Install the Auto-Answer App for Slack

How to install the Overflow AI Auto-Answer App for Slack in Stack Overflow for Teams Enterprise.

Document generated 01/28/2025

PDF VERSION
Tags | **Overflow AI** | **Slack** | **Integrations** | **Auto-answer** |

Applies to: Free   Basic   Business   **Enterprise**

*This documentation is for **Stack Overflow for Teams Enterprise**. Free, Basic, and Business users can access their documentation* here. Find your plan.

Overview

The Auto-Answer App for Slack app automatically searches your Stack Overflow for Teams Enterprise (SOE) site. After you install the app and invite it to a channel, it uses each new Slack message in that channel as the terms for a search. The app then returns the results to the channel as a thread reply. The Auto-Answer App for Slack works alongside the main Slack app—it doesn't replace it.

Installation

When setting up the Auto-Answer App for Slack, you'll configure your SOE site and the Slack app in a back-and-forth process. We recommend having a browser window or tab open to each site.

1. In SOE, click **Admin settings** in the left-hand menu, then click **Slack Auto-Answer App**. In step 1 of the "Step 1" section, click **...clicking here...** to copy the JSON manifest to your clipboard.

2. In Slack, go to the Slack Apps page and click **Create New App**. Select **From an app manifest**.

3. Pick the workspace to install the app on. (The list of available workspaces depends on the privileges of the Slack account.) Click **Next**.

4. Paste the JSON app manifest from your clipboard into the **JSON** field. Click **Next**.

Enter app manifest below BETA ✕

This is your app's manifest containing basic info, scopes, settings, and features. For help on how this works, you can check out our documentation or check out a few examples.

JSON   YAML

```
1 {"display_information":{"name":"SOE Auto Answer"},"features":
  {"bot_user":{"display_name":"SOE Auto
  Answer","always_online":true},"shortcuts":[{"name":"Debug
  Message","type":"global","callback_id":"debug_message","descripti
  n":"Posts a blockkit message including all interactive
  elements"}]},"oauth_config":{"redirect_urls":["https://so-
```

Step 2 of 3   Back   Next

5. The app summary page appears. Review the summary (if desired) and click **Create** to create the app.

6. After creating the app, you'll see the app's configuration page. Click **Install to Workspace**.

Building Apps for Slack

Create an app that's just for your workspace (or build one that can be used by any workspace) by following the steps below.

Add features and functionality   ⊘ ▸

Install your app   ▾

Install your app to your Slack workspace to test it and generate the tokens you need to interact with the Slack API. You will be asked to authorize this app after clicking an install option.

[Install to Workspace]

Manage distribution   ▸

7. From your Slack App's **Basic Information** tab in the left-hand menu, click **Show** for the **Signing Secret** and copy the value to your clipboard.

App Credentials

These credentials allow your app to access the Slack API. They are secret. Please don't share your app credentials with anyone, include them in public code repositories, or store them in insecure ways.

App ID

ABCDEF01234

Date of App Creation

April 12, 2024

Client ID

01234567890123.0123456789

Client Secret

••••••••••   Show | Regenerate

You'll need to send this secret along with your client ID when making your oauth.v2.access request.

Signing Secret

abcdef0123456789abcdef0123456789   Show | Regenerate

Slack signs the requests we send you using this secret. Confirm that each request comes from Slack by verifying its unique signature.

8. In SOE, go to **Admin settings**, then **Slack Auto-Answer App**. The Slack Auto-Answer App configuration page will appear.

9. Paste the **Signing Secret** value from Slack into the **Signing secret** field.

10. Return to your Slack app and click **OAuth & Permissions** in the left-hand menu, then copy the **Bot User OAuth Token** value to your clipboard.

11. Return to the SOE Auto-Answer App for Slack page and paste the Slack **Bot User OAuth Token** into the SOE **Bot User OAuth Token** field.

12. Click **Save credentials**.

13. In the "Step 4" section, add the Slack channel(s) that the app will be able to access with one of these methods:

- Enter the name of the channel to search for it, then select the channel from the pull-down menu.

Step 4: Register your Auto Answer channels

The bot will listen and respond to messages in these channels.

Channel name, link, or Id

\# | sail

team-sail-general

- Enter the full URL of the Slack channel.

https://app.slack.com/client/TCFJGL083/C0ZRBE6NQT6

- Enter the ID of the Slack channel.

https://app.slack.com/client/TCFJGL083/C0ZRBE6NQT6

*NOTE: The **Register** button will remain inactive until you enter a valid Slack channel with one of these methods.*

14. In the "Step 5" section, you can add tags to focus Auto-Answer App searches. The app will only return content that has at least one of the tags listed. Type into the **Tags** box to search for and add up to three tags that already exist on your SOE site.

Step 5: Filter search results (Optional)

You can filter results by up to 3 tags for more relevant results for that channel.
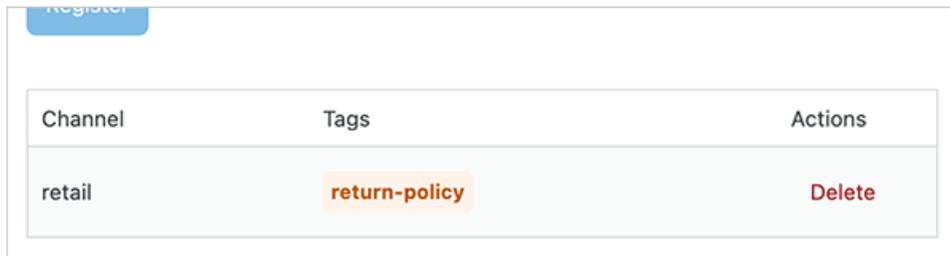
Tags

return-policy

return-policy 1   ❓

Register

15. Click **Register** to complete the configuration process.

The newly registered channel will appear in a list at the bottom of the page, along with its tags (if any). To remove a registered channel, click its **Delete** link.

NOTE: You can't change a registered channel (for example: to add or remove tags). Instead, you'll need to delete and re-register the channel.

After a successful installation, you should start seeing responses immediately as you interact with the Slack channel.

If you need further support or have questions, contact your site administrator.