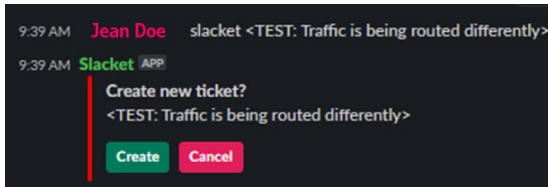


## Purpose

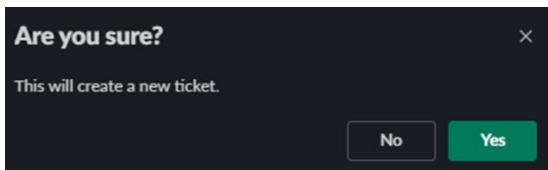
This document details how to use Edgio's Slacket functionality to interact with our Incident Management ticketing system via Slack. The purpose of the shared Slack channel is to interact with our Incident Management ticketing system; this Slack channel is not for general questions or other communication not related to an Incident ticket.

## Open a New Ticket

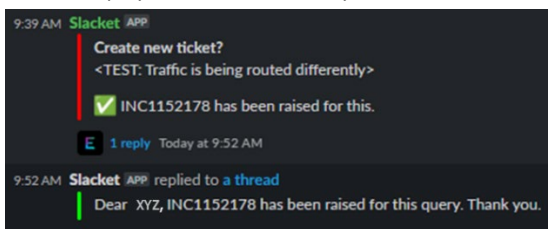
1. Access the shared Edgio channel in your Slack instance.
2. In the Message box at the bottom of the channel, type your request using this format:  
Syntax: slacket <your event details>  
Example: slacket Traffic is being routed differently
3. Hit *Enter* or click the *Send Now* icon to preview your Slacket request.



4. Click *Create* to open a ticket.
5. Confirm that you want to create a new ticket by selecting *Yes* at the prompt.

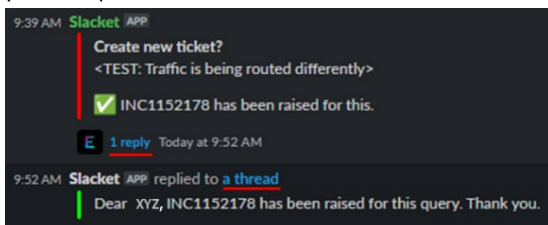


6. Slacket displays confirmation with your ticket number.



## View Ticket Activity in Thread

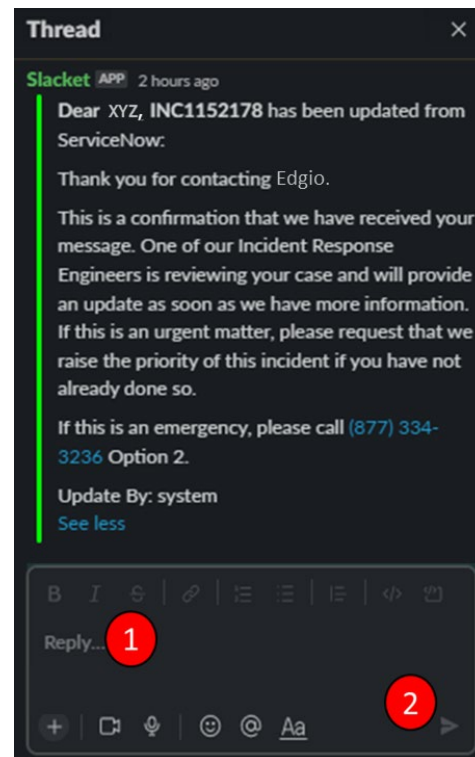
1. When you open a new ticket, Slacket creates a thread, which you can open via one of two links:



2. The thread will open in the right panel.

## Add Details to Ticket

### Via Thread



1. Type your details in the Reply field at the bottom of the thread.
2. Hit *Enter* or click the *Send Now* icon.

### Via Slack Message

1. Type your ticket number and text into the channel's Message field at the bottom using this format:  
Syntax: slacket <INC#> <your event details>  
Example: slacket INC1000 Traffic is now routed as expected
2. Hit *Enter* or click the *Send Now* icon.

## List all Your Tickets

1. Type this text into the channel's Message field at the bottom: *slacket list\_tickets*.
2. Hit *Enter* or click the *Send Now* icon.