

ChatOps for everyone

Bringing the ChatOps style to every workflow



Colm Doyle

@colmisainmdom



slack

Acme Sites ▼ 🔔

- Matt Kump
- 🔍 All Threads
- Starred
- 🔍 # design-work
- 🔍 # events
- Caroline McCarthy
- Channels +
- 🔍 # accounting-costs
- 🔍 # brainstorming 1
- 🔍 # business-ops
- # culture**
- 🔒 design-crit
- 🔍 # marketing
- 🔍 # media-and-pr
- 🔍 # triage-issues
- Direct Messages +
- ♥️ slackbot
- Brandon Velestuk
- Cory Bujnowicz
- Fayaz Ashraf
- 👤 Lane, Pavel
- Matt Hodgins
- Shannon Tinkley
- Terra Spitzner

#culture

☆ | 👤 19 | 🗑️ 0 | Add a topic

📞 ⓘ ⚙️ 🔍 Search @ ☆ ⋮

Today

📄 Guests and visitors must be accompanied throughout the office

Jason Stewart 2:22 PM
Thanks Johnny!

Salesforce APP 2:24 PM

BigCo Account

- Account Owner: [Todd Huge](#)
- Annual Revenue: \$5,000,000
- Industry: Retail
- Website: [bigco.com](#)
- Type: Customer - Paid

Post to Conversation

zendesk APP 2:36 PM
New ticket from Randall: [Ticket #84389](#)

Zendesk

Question about order

Hello,

I'm hoping to track down an order that should have been delivered two days ago. The order number is #3504.

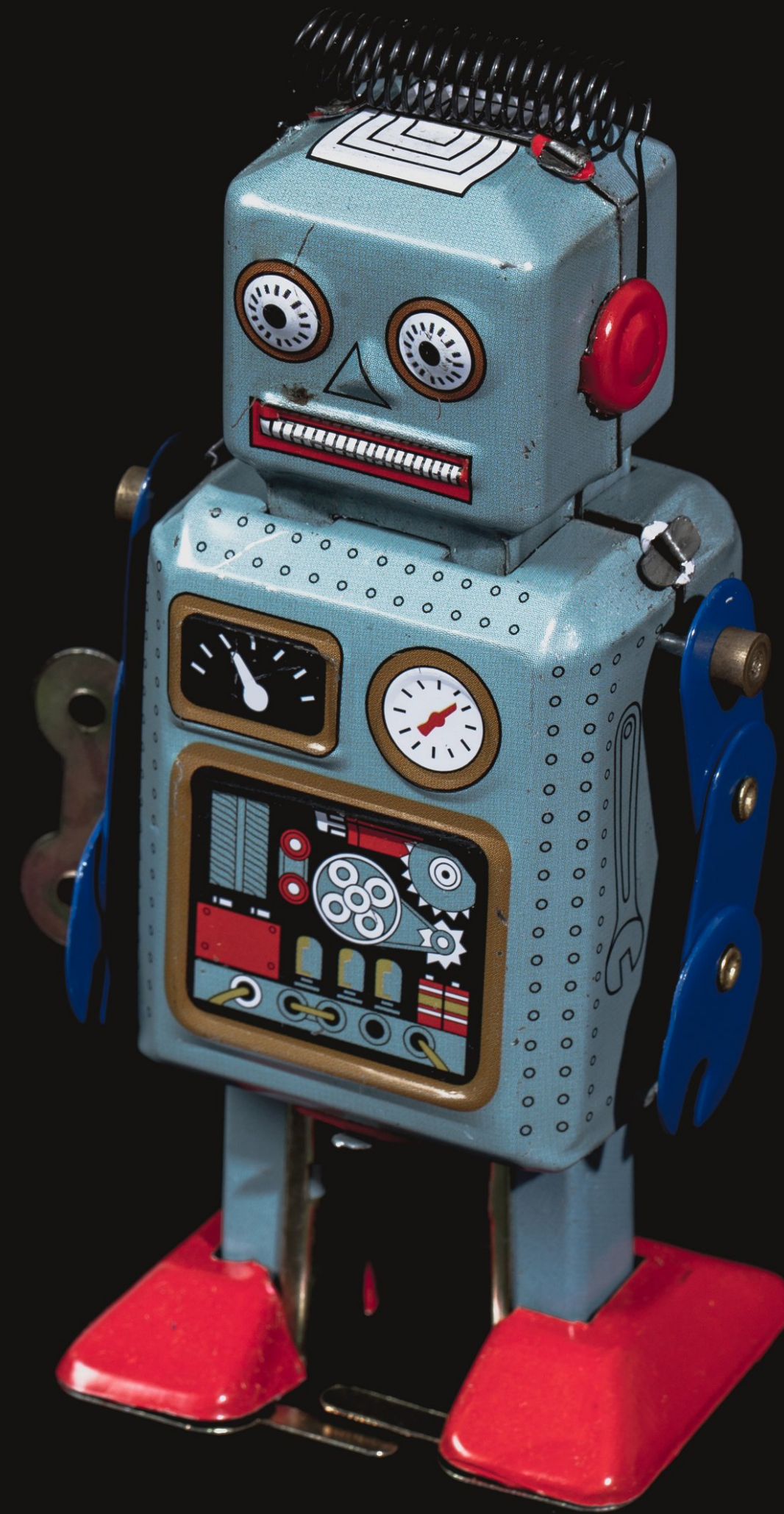
Can you help me? Thanks,

Randall

Polly APP 3:43 PM

On a scale of 1-5, how likely are you to recommend our company as a good place to work?

+ Message #culture @ 😊



It looks like you're writing a letter.

Would you like help?

- Get help with writing the letter
- Just type the letter without help
- Don't show me this tip again



ChatOps

What is ChatOps?




github: The Danger Room

The Danger Room GitHub has tidy little bit of GUI

Kyle
Hubot convert 1 gallon to liters

Hubot
Kyle: 3.78541178 liters

Kyle
Hubot image me robawt

Hubot


Ben
hubot tell me the rules

Hubot
1. A robot may not injure a human being or, through inaction, allow a human being to come to harm.
2. A robot must obey any orders given to it by human beings, except where such orders would conflict with the First Law.
3. A robot must protect its own existence as long as such protection does not conflict with the First or Second Law.

Who's Here?
Alex
aw
Ben
benburkert
brianmario
Bryan
Cameron
Chris
Hubot
Jason
jesse
Josh
JP
justin
Kami
Kevin
Kyle

Latest Documents
899 Pine St San...
image.jpg
Screen shot 20...
Photo on 2011...
VISION Consulti...

The Danger Room

Get Stuff Done

**Let's all go build
conversational bots! Right?**

Wrong.



GUIDED MICRO-PROJECTILES

18

12

27 ENLT

27 ENLT

27 ENLT

830

700

600

500

400

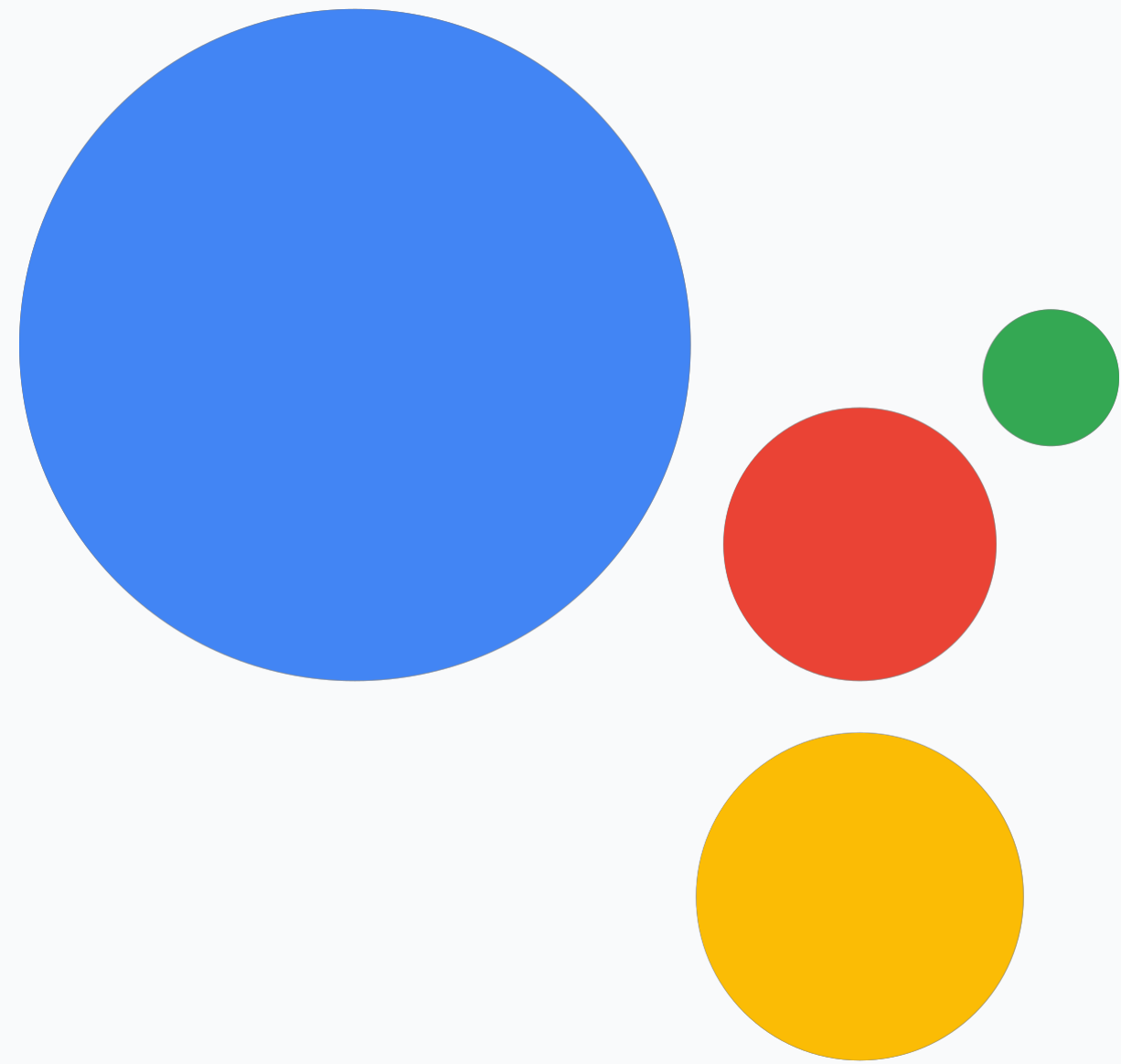
300

200

100

0





\$2,422,680,000,000



Kir Shatrov 10:36 AM ☆

I'm going to revert

spy shipit lock shopify "need to revert. Locking to avoid new deploys"

spy BOT 10:36 AM

  @kirs just locked [shopify/production](#) because:

"need to revert. Locking to avoid new deploys"

 [shopify/shopify/production](#) locked



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Bot to invoke



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Tool



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Command



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Argument one



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Argument two

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 **Zendesk**


[Question about order](#)

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[On a scale of 1-5, how likely are you to recommend our company as a good place to work?](#)

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```
Last login: Sun Feb 24 22:05:52 on ttys000
12:27:21 [~] $ spy shipit lock shopify "need to revert. Locking to avoid new deploys"
```


Polly APP 3:43 PM

On a scale of 1-5, how likely are you to recommend our company as a good place to work?

+ Message #culture @ 😊



**There's a better way for your
users**


IT Helpdesk
✕

Summary

Request

Choose an option...
▼

Location

Choose an option...
▼

Is this urgent? (optional)

Choose an option...
▼

Description (optional)

3000

[? Learn more about Helpdesk](#)

Cancel
Submit

- Copy link
- Mark unread
- Remind me about this >
- Pin to #random ...
- Delete message
- Chirp this message... Chirpy
- Save for later Gel
- Create a task... Yogi
- More message actions...



Your App APP 6:37 PM

Looks like you have a scheduling conflict with this event:

Iris / Zelda 1-1

Tuesday, January 21 4:00-4:30pm

Building 2 - Havarti Cheese (3)

2 guests

⚠ Conflicts with Team Huddle: 4:15-4:30pm

Propose a new time:

Today - 4:30-5pm Choose

Everyone is available: @iris, @zelda


Tomorrow - 4-4:30pm Choose

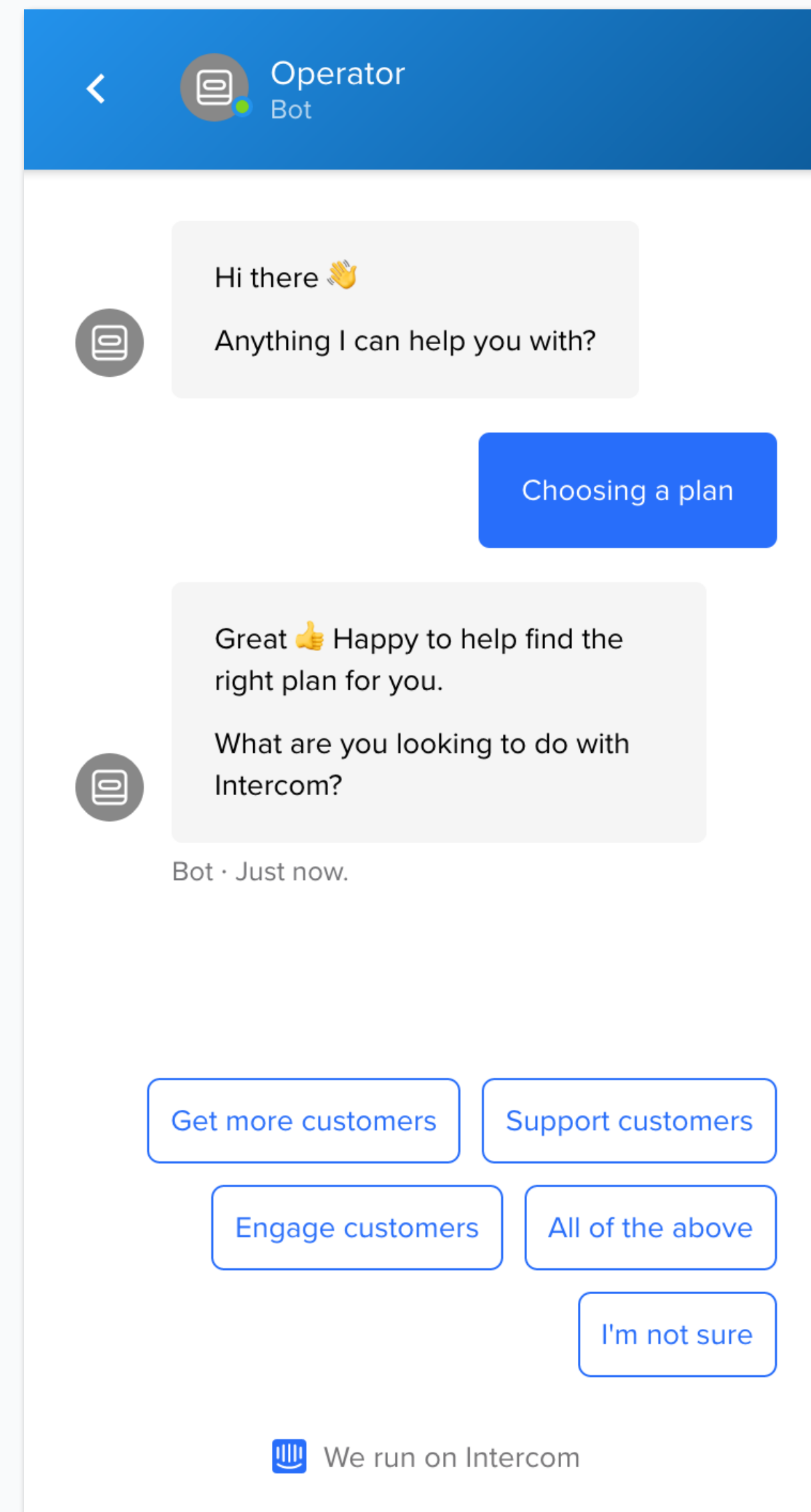
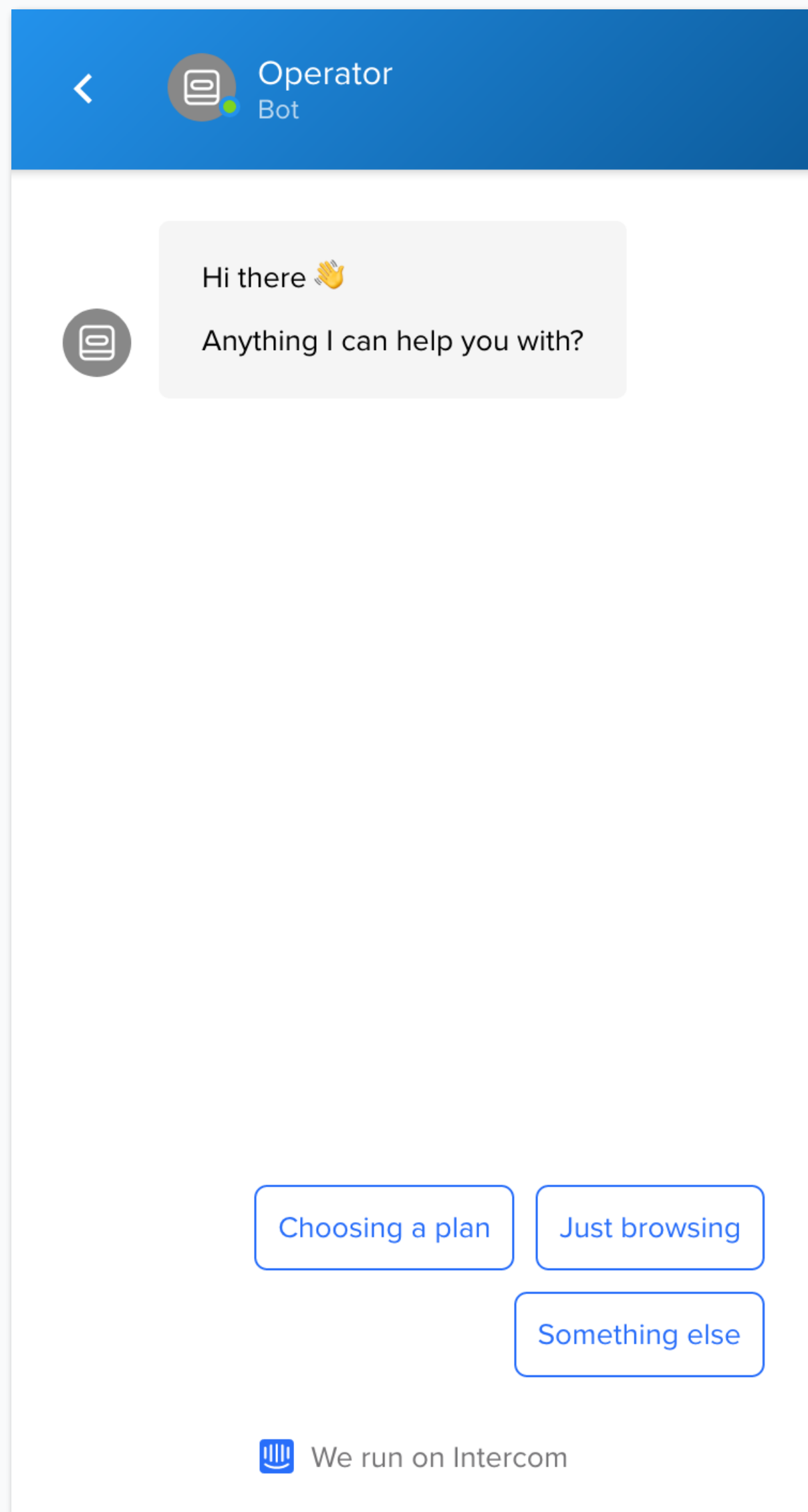
Everyone is available: @iris, @zelda

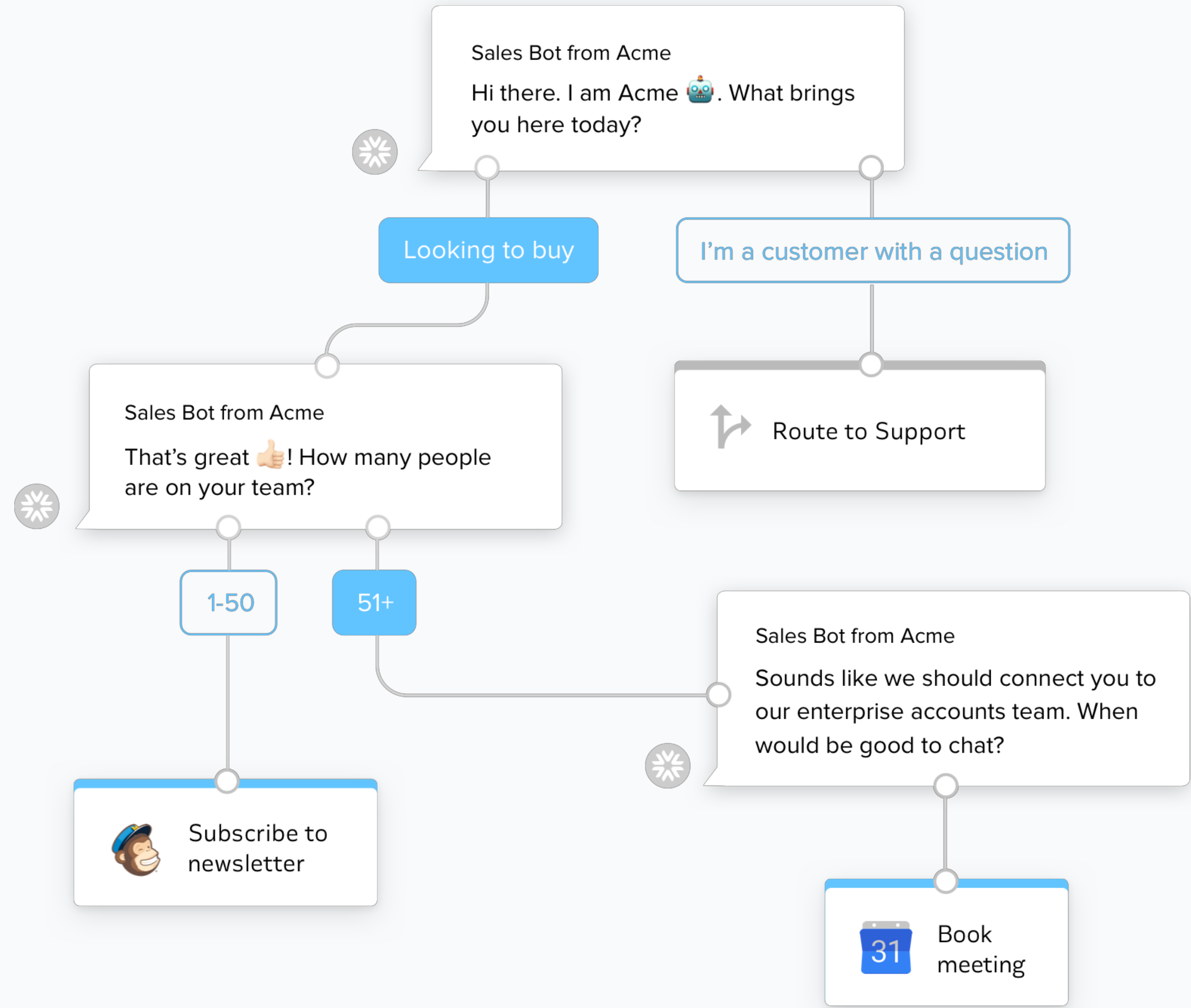
Tomorrow - 6-6:30pm Choose

Some people aren't available: @iris, @zelda

[Show more times](#)







Sales Bot from Acme
Hi there. I am Acme 🤖. What brings you here today?

Looking to buy

I'm a customer with a question

Sales Bot from Acme
That's great 👍! How many people are on your team?

1-50

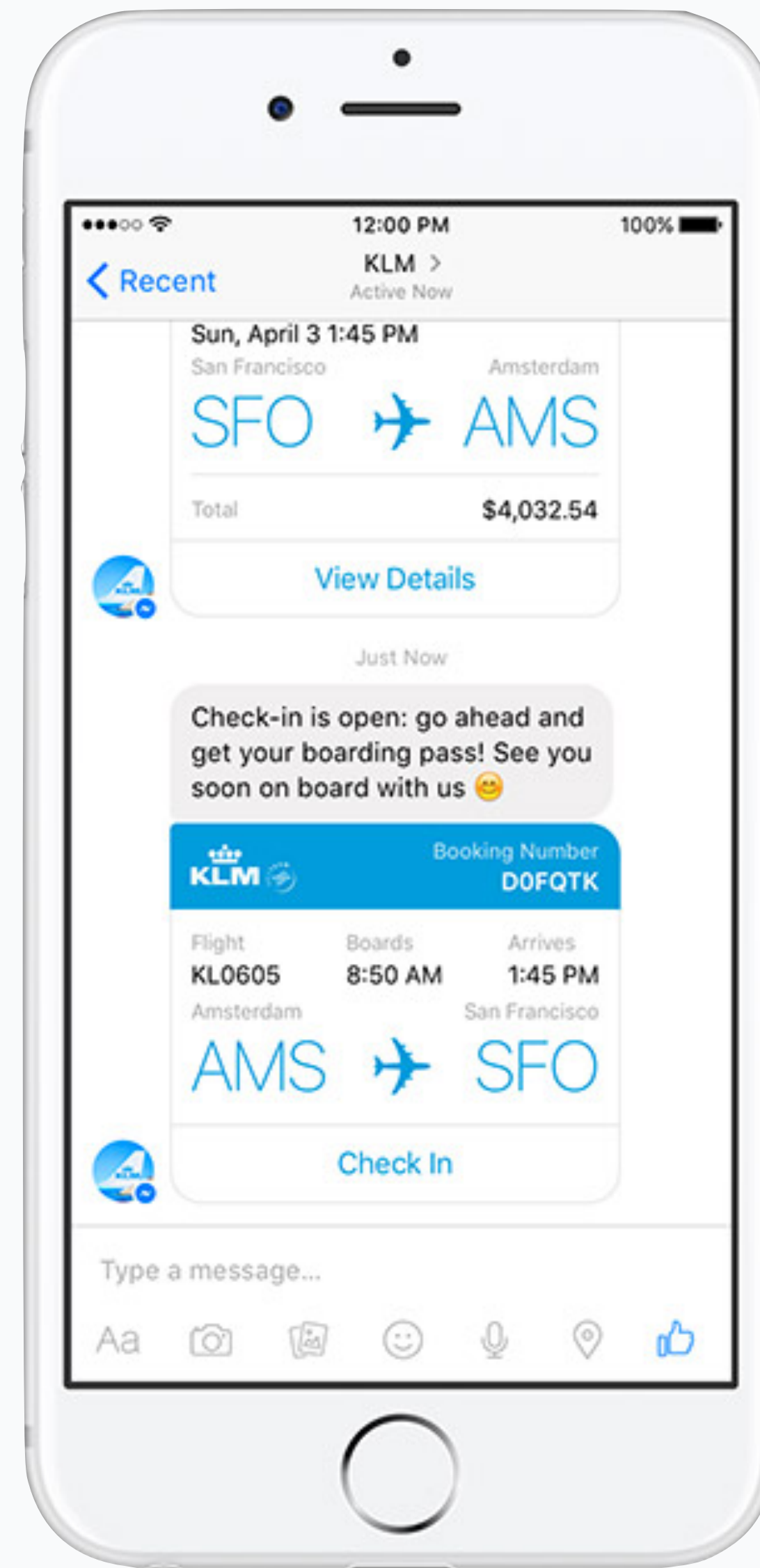
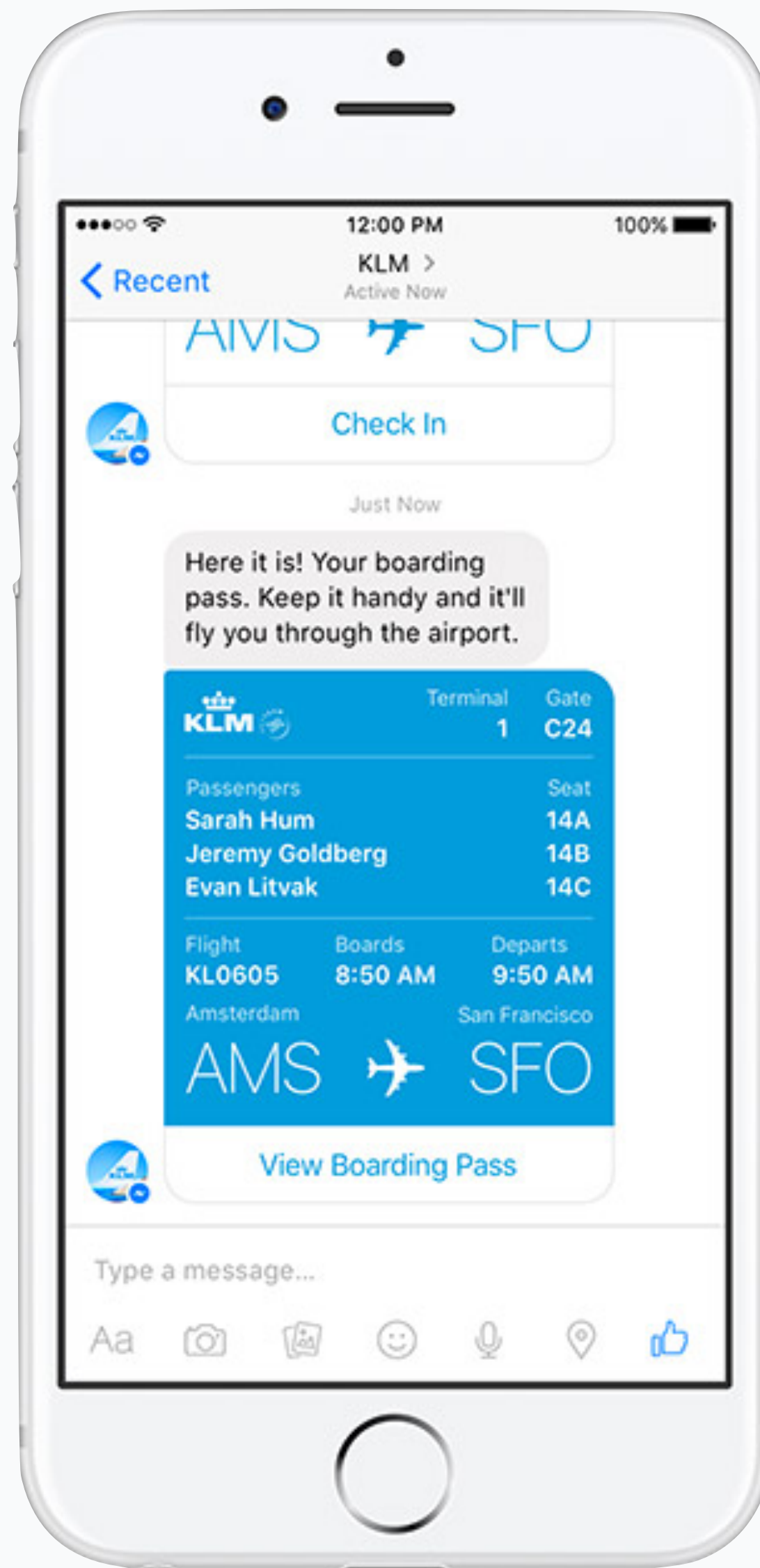
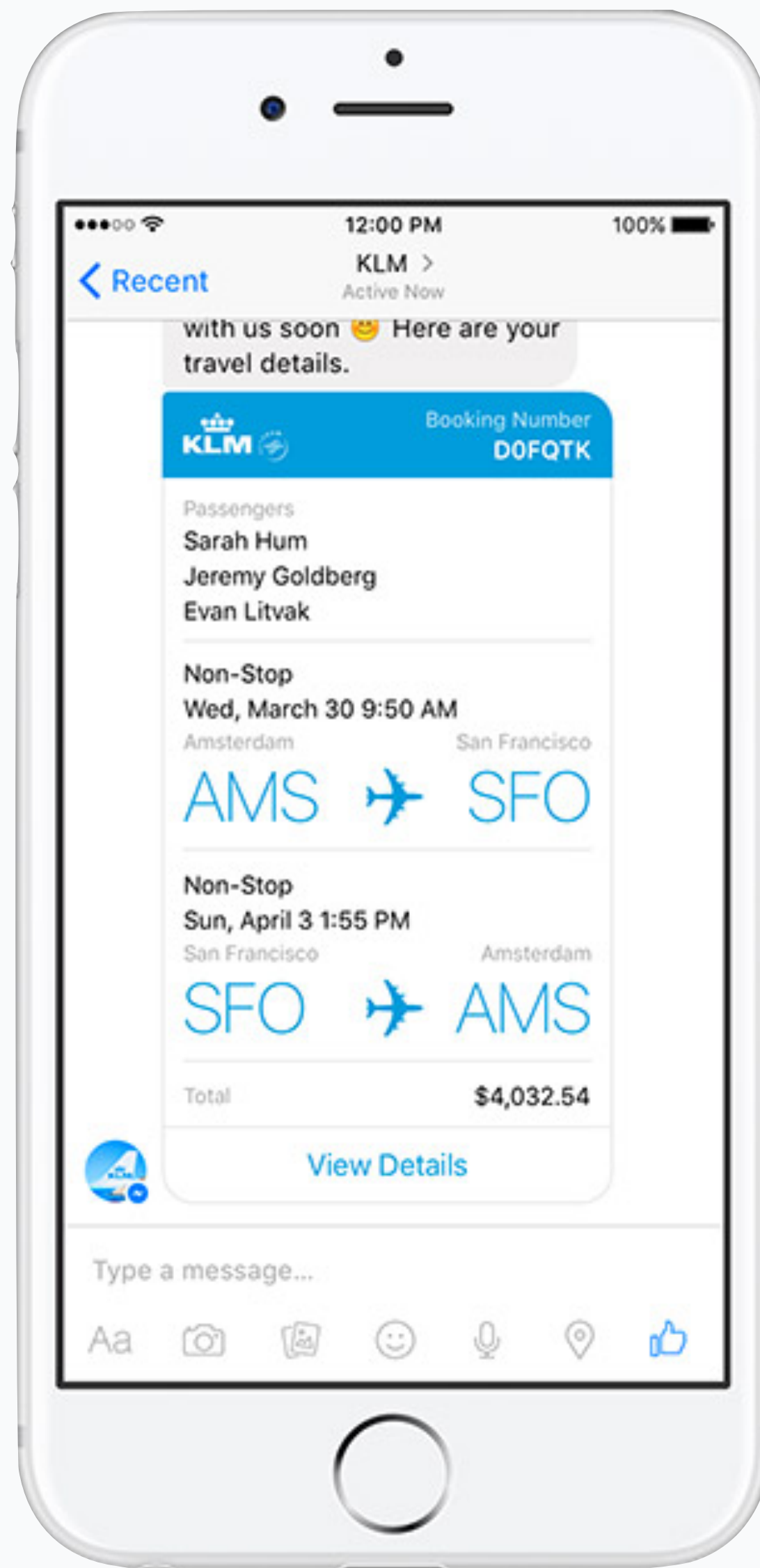
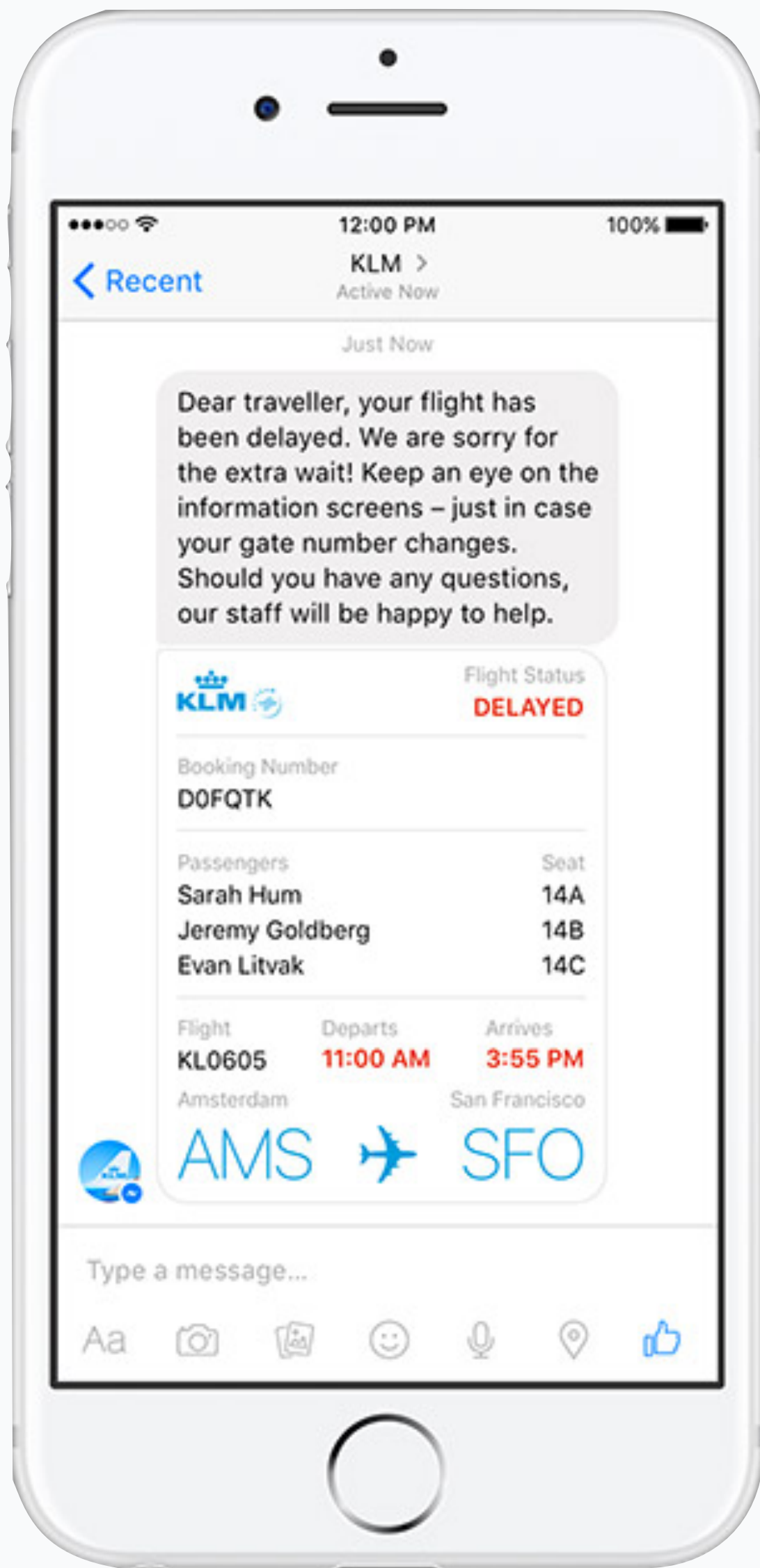
51+

↪ Route to Support

🐒 Subscribe to newsletter

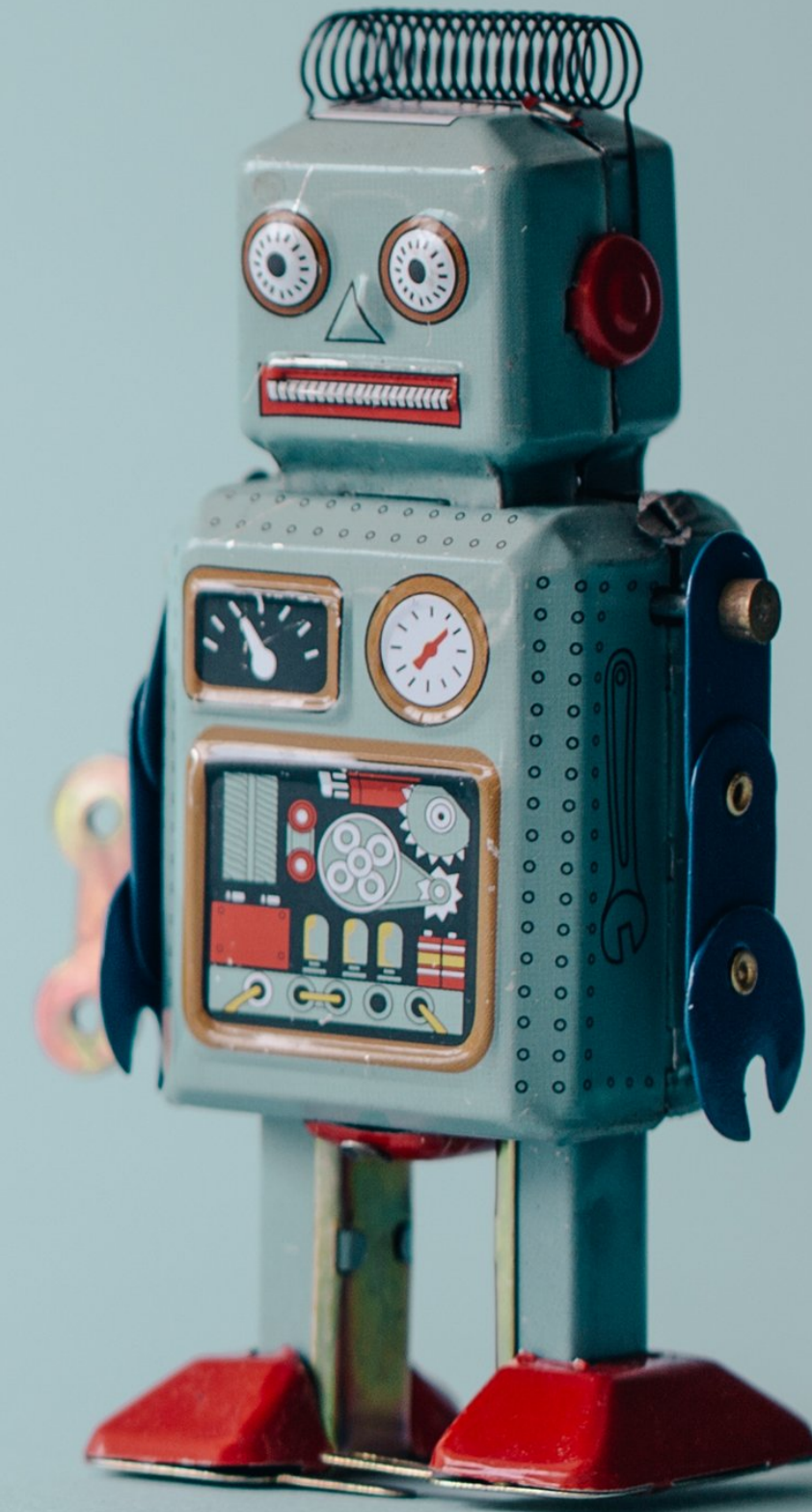
Sales Bot from Acme
Sounds like we should connect you to our enterprise accounts team. When would be good to chat?

📅 31 Book meeting

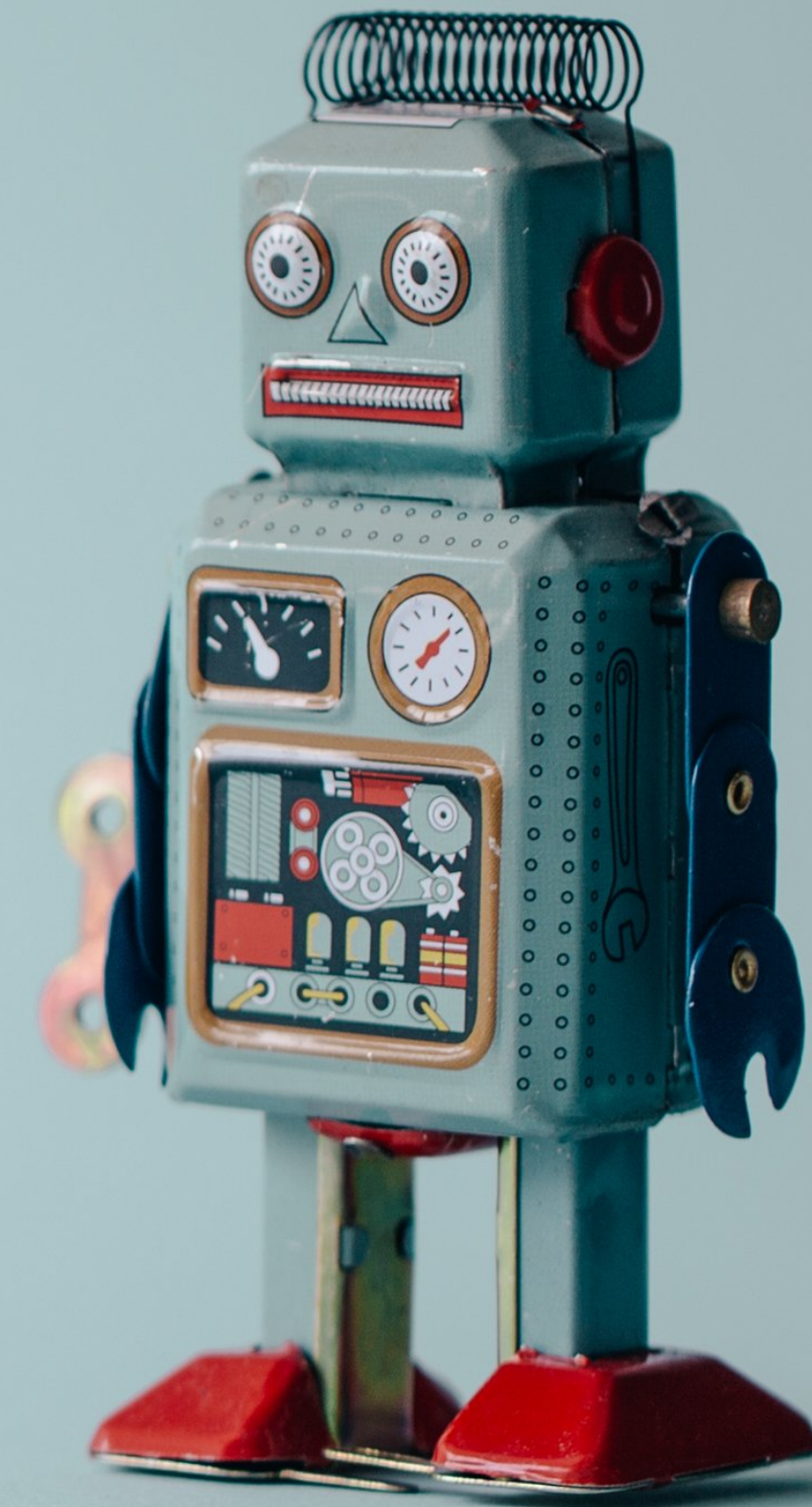


Alright so, wrap it up

The three laws of robotics



The four laws of ChatBots



Consider other disciplines

Guide your users

Provide all the context

Be proactive

Delight your users



Thank You!

