Issue #1

Thanks for reaching out today. I was able to perform some research on this topic and noticed some limitations that explain why the Slack integration is not reporting all tweets. On the [Twitter API Documentation](https://developer.twitter.com/en/docs/twitter-api/v1/rate-limits) It is explained that the rate limits could come into play for accounts with a high number of followers. This is a limitation of the Twitter Developer API. I can certainly understand the importance of seeing these tweets in a central location and I want you to know I took the initiative to make sure there is nothing we can do to improve deliverability of these tweets on our end. For reference if you do wish to take this further, Twitter has API support for certain customers [here](https://developer.twitter.com/en/support/twitter-api), and also has a handle @TwitterSupport where you could provide them feedback on this. Let me know if there is anything else I can clear up about this and have a good day!

Issue #2

Thanks so much for your email. Slack has an excellent Events API that can work closely with your bug tracker to deliver these messages. [Here is a link to that documentation](https://api.slack.com/events-api) for reference. To begin working with the Events API, you'll need to create a [Slack app](https://api.slack.com/slack-apps) if you haven't already. While managing your application, find the "Event Subscriptions" configuration page and use the toggle to turn it on. Externally, you’ll want to set up one or more endpoints on your own servers to receive messages.channels events automatically. One important note since this is behind your firewall, you’ll want to use [socket mode](https://api.slack.com/apis/connections/socket) for this applications communication. In your email you mentioned “Bug #1234” so ‘Bug #’ could be your secret word, or you could make it more unique if you are worried about users triggering this in conversation when unwanted. Your server would then be able to use chat.postMessage from the Web API to post that response message to the channel. Let me know if there is any part of this I can detail further, and of course there is much more customization that can be applied to this. Have a good day and I am looking forward to your response!

Issue #3

Thanks for reaching out to Slack Support. I took some time to review your payload and noticed you are including a channel. Per our documentation [on this page](https://api.slack.com/messaging/webhooks) “You **cannot override** the default channel (chosen by the user who installed your app), username, or icon when you're using Incoming Webhooks to post messages. Instead, these values will always inherit from the associated Slack app configuration.” Knowing this, you can assign the channel by reconfiguring your application, or making a new application. More on that [here](https://api.slack.com/authentication/basics#public). If you make these adjustments and are still getting errors, please include the response you are getting and I would be happy to take another look. Have a good day!

Issue #4

Thanks so much for reaching out to support today. I reviewed your inquiry and it looks like you are running into a scopes issue, but not with the scopes included in your initial message. If you take a look at [this page](https://api.slack.com/methods/users.list) it says: “The [users:read.email](https://api.slack.com/scopes/users:read.email) OAuth scope is now required to access the email field in [user objects](https://api.slack.com/types/user) returned by the [users.list](https://api.slack.com/methods/users.list) and [users.info](https://api.slack.com/methods/users.info) web API methods. [users:read](https://api.slack.com/scopes/users:read) is no longer a sufficient scope for this data field. [Learn more](https://api.slack.com/changelog/2017-04-narrowing-email-access).” Once you update your scopes to include that users:read.email you should be able to get what you were wanting returned. Let me know what goes on after you made that change, and we can go from there. Have a good day!

Issue #5

Thank you for your email and including the specific call you were making. Looking at your command I noticed your channel parameter needs to reference a userID prefaced with @, instead of a plain username. There is some more info on that change that occurred [here](https://api.slack.com/changelog/2017-09-the-one-about-usernames). It is expected to get that 200 response, but if you ditch those cURL arguments you should also see a list of error messages returned that could help you troubleshoot if you run into this in the future. I hope this was helpful, and please do not hesitate to reach back out if I can elaborate further on anything I have shared. Have a good day!