

Ascendo

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1 Overview

Ascendo also provides predictive services through its slack app. These services can be used with the help of simple slash commands, message shortcuts, and message app on slack.

2 Purpose

This document gives information on how to install the ascendo slack app and use its functionalities.

Note: In order to use Ascendo in Slack, you must have signed up in Ascendo including the required license for Slack use.

The rest of the document, explains how to install Slack App and if you are new to Ascendo, how to request access to Ascendo.

3 Adding Ascendo to Slack

You can add Ascendo to slack using two methods:

- Go to <https://www.ascendo.ai/slack> and add to Slack from there.
- Log into the Ascendo application, Click on Admin and Add to Slack by clicking the Slack channel option.

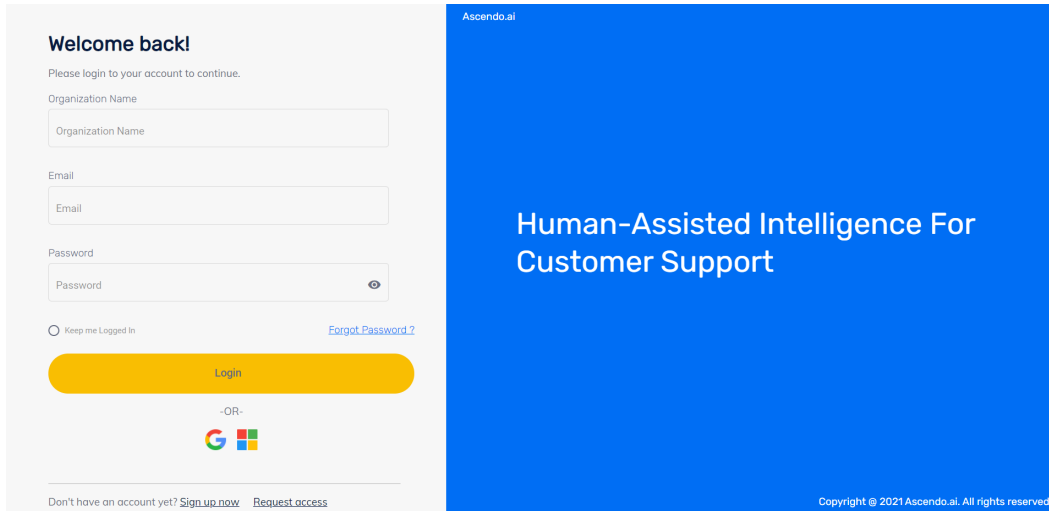
Below sections provide details on both the methods:

3.1 Adding Ascendo from the Ascendo web page

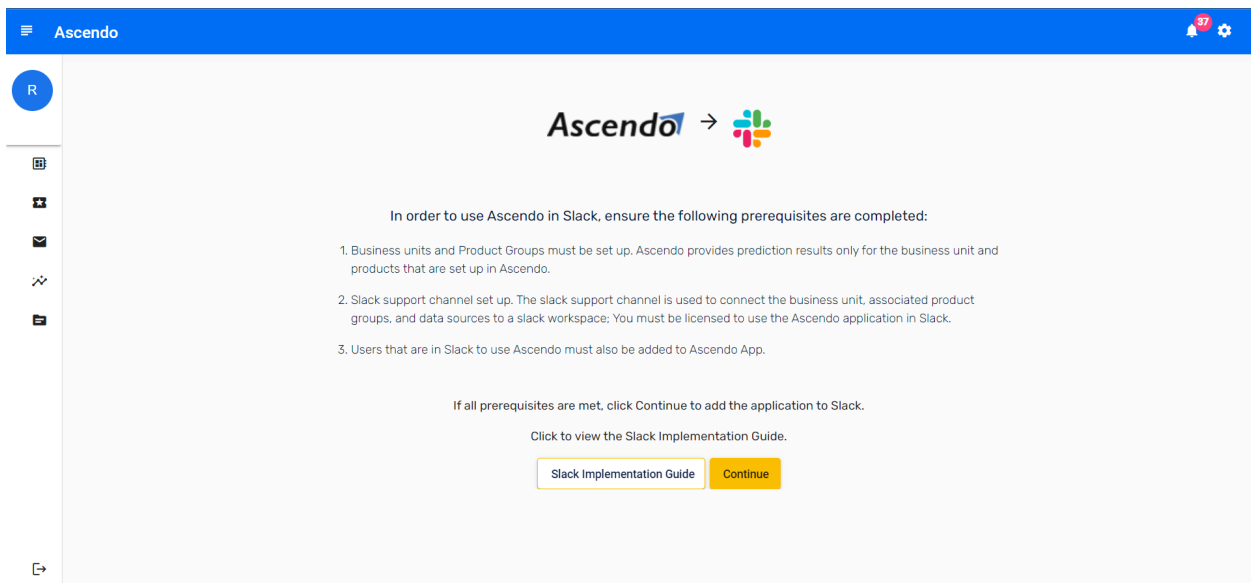
To add the Ascendo app to Slack, users can go to <https://www.ascendo.ai/slack> and click on the “Login to Ascendo to install slack app” button. You will be redirected to a page asking for your ascendo credentials. After successful user authentication you will be redirected to a slack default page which will ask permission to allow the app into the user’s workspace. After successfully allowing, the user will be taken to a page showing that the installation was successful and the user can start using the app in their workspace.

1) Click on <https://www.ascendo.ai/slack> and click on “**Login To Ascendo to Install Slack App**” button

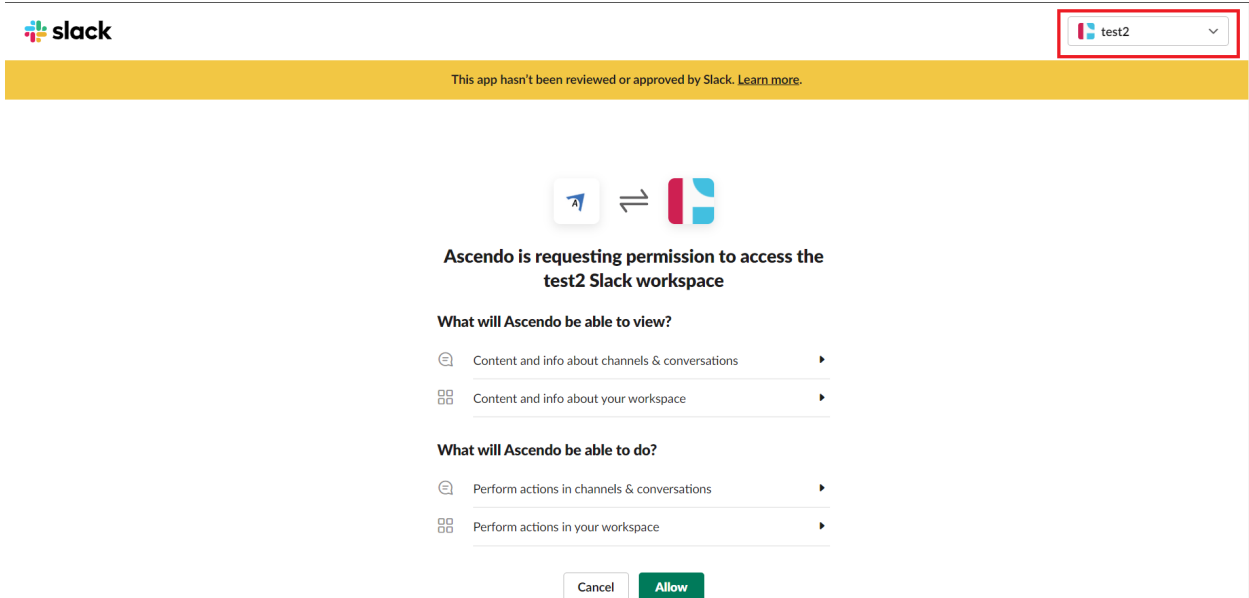
2) Upon clicking the link the login page will open. Enter your credentials to continue.



3) After a successful log in, Ascendo will make sure all the prerequisites are met - see below the screen that shows the requirements.

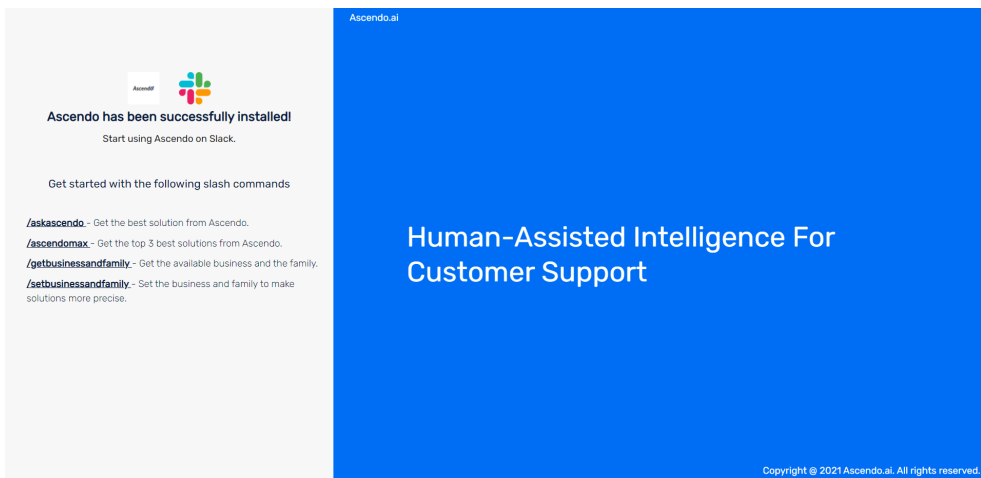


4) Once the prerequisites are done, press Continue. The user will be directed to the slack default page asking for permission to install the app in the user's workspace. At the top right corner the user can see the option to install the app in the workspace of their choice (**test2** in this case). After deciding the workspace click on the **Allow** button.



Note-In case the user clicks the **cancel** button,they will be redirected to <https://www.ascendo.ai/slack> from where they can start the installation procedure again

After clicking the **Allow** button the user will be led to a page marking the successful installation of the app.



3.2 Adding Slack at the time of setting up Slack Channel

Once logged in, Click on the Admin Settings, Go to support Channel and Click on Slack. Run through the wizard and Click on the **+Add to Slack** button. Click on the Slack Implementation Guide if you need more help.

Ascendo

Ascendo_super_ad
slack

Data Source

Zendesk

Data Enrichment

Support Channel

AI Bot

Slack

AI Search

Application Settings

Integration Settings

Security

Log out

Configure workflow

This configuration allows to Integrate Slack to get solutions and predictions with Ascendo.ai

1 Channel Info 2 Connect Data Sources 3 Link Data 4 Verify 5 Slack Integration

[Slack Implementation Guide](#) **+ Add to Slack**

** Note : Once the channel is set up, integrations will be available for all BUs. Just connect data sources for the BUs - no need to set up channel once it is setup.*

Workspace	Members	Added By	Created At
Another 1	7	Slack-marketplace	2021-12-27 13:44:40
Marketplace	1	Slack-marketplace	2022-02-24 14:48:51
Happyteamstesttime	9	Slack-marketplace	2022-05-05 03:16:42
Alphatesting Go	1	Slack-marketplace	2022-05-06 04:57:07

Items per page: 10 1 - 4 of 4 |< < > >|

Back Next

You will be directed to the slack default page asking for permission to install the app in the user's workspace. At the top right corner the user can see the option to install the app in the workspace of their choice (**test2** in this case). After deciding the workspace click on the **Allow** button.

slack

test2

This app hasn't been reviewed or approved by Slack. [Learn more.](#)

Ascendo is requesting permission to access the test2 Slack workspace

What will Ascendo be able to view?

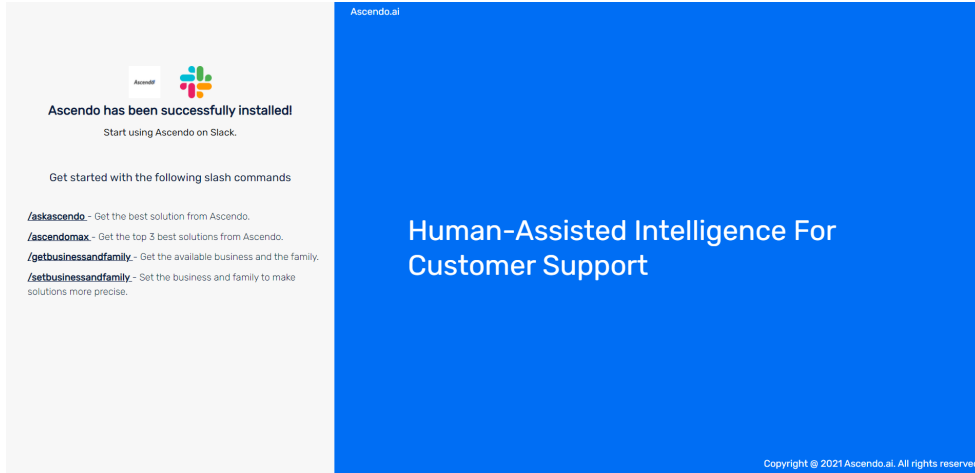
- Content and info about channels & conversations
- Content and info about your workspace

What will Ascendo be able to do?

- Perform actions in channels & conversations
- Perform actions in your workspace

Cancel Allow

After clicking the **Allow** button the user will be led to a page marking the successful installation of the app.



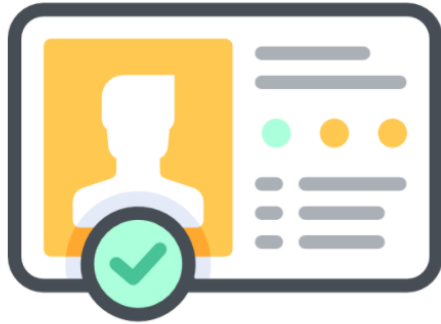
Note-In case the user clicks the **cancel** button,they will be redirected to <https://www.ascendo.ai/slack> .

4 Signing up for Ascendo

In order to use the Ascendo app in Slack, users must be signed up for Ascendo. This section provides details on how to sign up for Ascendo.

In order to install the app,go to <https://app.ascendo.ai/signup> and signup by providing all the necessary details.After signing up got to Ascendo's admin portal and under AI

- 1) Click on <https://app.ascendo.ai/signup> and fill all the details required for signup
- 2) After providing all the details,a verification email will be sent.



Verify your email address

Welcome to Ascendo.Ai

Thanks very much for signing up with us. We're delighted to have you as part of our community. Get ready to explore the power of machine learning in customer support to find solutions, plan better, and increase customer experience. Click below to finish setting up your account

[CONFIRM EMAIL](#)

3) After clicking on the “CONFIRM EMAIL” button, you will be redirected to a page to provide additional details about your organization.

Tell us More About Your Organization

This information will be used to understand your needs better.

Organization Name *

Please enter valid organization name (only alphanumeric values allowed)

Country *

City *

Country Code Phone number *

Next

Ascendo.ai

Human-Assisted Intelligence For Customer Support

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After providing you will be redirected to the login page where you can login using the credentials you just set.

Welcome back!

Please login to your account to continue.

Organization Name

orgo ✓

Email

Email


Password

Password 👁

Keep me Logged In [Forgot Password?](#)

Login

-OR-



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