//This module handles sending alerts (Slack and email).

**SNAP IN**

import { WebClient } from '@slack/web-api';

import nodemailer from 'nodemailer';

const slackToken = 'YOUR\_SLACK\_API\_TOKEN';

const slackChannel = 'support-team';

export const sendSlackAlert = async (message: string) => {

const client = new WebClient(slackToken);

await client.chat.postMessage({ channel: slackChannel, text: message });

console.log('Slack alert sent.');

};

export const sendEmail = async (subject: string, body: string) => {

const transporter = nodemailer.createTransport({

service: 'gmail',

auth: { user: 'your-email@gmail.com', pass: 'your-password' },

});

await transporter.sendMail({

from: 'your-email@gmail.com',

to: 'agent@example.com',

subject,

text: body,

});

console.log('Email alert sent.');

};

**Expected Output**:

When a customer frustration is detected, Slack and email alerts are sent. Example console output when sending alerts:

**OUTPUT**

Slack alert sent.

Email alert sent.