



[Knowledgebase](#) > [Test](#) > [Connecting Deskpro to Slack](#)

Connecting Deskpro to Slack

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The Slack integration posts helpdesk activity into your Slack workspace and lets agents act without leaving Slack.

Setting it up

1. Go to Admin, then Apps, then Slack.
2. Choose Connect workspace and approve the permission request in Slack.
3. Map each Deskpro department to a Slack channel.

Permissions requested

The app asks for permission to post messages, read channel membership, and open dialogs. It does not read message history.

What gets posted

New tickets, assignment changes, and escalations are posted to the mapped channel. Replies containing customer data are deliberately not posted - the notification links back to the ticket instead.