

# SO, WAC, WHAT'S SLACK?

5/17/17

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Information Systems & Technology



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# WHAT IS SLACK?

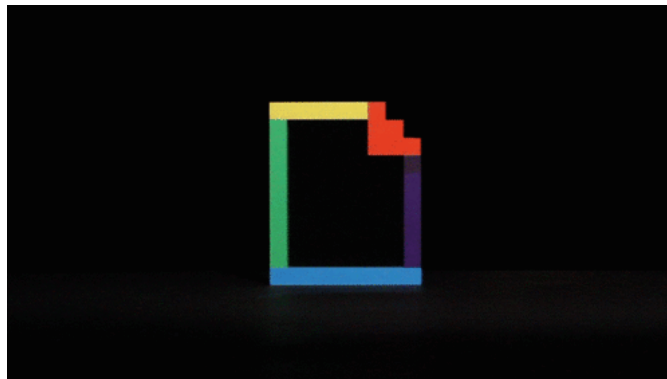
- Just another chat program – like IRC, Lync, Skype, ICQ, Facebook Messenger, Apple Messages, Google Talk, AOL Instant Messenger, Mattermost, etc., etc.
- But it's free\*, fun\*\*, and makes it easy to set up integrations\*\*\*



- \* Paid options are available, with educational pricing
- \*\* Certainly more fun than plain text-based chat; probably not as much fun as a roller coaster
- \*\*\* Limited to 10 on free plans

# GETTING STARTED WITH SLACK

- Sign up at [slack.com](https://slack.com)
- Send out invitations
- Turn on the Giphy integration
  - You will probably want to set it to G or PG
  - It's surprising how much having animated GIFs at your beck and call encourages people to use the system...



# THE POWER OF INTEGRATIONS

- Bots in your chat – “chat ops”
- Everyone can see what’s going on
- There’s a shared history of what happened when



**Git** BOT 2:55 PM

Kevin Paxman pushed to branch [master](#) of [KevinPaxman/watitis](#) ([Compare changes](#))

[b364407d](#): Mention whose presentation this is.

- Kevin Paxman



**jira** APP 4:45 PM

Kevin Paxman created Story [ISTWCMS-2082](#)

**Service content type: add audience 'Graduate Students'**

**Priority**

Medium



**jenkins** BOT 5:00 AM

[uw\\_base\\_profile build - #127](#) Started by timer ([Open](#))

[uw\\_base\\_profile build - #127](#) Starting... after 1.2 sec and counting ([Open](#))

[uw\\_base\\_profile build - #127](#) Success after 3 min 34 sec ([Open](#))

[Build a Drupal site - #113](#) Started by upstream project "uw\_base\_profile build" build number 127 ([Open](#))

[Build a Drupal site - #113](#) Starting... after 0.27 sec and counting ([Open](#))

[Build a Drupal site - #113](#) Success after 3 min 28 sec ([Open](#))



















































































**Drupal Test** APP 2:38 PM

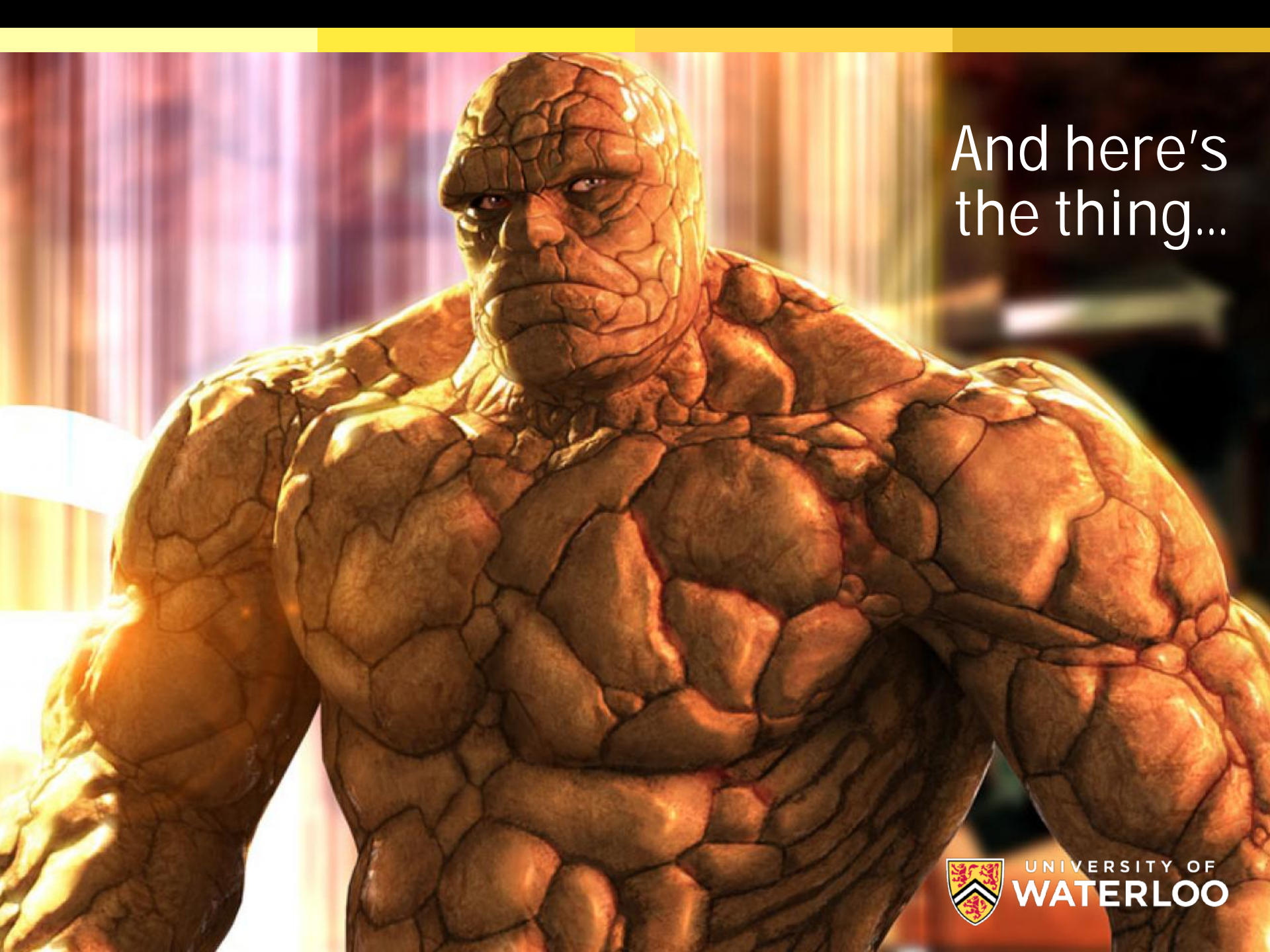


<https://wms-profiles.uwaterloo.ca/demo/home> was just marked as "needs review".



# SO, WHAT CAN YOU INTEGRATE?

 <b>Airbrake</b> Error monitoring and h	 <b>Breezy HR</b> Collaborative hiring platfo	 <b>Envoy</b> Modern visitor registrati	 <b>IFTTT</b> Automated connecti	 <b>PagerDuty</b> On-call scheduling, aler	 <b>Sentry</b> Real-time error loggir	 <b>Zapier</b> Automate tasks between other online
 <b>appear.in</b> Video conferences in yc	 <b>Bugsnap</b> Real-time bug intelligence	 <b>Giphy</b> An online library of anim:	 <b>Intercom</b> The easiest way to se	 <b>Papertrail</b> Cloud-hosted log mana	 <b>StatusPage.io</b> Hosted status pages f	 <b>Zendesk</b> Beautifully simple customer service p
 <b>AppSignal</b> Detailed metrics for Ru	 <b>Buildkite</b> Secure and flexible contini	 <b>GitHub</b> Source control and code i	 <b>Jenkins CI</b> An open source conti	 <b>Pingdom</b> Uptime and performan	 <b>Stripe</b> Web and mobile paym	 <b>Zoom</b> Online video conferencing platform.
 <b>Asana</b> Communications and ta	 <b>Circle CI</b> Continuous Integration an	 <b>Google Calendar</b> A shared calendar for you	 <b>JIRA</b> Project and issue trac	 <b>Pivotal Tracker</b> Collaborative, lightweig	 <b>Subversion</b> The Subversion software source control package.	
 <b>Beanstalk</b> A complete workflow tc	 <b>Cloud 66</b> DevOps as a Service.	 <b>Google Drive</b> Online document and file	 <b>LaunchKit</b> LaunchKit is a suite o	 <b>Rainforest QA</b> Easily QA test your web	 <b>Talko</b> Team calls for mobile and web, with replay of key moments.	
 <b>Bitbucket</b> Free source code hostir	 <b>Code Climate</b> Automated code review fc	 <b>Google+ Hangouts</b> Bring your conversations	 <b>Librato</b> Highly scalable metri	 <b>Raygun</b> Automatic error and cr:	 <b>Travis CI</b> Hosted software build services.	
 <b>Bitium</b> Application and Access	 <b>Codeship</b> Continuous Integration an	 <b>GoSquared</b> Real-time web analytics f	 <b>Lita</b> A chat bot scriptable	 <b>Reamaze</b> Helpdesk software for s	 <b>Trello</b> To-do lists and task management.	
 <b>Blossom</b> Agile project managem	 <b>Crashlytics</b> Mobile crash analysis and	 <b>GoToMeeting Free</b> HD video conferencing fc	 <b>Logentries</b> Centralized log mana	 <b>Room</b> Simple video calls in you	 <b>Twitter</b> Social networking and microblogging service.	
 <b>Blue Jeans</b> Cloud-based video mee	 <b>Datadog</b> SaaS app monitoring all in	 <b>Groove</b> A simple help desk built f	 <b>Magnum CI</b> Hosted continuous ir	 <b>RSS</b> Automatically syndicat	 <b>Userlike</b> Live chat platform for websites.	
 <b>Bonusly</b> Reward employees effo	 <b>Desk.com</b> All-in-one customer supp	 <b>Help Scout</b> Scalable customer suppo	 <b>MailChimp</b> Online email marketi	 <b>Runscope</b> Testing and debugging f	 <b>Visual Studio Online</b> Collaborate and manage software projects online.	
 <b>Boundary</b> Real-time Server and A	 <b>Dropbox</b> Cloud file storage and syn	 <b>Heroku</b> Cloud application deploy	 <b>Nagios</b> Server monitoring an	 <b>Scanbot</b> Document scanner for i	 <b>WorkingOn</b> Minimalistic progress tracking for teams.	
 <b>Box</b> Securely store, share, ai	 <b>Email</b> Send emails directly to a c	 <b>Honeybadger</b> Error and performance m	 <b>New Relic</b> Real-time applicator	 <b>Screenhero</b> Screen sharing for colla	 <b>Wunderlist</b> Collaborative to-dos lists and task management	
 <b>Enchant</b> Scalable customer support	 <b>Hubot</b> GitHub's scriptable chat i	 <b>OpsGenie</b> Rich alerts for IT mar	 <b>Semaphore</b> Hosted continuous inte	 <b>Yo</b> Zero character communication.		



And here's  
the thing...



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# YOU CAN BUILD YOUR OWN

- If the integration you want isn't on the list, you can build your own!



**Visitbot** APP 9:00 AM

Hey Bruce! Jimmy is here for you at the front desk.

**Your Full Name**

Jimmy West

**Who are you here to see?**

Bruce Sullivan

## Send messages

Messages are the building blocks of apps and bots. Start from "Hello, world," or connect a service you already use.

Learn about [Messages & Incoming Webhooks](#).

## Create simple workflows

Your app can respond to user activity, and buttons let users complete simple tasks (like requests and approvals).

Learn about [Interactive Buttons & Events API](#).



**Hiretron** APP 9:00 AM

### Approval Request

Your approval is requested to make an offer to [Florence Tran](#).

Approve

Deny



**Expensibot** APP 9:00 AM

Good evening, Caroline, do you need to expense something? Send it my way!



**Caroline Bennett** 9:00 AM

I did buy a \$4 coffee for a candidate

## Build bots

Add a bot to talk with users and automate tasks (and add a little fun).

Learn about [Bot Users & RTM API](#).

## Set up internal tools

Need a slash command or a bot just for your team? All our tools can be used for internal integrations.

Learn about [Internal Integrations](#).



**Jimmy West** 9:00 AM

/helpdesk My computer is on fire!












**Helpdesk** APP 9:00 AM

A helpdesk ticket has been created! 🎉



# FOR EXAMPLE...

-  **kpaxman** 4:19 PM  
eb
-  **eb** BOT 4:19 PM  
Hi there [@kpaxman!](#)
-  **kpaxman** 4:21 PM  
eb, yea or nay?
-  **eb** BOT 4:21 PM  
Gonna have to say nay. 🙅
-  **kpaxman** 4:19 PM  
eb give me a random number between 1 and 100
-  **eb** BOT 4:19 PM  
Your random number is **68**.

-  **kpaxman** 4:21 PM  
eb gimme a goose
-  **eb** BOT 4:21 PM ☆  
Here you go!
- x (8KB) ▾
- 



# WHAT ELSE CAN YOU DO?

- **Audio/video conference calls**
- **Send automated reminders**
- **Direct message to individuals or multiple people**
- **Create/join multiple “teams”**
- **Create multiple channels**
- **Create “guest” users that can only access a single channel**
- **Share files**
- **Search the message archive**

# WHERE CAN YOU USE IT?

- On the web
- Dedicated desktop apps for Windows, Mac, and Linux (Ubuntu/Fedora)
- Dedicated mobile apps for iOS, Android, and Windows Phone/Windows Mobile
- Over IRC (if you are willing to accept some security limitations and enable the gateway)
- 3<sup>rd</sup>-party clients (for example, Franz, which combines multiple chat/messaging services into one application)

Questions?



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