AWS Chatbot

with

Slack Integration

# Background

AWS Chatbot is a DevOps service that allows you to integrate AWS into your channels on Slack. Once connected, it can post messages for CloudWatch alarm breaches and can even execute commands in your account straight from Slack.

# Introduction

The setup of AWS Chatbot for Slack comprises of two pieces:

* The initial authorisation between your AWS account and your Slack workspace
* The configuration of the specific channel to post to and messages to send

# Prerequisites

To allow AWS Chatbot to send notifications or run commands, you must configure AWS Chatbot with Slack. Workspace administrators must approve the use of the AWS Chatbot app in the workspace. Members can request to install apps if app approval is turned on by the workspace administrator

Steps:

1. In Slack, on the left navigation pane, choose Automations
   1. If AWS Chatbot is not listed, choose the Browse Apps Directory button.
   2. Browse the directory for the AWS Chatbot app and then choose Add to add AWS Chatbot to your workspace.
2. Open the AWS Chatbot console at <https://console.aws.amazon.com/chatbot/>.
3. Under Configure a chat client, choose Slack, then choose Configure client.
4. From the dropdown list at the top right, choose the Slack workspace that you want to use with AWS Chatbot and Allow it.

If you are signed into multiple Slack workspaces, you can change which workspace you are authorising AWS Chatbot with by using the dropdown in the top right-hand corner.

1. Once you click ‘Allow’, you will be redirected back to AWS where it should say “Slack successfully authorized AWS Chatbot.”

# Configure a Slack Channel

To allow AWS Chatbot to send notifications or run commands in your Slack channel, you must also configure AWS Chatbot with a Slack channel.

1. Add AWS Chatbot to the Slack channel:
   1. In your Slack channel, enter **invite @aws**.
   2. Choose Invite Them.
2. Associate a channel with your configuration:
   1. On the Workspace details page in the AWS Chatbot console, choose **Configure new channel**.
   2. Under Configuration details, enter a name for your configuration. The name must be unique across your account and can't be edited later.
   3. If you want to enable logging for this configuration, choose **Publish logs to Amazon CloudWatch Logs**. For more information, see [Amazon CloudWatch Logs for AWS Chatbot](https://docs.aws.amazon.com/chatbot/latest/adminguide/cloudwatch-logs.html).

###### **Note:** There is an extra charge for using CloudWatch Logs.

* 1. For **Slack channel**, choose the channel you used in step 1. AWS Chatbot supports both public and private channels.  
     To configure a private channel with AWS Chatbot:
     1. In Slack, copy the Channel ID of the private channel by right-clicking on the channel name in the left pane and choosing **Copy Link**. The Channel ID is the string at the end of the URL (for example, AB3BBLZZ8YY).
     2. In AWS Chatbot, paste the ID into the **Channel UR**L field. (If you copy the URL of the private Slack channel, the AWS Chatbot console shows only the Channel ID value when you paste it into the field.)

1. Define user permissions:
   1. Choose your Role Setting.
      1. Channel Role
         1. For Role setting, choose **Channel role**.
         2. For **Channel role**, choose **Create new role**. If you want to use an existing role instead, choose **Use an existing role**. To use an existing IAM role, you will need to modify it for use with AWS Chatbot. If you want your users to be able to use Amazon Q, attach the AmazonQFullAccess policy. For more information, see [Configuring an IAM Role for AWS Chatbot](https://docs.aws.amazon.com/chatbot/latest/adminguide/understanding-permissions.html#editing-iam-roles-for-chatbot).
         3. For **Role name**, enter a name. Valid characters: a-z, A-Z, 0-9, .\w+=,.@-\_.
         4. For **Policy template**, select **Amazon Q permissions** and any other templates you wish to use.
      2. User roles
         1. For Role setting, choose User roles.
   2. Select the policies that will make up your [channel guardrails](https://docs.aws.amazon.com/chatbot/latest/adminguide/understanding-permissions.html#channel-guardrails). Your channel guardrails control what actions are available to your channel members. Add the AmazonQFullAccess policy as a channel guardrail to allow your users to use Amazon Q in your Slack channel.
2. Add Amazon SNS topics:
   1. Choose your notification settings:
      1. For **SNS Region**, choose the AWS Region that hosts the SNS topics for this AWS Chatbot subscription.
      2. For **SNS topic**, choose the Amazon SNS topic for the client subscription. This topic determines the content that's sent to the Slack channel. If the region has additional SNS topics, you can choose them from the same dropdown list. The SNS topics you choose must be configured in the services for which you want to receive notifications. For more information, see [Monitoring AWS services using AWS Chatbot](https://docs.aws.amazon.com/chatbot/latest/adminguide/related-services.html).
      3. To add an Amazon SNS topic from another AWS Region to the notification subscription, choose **Add another Region**.  
         **Note:** For a tutorial on subscribing existing Amazon SNS topics to AWS Chatbot, see [Tutorial: Subscribing an Amazon SNS topic to AWS Chatbot](https://docs.aws.amazon.com/chatbot/latest/adminguide/subscribe-sns-topic.html).  
         Notifications from supported services that publish to the chosen Amazon SNS topics will now appear in the Slack channel.

5. Choose **Save**.

# Test notifications from AWS services to Slack

To verify that an Amazon Simple Notification Service (Amazon SNS) topic sends notifications to your Slack channel, you can test your setup by sending a notification. Ensure your AWS Chatbot configuration is subscribed to at least one Amazon SNS topic and that your topics are assigned to a service supported by AWS Chatbot.

Testing notifications with configured clients

1. Open the [AWS Chatbot console](https://console.aws.amazon.com/chatbot/).
2. Choose the configured client you want to test.
3. In the configured client, choose the channel to send a test notification to.
4. Choose **Send test message**.
5. View the confirmation message at the top of the screen that shows a message was sent to your Amazon SNS topic.
6. Confirm the test message in your Slack channel.

# Further reading

[Setting up AWS Chatbot with Slack](https://docs.aws.amazon.com/chatbot/latest/adminguide/slack-setup.html#slack-client-setup)