

QUICK GUIDE SLACK TELEPHONY



By integrating Soluno with Slack, you do not have to switch between different programs. Make calls and send SMS from Slack while retrieving your presence from the PBX that appears directly in the interface.

Install Soluno in Slack

1 Add the Soluno app in Slack

To get started with the integration you need to add Soluno's app in Slack. To do this, click Apps in the left menu. Search for Soluno and click on Soluno.

Then select **Connect**.

The Soluno app needs to be installed in your Slack Workspace. If you can't find it under Apps, contact your administrator.

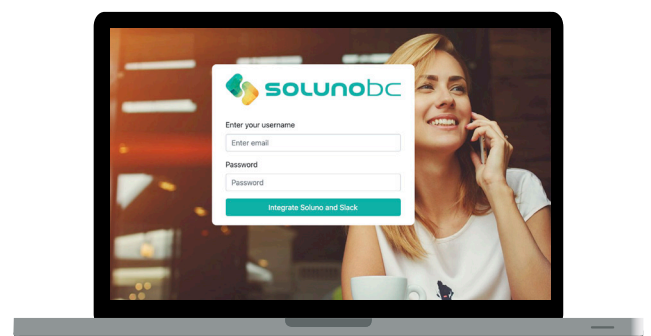
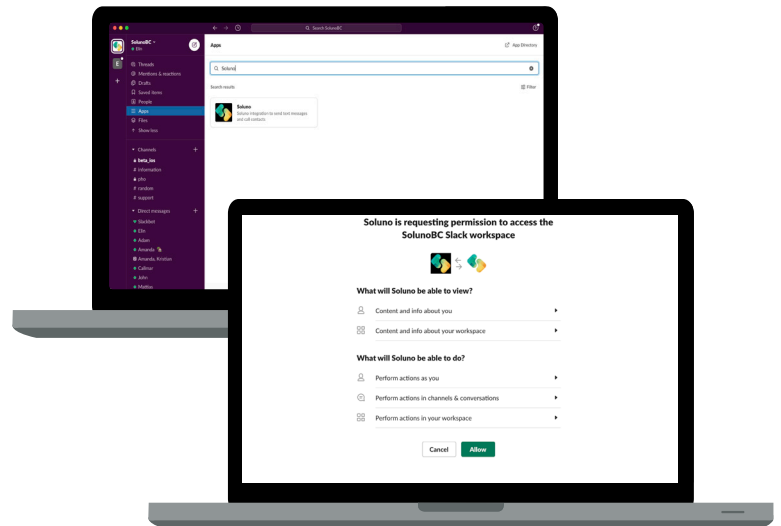
2 Allow Soluno

A website will then be opened, select **Allow**.

3 Log in

Log in with your PBX login details.

The site will then verify that the installation was successful. A confirmation email will also be sent to you.



Send SMS from Slack

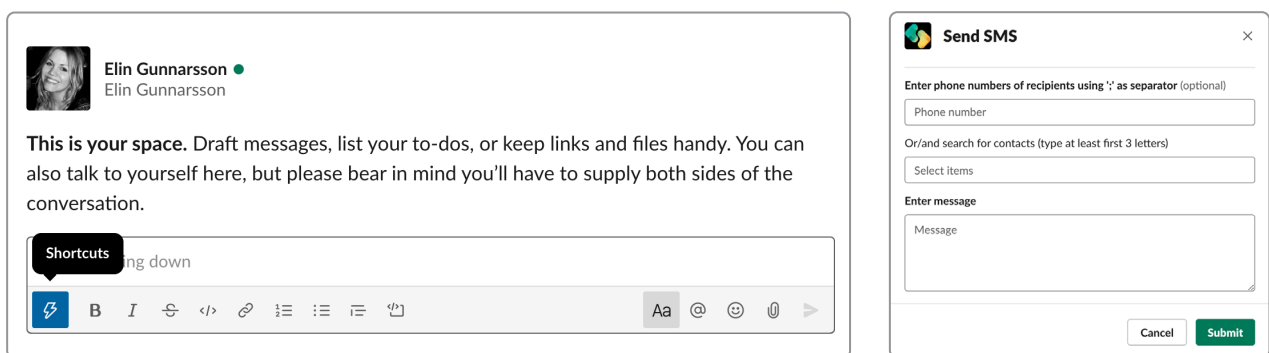
1 Send SMS via Shortcuts

You can send SMS from Slack by clicking the **Shortcuts** button, the icon that looks like a flash.

Then select **Send SMS**.

Enter the phone number or search for your PBX contacts in the search box. Type your message and click **Submit**.

You will receive a notification under Apps that the SMS has been sent. The recipient will see the SMS just as usual, sent from your contact/telephone number.



2 Send SMS via commands

In the typing field you can type `/sms` and then enter `@recipient` followed by the message you want to send. Then click the green Send button or enter. The recipient will see the SMS just as usual, sent from your contact/telephone number.



Set up callbacks from Slack

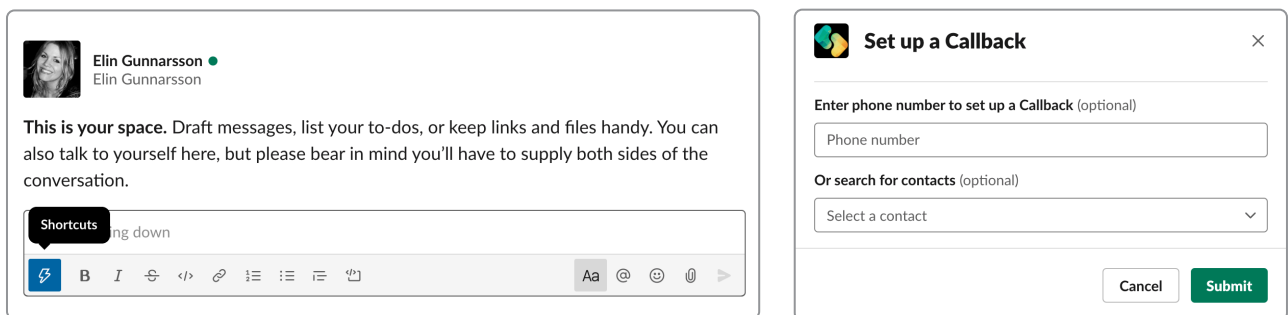
1 Call via Shortcuts

You can set up a callback from Slack by clicking the **Shortcuts** button, the icon that looks like a flash.

Then select **Setup Callback**.

Then enter the phone number or search your PBX contacts in the search box. Type your message and click **Submit**.

The system will first call your mobile, when you have answered, then the recipient will be called.



The screenshot shows a Slack message from Elin Gunnarsson. Below the message, the 'Shortcuts' menu is open, showing a 'Setup Callback' option. To the right, the 'Set up a Callback' dialog is displayed. It has a title bar with a close button. The dialog contains two sections: 'Enter phone number to set up a Callback (optional)' with a text input field labeled 'Phone number', and 'Or search for contacts (optional)' with a dropdown menu labeled 'Select a contact'. At the bottom right of the dialog are 'Cancel' and 'Submit' buttons.

2 Call via commands

In the text field you can type **/callback** and then enter **@recipient**. Then click the green Send button or enter. The system will first call your mobile, when you have answered, then the recipient will be called.



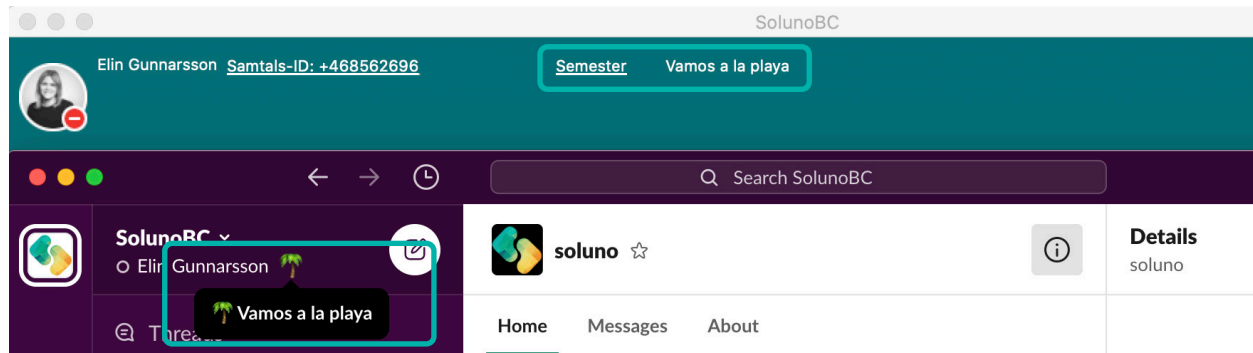
The screenshot shows a Slack text input field with the command `/callback @Elin Gunnarsson` entered. The text is highlighted in yellow. Below the input field is a rich text editor toolbar with various icons for formatting and actions. A green Send button is visible on the right side of the toolbar.

Presence and Linestate

1 Presence

Slack synchronizes your presence with the PBX. This means that if you are set to "on holiday" in the exchange, a holiday icon will appear in Slack.

If you have entered a note in the exchange, it will also appear if you hover over the presence icon.



If you change your status in Slack manually, the manually set Slack icon remains until you change the status in the PBX or Slack, again.

2 Linestate

Slack also detects your linestate. When you are busy in a call, a handset will pop up by your name in Slack.

NOTE: Linestate is only shown in Slack when you have selected the presence status "Available", "Lunch" or "Business Travel".

