GetFeedback® **slack**

Slack, your GetFeedback data hub

Integrate Slack and GetFeedback

To see, prioritize, and act on customer experience data inside your favorite chat app.

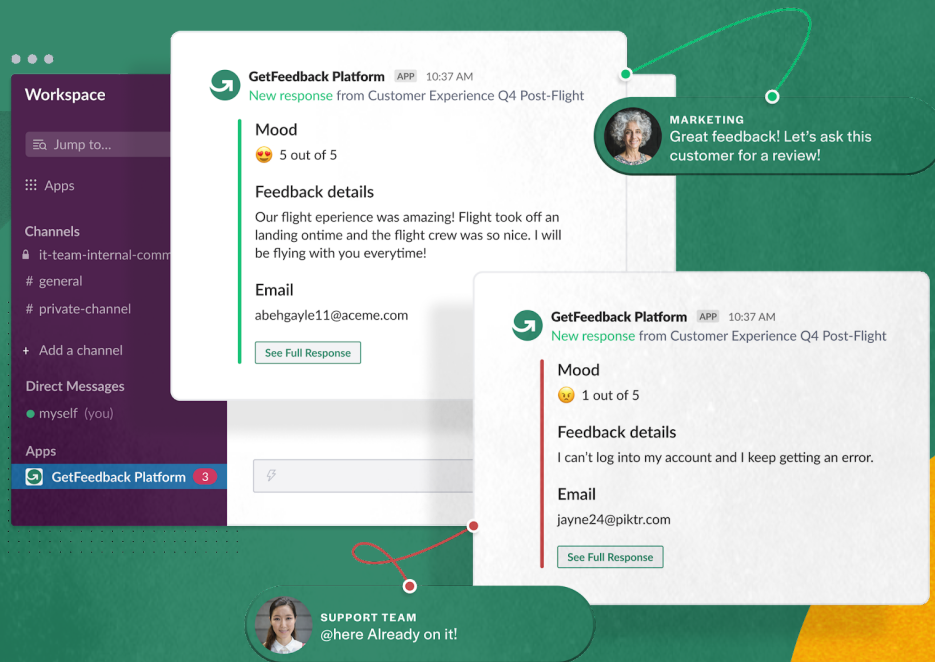| Get Feedback		Slack
Your customer experience platform	∞	Your business collaboration platform

Set up notifications and see GetFeedback responses in Slack

Your business spends a lot of its work day in Slack, but while the chat app is a great place to collaborate with coworkers, it's not somewhere you usually hear much from your customers. You can change that though.

By integrating GetFeedback and Slack using the GetFeedback Slackbot, you can bring customer feedback into your everyday chats.

Keep stakeholders in the loop by sending notifications to a channel or person and showing the results of your feedback surveys in Slack.

These notifications can drive action and improve business outcomes across your organization and help you say goodbye to requests from coworkers to get data from GetFeedback. Instead, you can proactively share important GetFeedback incidents with the right people right away.

Here's how customer success, CX, and engineering teams can use the GetFeedback Slackbot to understand each customer and respond faster to their feedback.

Customer Success

- Notify a manager when a customer reports a low NPS
- Notify a manager upon escalation

CX

- Create a high scoring lead notification
- Create a churn notification

IT

- Create a support notification for technical help
- Escalate the support notification

Curious to learn more? See how the integration works.