**Customer Support Channel and Ticketing System**

with Slack and Linear

What does this do?

* **Monitors Slack for New Tickets:** It periodically searches a specific Slack channel for messages tagged with the ticket emoji, indicating that a support issue has been raised.
* **Extracts Key Message Details:** The workflow extracts important fields from each Slack message (like the message text, timestamp, sender, and a unique hash generated from the message permalink).
* **Prevents Duplicate Tickets:** It checks existing issues (retrieved from Linear) to see if a ticket for the same message (using the hash) already exists, avoiding duplicate ticket creation.
* **Generates Ticket Content Using AI:** If no duplicate is found, the message is sent to ChatGPT via an LLM chain node. The AI is instructed to:
  + Create a concise and descriptive title (no more than 10 words).
  + Summarize the user's issue.
  + Offer up to three suggestions to address the issue.
  + Assess the urgency of the problem and assign a priority level.
* **Creates a Ticket in Linear:** With the generated title, summary, suggestions, and determined priority, the workflow then creates a new support ticket in Linear, populating the ticket’s description with both the AI-generated content and metadata from the original Slack message.
* **Guidance and Setup Notes:** Throughout, sticky notes provide helpful instructions—like setting the correct Slack channel, specifying the Linear team details, and outlining the overall process—to ensure everything is configured correctly.