Slack v2.0 / AP v6.0

Feature	🚀 Productboard
Product Manager	@Akshay Agnihotri
Engineering Team	Shield
Engineering Manager	@Bharadwaj Turlapati
Primary Engineer	@Kasturi Sameer
Designer	@Shreya Desai
Connector Key	uipath-salesforce-slack
Connector Version	2.0
Activity Pack Version	6.0
API Documentation	https://api.slack.com/tutorials/tracks/getting-a-token and https://api.slack.com/apis/connections/events-api
Figma	

- 🎯 Objective
- 📊 Success Metrics
- 🤔 Assumptions
- 🗃️ Use Cases
- 🔑 Authentication
- 🔶 Activities
- ⚡ Events
- 🖌️ User experience & design
- 💡 Release Requirements
- ❓ Open Questions
- 🗼 Jira Tickets

🎯 Objective

To upgrade Slack connector so that it can support Webhook (instant) triggers for some common Slack actions such as sending message to channel, button clicked etc. The upgrade will also add the API Token based authentication to the Slack connector.

📊 Success Metrics

Goal	Metric	Baseline
Increase Adoption due to the new Webhooks based triggers		
Foster customer migration by allowing existing/classic enterprise customers to use API token based authentication		

🤔 Assumptions

API Token based authentication is used only by enterprise customers, RPA developers and software engineers and probably not by citizen developers.

Webhooks connector will be able to support the instant triggers (using Slack events API) planned for this release

🗃️ Use Cases

Use Case	Description	Products
When a message is posted in a channel, send an event	When a new GitHub issue/PR is assigned or shared in a Slack channel, notify the team and tag the respective usergroup When a new customer request is posted in a Slack channel, create a support request/ticket in ITSM such as Jira, Zendesk etc. When an opportunity won is posted in a Slack channel, update the status and amount of opportunity in the confluence page of the quarterly targets.	Studio and Studio Web
When a button is clicked in Slack, send response either to the same user or in a	When a button is clicked in Slack, notify individually to the Slack user When a button is clicked in Slack, post the message/file in a Slack channel	Studio and Studio Web

channel		
When a keyword or user is mentioned, notify a user individually	When a product is mentioned in a Slack channel, notify the individual user or respective user group either in the same thread or separately	Studio and Studio Web
Set Channel Topic	When a new Jira ticket is created, create a temp channel and set the Jira ticket number as the topic of the channel	Studio and Studio Web
Archive Channel	When a new Jira ticket is created and temp channel created, archive the channel as soon as the ticket is resolved	Studio and Studio Web
Get Replies	Using API Token, retrieve all the messages of a thread in order to add them in a Google sheet.	Studio and Studio Web
Add Reminder	Create/Set a reminder for any user in the workspace and notify the user in periodic intervals of time for any upcoming/repetitive tasks. For example, in case of monthly release, set a reminder to perform security scans, update documentation and product board after verifying the status of the deliverable.	Studio and Studio Web
Set Profile Status	Dynamically change the status of the current authenticated user, in case of an event. Especially useful when a person works in periodic shifts such as IT support, sales cycles etc.	Studio and Studio Web

🔑 Authentication

Requirement	User Story	Authentication Parameters	Notes
API Token	As a user, I want to add connection to Slack connector by providing an API Token in the authentication page	API Token	Refer: https://api.slack.com/tutorials/tracks/getting-a-token

🔶 Activities

Activity Name	User Story	Inputs	Outputs	Notes
Send Button Response Message Respond to a button click by sending message in Slack	As a user, I want to post a message based on button clicked	Button response URL (**Required**) - Identifies the button to respond to (Pass the value from the output of "Button Clicked" event) Response type (**Required**) - **In channel** posts a normal chat message; **ephemeral** posts message only visible to user. Message (**Required**) - The formatted message to send Attachment title - Title of the Slack message attachment Attachment link - Attachment titles are clickable. Provide URL of page to direct users when clicked. Attachment text - Text that appears within the attachment block Attachment color - Determines the vertical bar color. Red for **danger**, orange for **warning**, green for **good**.		
Send Message to Channel (Update) Respond to a button click by sending message in Slack	As a user, I want to post a message based on button clicked	1. **Channel** → a. **Watermark**: Type the name or ID of the public or private channel to which the message must be sent. If channel is not found in the drop-down, you can first scroll the drop-down till the bottom to get all the available channels and then type the channel or **retrieve the channel name from Slack application** → **Right click on that channel** → **Click on**	Message timestamp	**Show only my channels?** - Boolean

"**Copy**" → **Click on "Copy name"** → **Pass the copied channel name without "#"** ✅

2. **Message** ✅
   a. **Watermark**: `The formatted text of the message to be sent`

3. **Formatting options (parse)**
   a. **Watermark**: Change how messages are treated. Pass "none" for removing hyperlinks and pass "full" to ignore slack's default formatting. ✅

4. Link names ✅
   a. **Watermark**: Whether to link and mention all the user groups automatically if the respective names are mentioned in the text message? ✅

5. Unfurl links ✅
   a. **Watermark**: Whether to display the preview of the links mentioned in the text message? ✅

6. Bot **name** ✅
   a. **Watermark**: Only supported with "Bot Token" connection. Customize the bot's user name while sending messages. The bot name will be defaulted to "UiPath" if nothing is passed. ✅

7. **Bot icon** ✅
   a. **Watermark**: Only supported with "Bot Token" connection. Customize the bot's icon with an emoji available in the workspace. For example, " `:chart_with_upwards_trend:` ". If we provide an emoji that is not available in the workspace, it will be ignored. ✅

New parameters (must be above Additional Options):

Show only my channels? - Whether to only those channels that the user is part of or show all the available public channels?

Attachment title - Title of the Slack message attachment

Attachment link - Attachment titles are clickable. Provide URL of page to direct users when clicked.

Attachment text - Text that appears within the attachment block

Attachment color - Determines the vertical bar color. Red for **danger**, orange for **warning**, green for **good**.

Blocks - Use `Blocks` to build an interactive message. To

		create blocks, use [Block Kit Builder]().		
Send Message to User (Update)

Respond to a button click by sending message in Slack | As a user, I want to post a message based on button clicked | 1. **User**→
  a. **Watermark**: Type the name or ID of the user to be invited to the channel. If user is not found in the drop-down, type their Slack username/handle by adding '@' as prefix. For example, @john.doe. You can also retrieve and pass the user email from Slack application → Navigate to that user's profile by clicking on "View full profile" under user's 'About' page → Copy the 'Email Address'
2. **Message** ✅
  a. **Watermark**: `The formatted text of the message to be sent`
3. **Formatting options (parse)**
  a. **Watermark**: Change how messages are treated. Pass "none" for removing hyperlinks and pass "full" to ignore slack's default formatting. ✅
4. Link names ✅
  a. **Watermark**: Whether to link and mention all the user groups automatically if the respective names are mentioned in the text message? ✅
5. Unfurl links ✅
  a. **Watermark**: Whether to display the preview of the links mentioned in the text message? ✅
6. Bot **name** ✅
  a. **Watermark**: Only supported with "Bot Token" connection. Customize the bot's user name while sending messages. The bot name will be defaulted to "UiPath" if nothing is passed. ✅
7. **Bot icon** ✅
  a. **Watermark**: Only supported with "Bot Token" connection. Customize the bot's icon with an emoji available in the workspace. For example, "`:chart_with_upwards_trend:`". If we provide an emoji that is not available in the workspace, it will be ignored. ✅
New parameters (must be above Additional Options):
Attachment title - Title of the Slack message attachment
Attachment link - Attachment titles are clickable. Provide URL | Message timestamp | |

		of page to direct users when clicked. **Attachment text** - Text that appears within the attachment block **Attachment color** - Determines the vertical bar color. Red for **danger**, orange for **warning**, green for **good**. **Blocks** - Use `Blocks` to build an interactive message. To create blocks, use Block Kit Builder.		
Archive Channel Archive an existing channel in Slack	As a user, I want to archive a channel	Channel (**Required**) - Type the name or ID of the public or private channel to which the user must be invited. If channel is not found in the drop-down, you can first scroll the drop-down till the bottom to get all the available channels and then type the channel or retrieve the channel name from Slack application → Right click on that channel → Click on "Copy" → Click on "Copy name" → Pass the copied channel name without "#"		
Set Channel Topic Sets a channel's topic	As a user, I want to set the topic of a channel	Channel (**Required**) - Type the name or ID of the public or private channel to which the user must be invited. If channel is not found in the drop-down, you can first scroll the drop-down till the bottom to get all the available channels and then type the channel or retrieve the channel name from Slack application → Right click on that channel → Click on "Copy" → Click on "Copy name" → Pass the copied channel name without "#" Channel topic (**Required**) - The topic of the conversation. This is visible in the header of the channel		
Set Profile Status Sets your Slack profile status	As a user, I want to set the Slack status of myself	Status text - Clears the status if nothing is passed. The displayed text must be up to 100 characters. Status emoji - The displayed emoji that is enabled for the Slack team. For example, :train: Status expiration - Provide a specific date and time for this status to expire. Natural language such as "in 15 minutes" can also be used. Providing 0 or omitting this field results in a custom status that will not expire.		Status expiration - Can this be datepicker?
Get Replies Retrieves the most recent replies from a specified conversation	As a user, I want to retrieve all the messages of a Slack thread	Channel (**Required**) - Type the name or ID of the public or private channel to which the user must be invited. If channel is not found in the drop-down, you can first scroll the drop-down till the bottom to get all the available channels and then type the channel or retrieve the channel name from Slack application → Right click on that channel → Click on "Copy" → Click on	Messages	

| | | "Copy name" → Pass the copied channel name without "#"

Message Timestamp (**Required**) - The ID (timestamp) of the message to reply to. The timestamp i.e. thread_ts, can be retrieved from the output of "Send Message to Channel" activity or from the message/thread URL (More actions > Copy link) in the Slack application. Press F1 for more details. | | |
|---|---|---|---|---|
| Set Reminder

Sets a reminder for yourself or another Slack user similar to /remind command | As a user, I want to set personal reminders over Slack | Text (**Required**) - The content of the reminder

Remind? (**Required**) - When this reminder should happen? For example, "in 15 minutes", "every Thursday" etc.

User - If nothing is passed, the reminder will be sent to the current user. Type the name or ID of the user. If user is not found in the drop-down, you can retrieve and pass the user ID either from the output of "Get User by Email" activity by passing the user "email" as input or from Slack application → Navigate to that user's profile by clicking on "View full profile" under user's "About" page → Click on the 3 dots (ellipsis) and "Copy member ID" | | 1. Team ID - must be defaulted to the current workspace's team ID
2. User - Design time lookup
3. Remind? - Can this be datepicker? |
| Search Message

Searches for messages matching a query | As a user, I want to search for a message in Slack | Search query (**Required**) - The keyword(s) or query to search

Sort by - Return matches sorted by either `score` or `timestamp`. Default is `score`

Sort order - Change sort direction to ascending (`asc`) or descending (`desc`). Default is `desc` | First Record

List of Records | |

⚡ Events

Event Name	User Story	Event Data Filters	Notes
Button Clicked	As a user, I want to trigger an automation when a Slack button is clicked	Channel name
User name
Action name | Refer the below for Webhooks Events demo in Slack (using beeceptor and Postman):

Similar to Slack button action handler recipe (Workato) - A webhook event is triggered whenever a Slack button is clicked. This event will work in conjunction with "Send Button Response Message" activity. Also refer: https://api.slack.com/messagi ng/interactivity#understanding _payloads and https://api.slack.com/interactiv ity/handling#payloads |
| Message Posted to Channel | As a user, I want to trigger an automation when a message is posted to a channel | Channel name (Mandatory Event Data filter) | Refer: https://api.slack.com/apis/con nections/events-api |

			Event:
Message Posted to Private Channel	As a user, I want to trigger an automation when a message is posted to a channel	Channel name (Mandatory Event Data filter)	https://api.slack.com/events/message or https://api.slack.com/events/message.channels or https://api.slack.com/events/message.groups or https://api.slack.com/events/file_shared
User or Keyword Mentioned	As a user, I want to trigger an automation when a user or keyword is mentioned	Username (Mandatory Event Data filter) Keyword	
File Shared in Channel	As a user, I want to trigger an automation when a file is shared in a channel	Channel name (Mandatory Event Data filter)	

✏️ User experience & design

> 🗒️ Designs should include the authentication, activities and event trigger user experiences in relevant products (Integration Service, Studio / Studio Web, Apps, etc.). For new connectors also add a mockup of how the connector will be presented in the connector catalog.

💡 Release Requirements

Requirement	Details	Owner	Status
Public OAuth2 App approval	The public OAuth2 must be approved from Slack	@Akshay Agnihotri	IN PROGRESS

❓ Open Questions

Question	Answer	Date Answered

🏗️ Jira Tickets

Epic: 🔷 ENGCE-27092: Slack v2.0/AP v6.0 OPEN