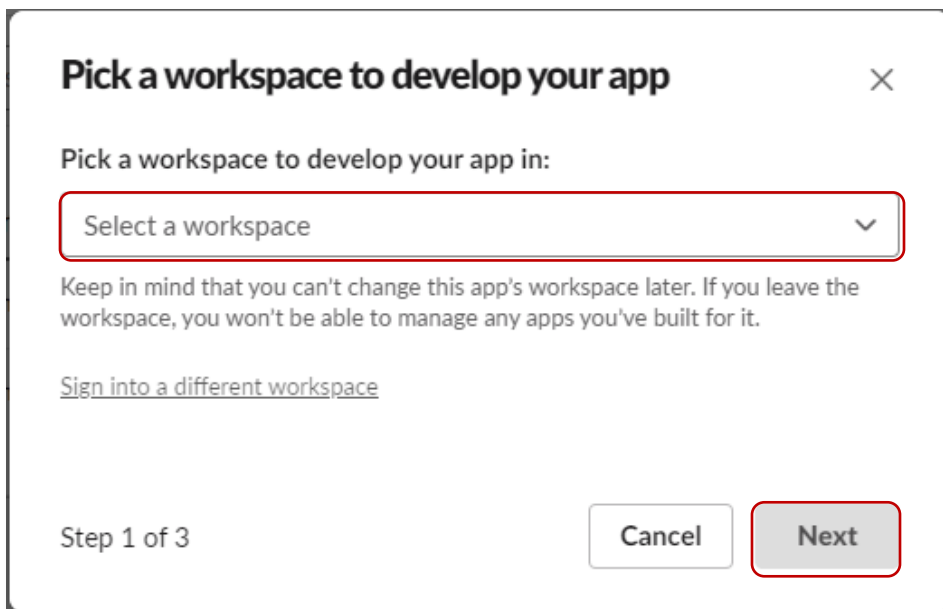
2. Log into Slack.
3. In a web browser to go <https://api.slack.com/>.
4. Click *Create an app*.



5. In the popup choose *From an app manifest*.



6. **Step 1 of 3:** Select a workspace to install the app then click *Next*.



- Step 2 of 3:** Copy the manifest JSON from the next page and paste into the JSON tab. Click *Next*.

### Enter app manifest below BETA ×

This is your app's manifest containing basic info, scopes, settings, and features. For help on how this works, you can check out our [documentation](#) or check out a few [examples](#).

YAML
JSON

```

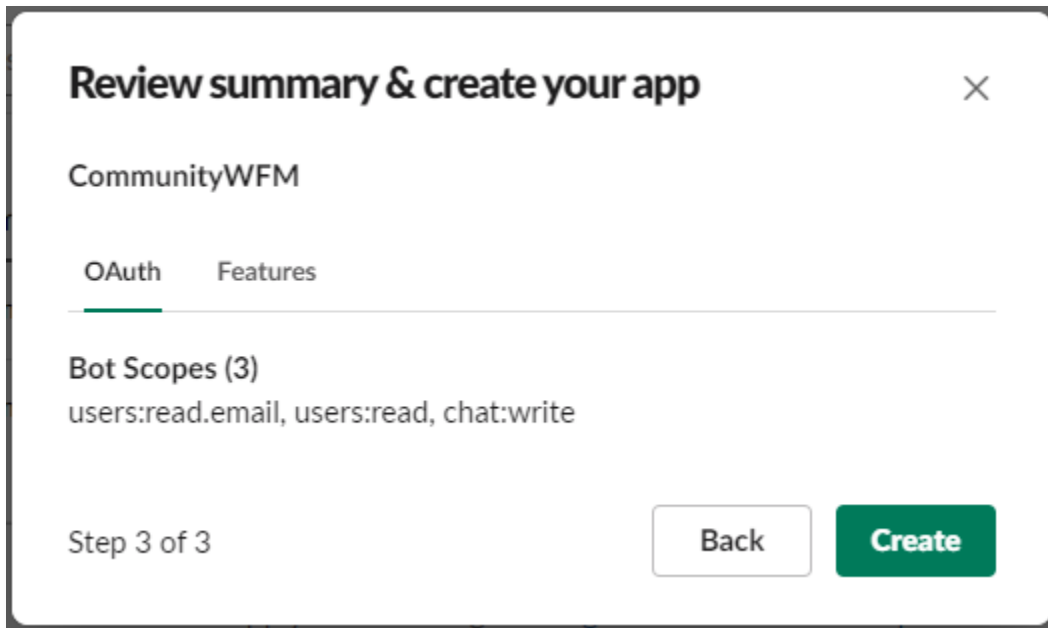
1 {
2   "_metadata": {
3     "major_version": 1,
4     "minor_version": 1
5   },
6   "display_information": {
7     "name": "CommunityWFM"
8   },
9   "features": {
10    "app_home": {
11      "home_tab_enabled": false,
12      "messages_tab_enabled": true,
13      "messages_tab_read_only_enabled": true
14    },
15    "bot_user": {
16      "display_name": "CommunityWFM",
17      "always_online": false
18    }
19  },
20  "oauth_config": {
21    "scopes": {
22      "bot": [
23        "users:read.email",
24        "users:read",
25        "chat:write"
26      ]
27    }
28  },
29  "settings": {
30    "org_deploy_enabled": false,
31    "socket_mode_enabled": false,
32    "token_rotation_enabled": false
33  }
34 }
35
                
```

Step 2 of 3

Back
Next

```
{
  "_metadata": {
    "major_version": 1,
    "minor_version": 1
  },
  "display_information": {
    "name": "CommunityWFM",
    "description": "Community WFM Integration",
    "background_color": "#2c2d30"
  },
  "features": {
    "app_home": {
      "home_tab_enabled": false,
      "messages_tab_enabled": true,
      "messages_tab_read_only_enabled": true
    },
    "bot_user": {
      "display_name": "CommunityWFM",
      "always_online": false
    }
  },
  "oauth_config": {
    "scopes": {
      "bot": [
        "users:read.email",
        "users:read",
        "chat:write"
      ]
    }
  },
  "settings": {
    "org_deploy_enabled": false,
    "socket_mode_enabled": false,
    "token_rotation_enabled": false
  }
}
```

8. **Step 3 of 3:** Click *Create*.



**Review summary & create your app** ✕

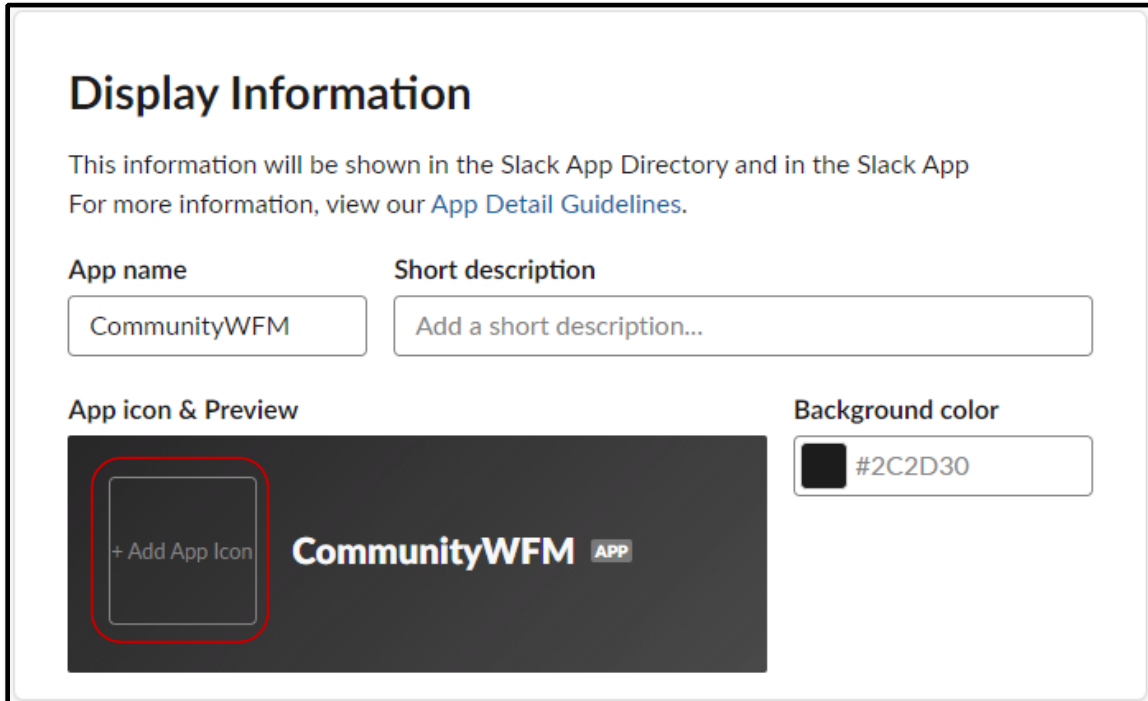
CommunityWFM

OAuth Features

**Bot Scopes (3)**  
users:read.email, users:read, chat:write

Step 3 of 3 Back Create

9. On the Basic Information page scroll down to *Display Information* and click *+Add App Icon*. Browse to the saved icon.



**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

CommunityWFM Add a short description...

App icon & Preview Background color

+ Add App Icon CommunityWFM APP #2C2D30


10. On the Basic Information page, scroll to the top and click *Install to Workspace*.

## 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.

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**Add features and functionality**  ▶

---

**Install your app** ▼

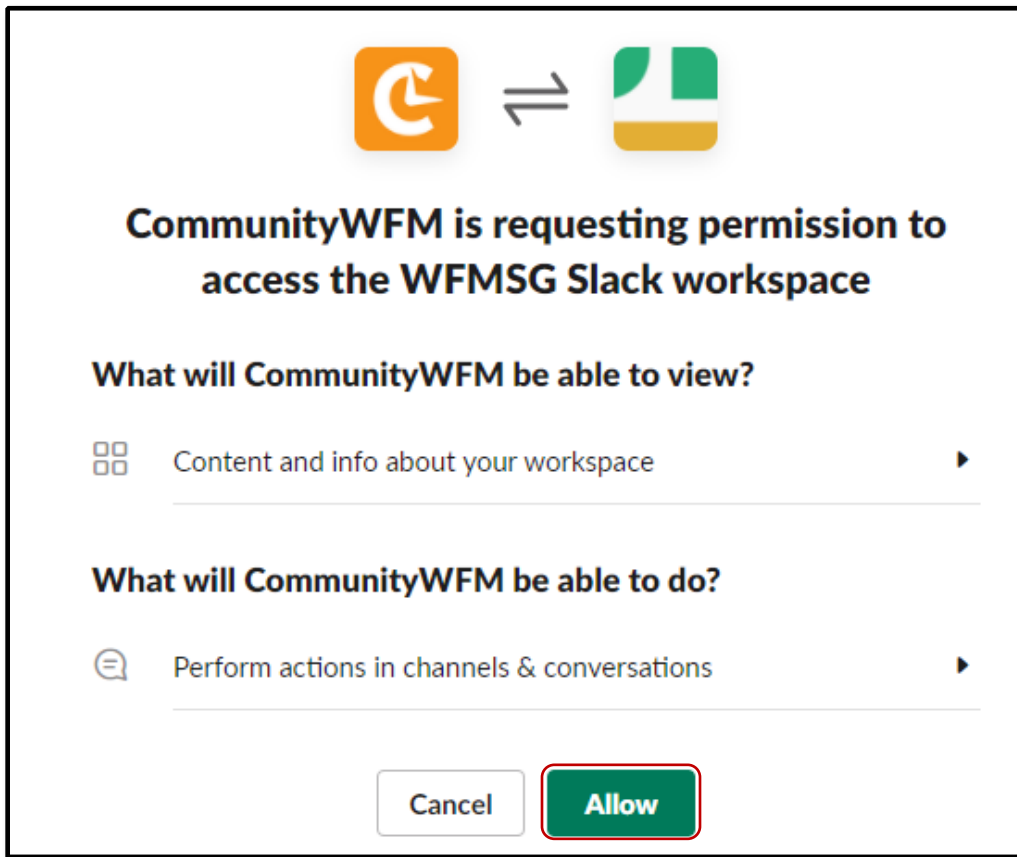
Install your app to your Slack workspace to test it and generate the tokens you need to interact with the Slack API. You will be asked to authorize this app after clicking an install option.

[Install to Workspace](#)

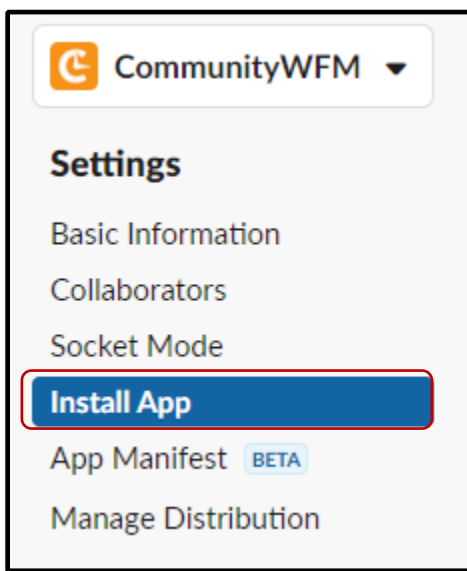
---

**Manage distribution** ▶

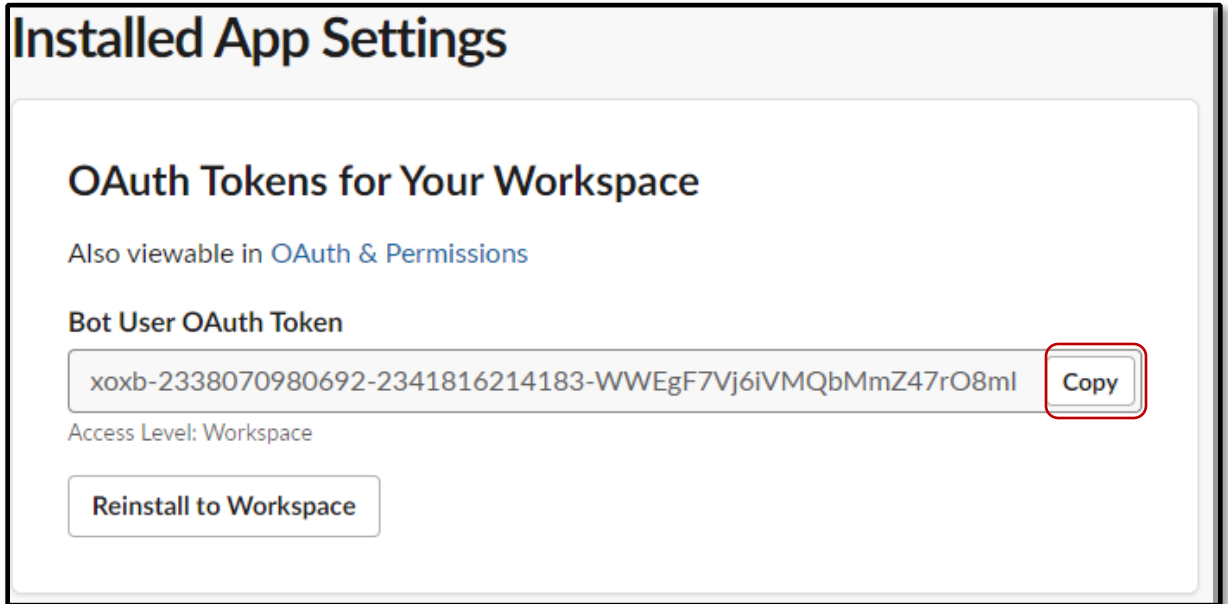
11. The next screen provides an overview of the permissions required for the app. Click *Allow*.



12. In the left-hand navigation menu select *Install App*



13. Copy the Bot User OAuth Token.



The screenshot shows the 'Installed App Settings' interface for a Slack workspace. The main heading is 'Installed App Settings'. Below it, the sub-heading is 'OAuth Tokens for Your Workspace'. A link 'Also viewable in OAuth & Permissions' is provided. Under the heading 'Bot User OAuth Token', there is a text input field containing the token 'xoxb-2338070980692-2341816214183-WWEgF7Vj6iVMQbMmZ47rO8ml'. To the right of the token is a 'Copy' button, which is highlighted with a red border. Below the token field, the text 'Access Level: Workspace' is displayed. At the bottom of the section, there is a 'Reinstall to Workspace' button.

14. Provide this token to your CommunityWFM team.

The section provides instructions for configuring the CommunityWFM server for Slack.

Complete this after the Slack administrator has completed the Slack setup process and provided the OAuth Token for the workspace.

## CommunityWFM Server Setup

1. Open notepad.exe by right clicking and selecting *Run as administrator*.
2. In Notepad, open the file C:\Program Files (x86)\Workforce Management Software Group\Community\bin\WFMSG.Products.Community.Services.RemoteNotificationBridge Service.exe.config.
  - a. Set EnableSlackBridge = 1 to enable this feature.
  - b. Set SlackToken = [the OAuth Token provided by the Slack administrator].
3. Save the config file and restart the Remote Notification Bridge service.