

Final Project:

White Paper

How IT Companies Free from Flood of Email Messages Get Started with ChatOps Using Slack

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Letter of Transmittal

MEMO

Date: December 11, 2016
To: Mr. John Smith, CEO/President, ABC Systems, Inc.
From: Yuji Shimojo
Subject: Recommendation Report for Getting Started with ChatOps Using Slack

Attached is my report on “How IT Companies Free from Flood of Email Messages.” This report includes introduction and explanations of Slack features in a step-by-step manner.

In the report, I introduce and explain its basic and advanced eleven features. Slack helps your team to improve communications and to increase productivity of your team.

I sincerely appreciate your consideration of adoption of Slack. I hope you enjoy the results that the project has created and we look forward to working with you in the future. If you have any questions or comments, please contact

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Abstract

How IT Companies Free from Flood of Email Messages Get Started with ChatOps Using Slack

Prepared by: Yuji Shimojo

Nowadays, most of business people waste tons of time on reading and writing internal and external emails every workday. Due to that, many employees are tired of this flood of emails, and this results in low productivity of employees seriously.

According to Burkus (2016), email takes up 23 percent of the average employee's workday, and that average employee sends or receives 112 emails per day. Also he introduces that Thierry Breton, CEO of the France-based information technology services firm Atos Origin was banning email in 2011 to improve his employee's productivity.

For the above reasons, team collaboration and messaging tools have become widely used to prevent from low productivity. Recent years, ChatOps tools have attracted attention. ChatOps is a new model for continuous software development and operations called conversation-driven development.

Slack helps teams to improve communications with many of ChatOps functionalities.

Body of Report

Introduction

Slack is a cloud-based team collaboration and messaging tool, which is rapidly expanding its market share in the world since the launch in 2013. Unlike other chat tools such as Skype and Google Hangouts, Slack provides many ChatOps functionalities. ChatOps is a new model for continuous software development and operations called conversation-driven development. Chatroom integration tools for ChatOps such as Slack serve as the communications channel for ongoing IT world like executing commands and resolving incidents and issues (Rouse, n.d.).

Features

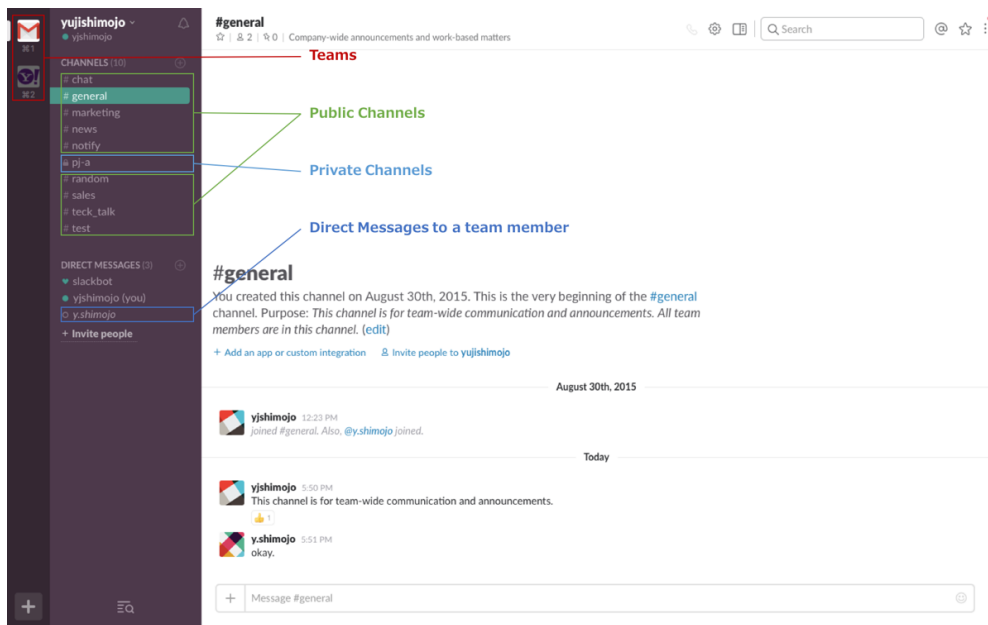
I will introduce and explain very useful basic and advanced eleven features of Slack as follows.

Basic Features

1. Teams, Channels, and Direct Messages

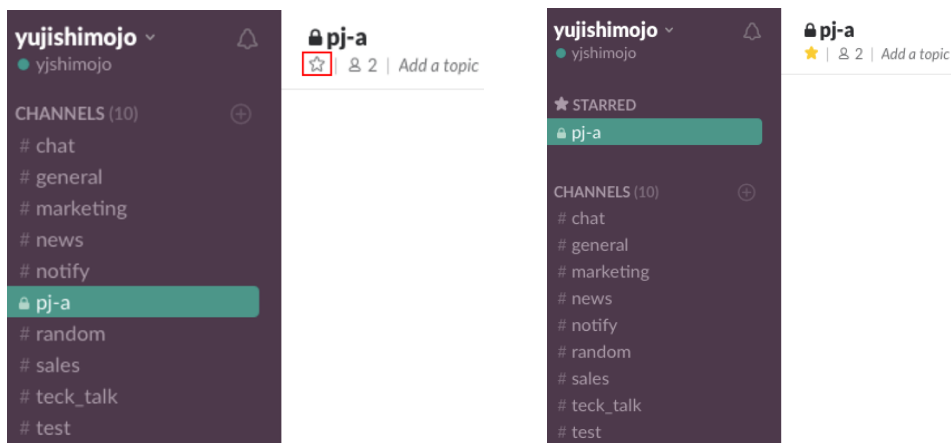
To get started with Slack, you first create a new Slack team. The URL of a Slack team which is named "**yujishimojo**" is like <https://yujishimojo.slack.com>. After creating a new Slack team, you can then add channels which are message message threads in Slack. You can also sign in to multiple slack teams and manage multiple teams in the same Slack application window.

Figure 1: Slack application window



When you click the **star icon** of a specific channel, the channel will be shown in the **Starred** section. This feature seems like a bookmark.

Figure 2: Star a channel



2. Client apps

In addition to using Slack via a web browser, you can install and use client applications for Mac, Windows, iOS, Android, Windows Phone, and Apple Watch.

Figure 2: App for Mac

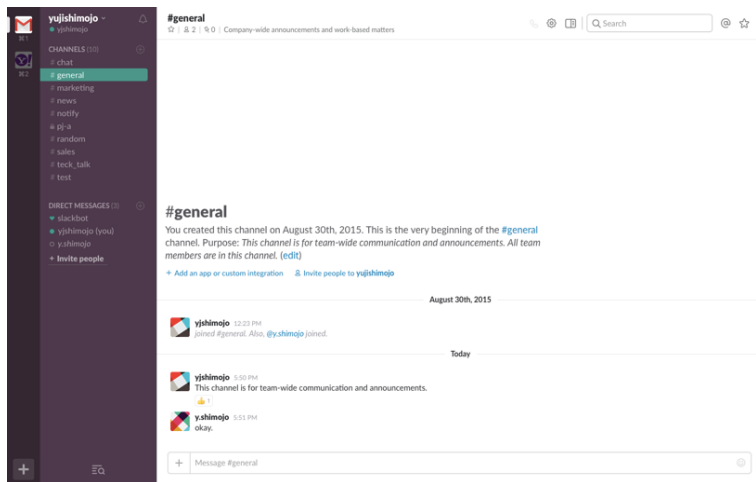
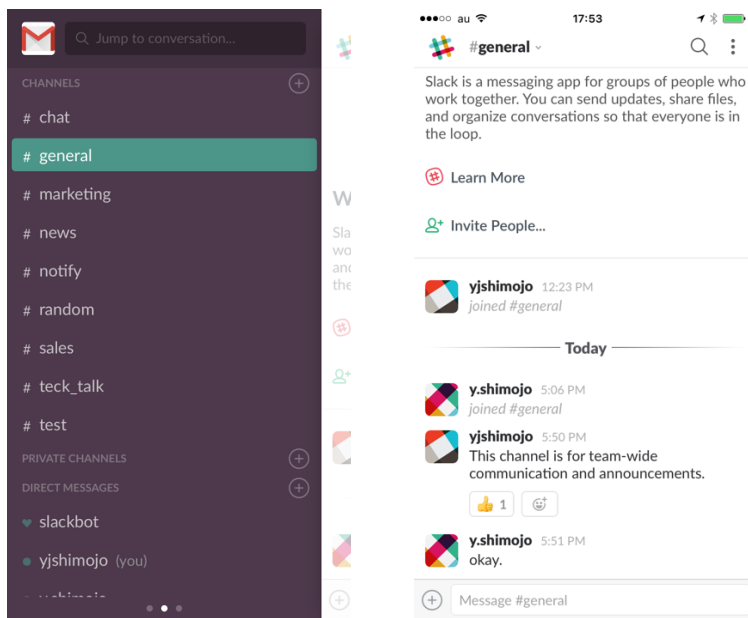


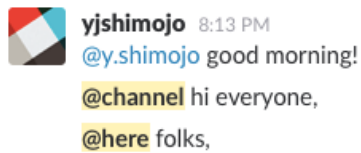
Figure 3: App for iOS



3. Mention a team member or a channel

By using [@mention](#), you can notify a team member or a channel.

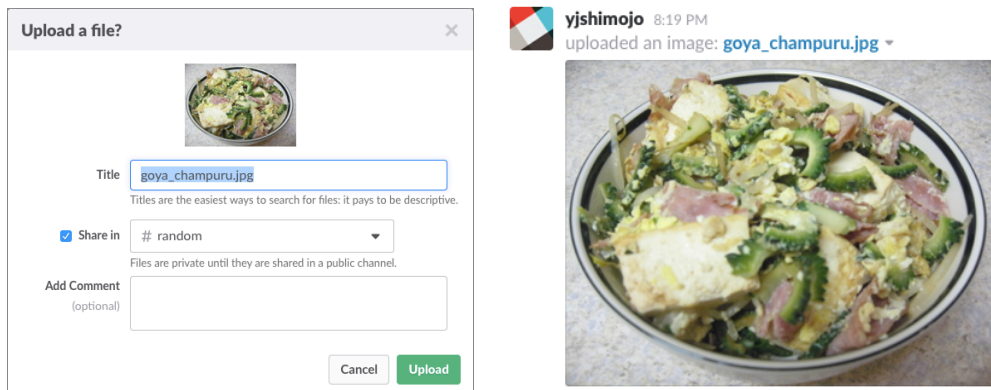
Figure 4: Mention to a user and a channel



4. Share files

You can upload and share a file easily by a drag-and-drop operation.

Figure 5: Upload and share an image



5. Share links

When you just copy and paste a URL which you want to share into the message box, a text preview of the linked website will be shown automatically.

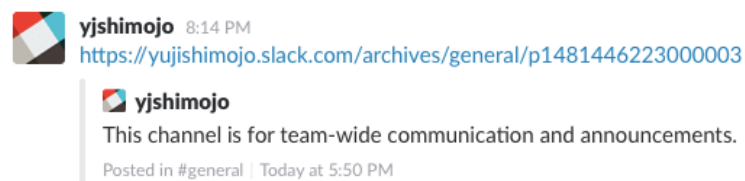
Figure 6: Share a link



6. Quote messages

You can share a message which someone posted before in any channel or direct message.

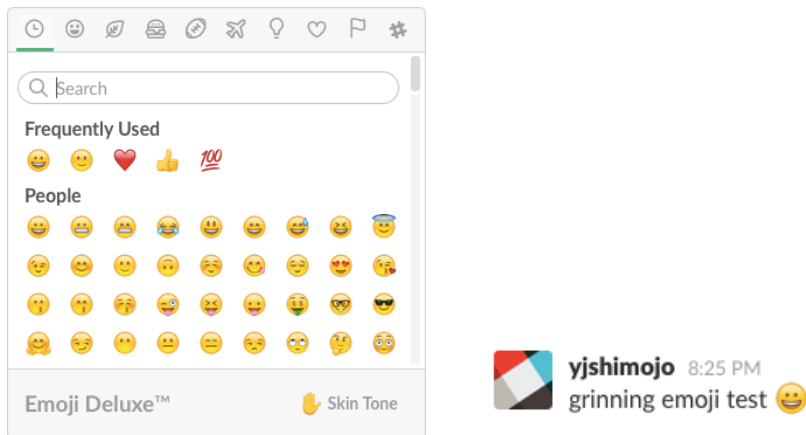
Figure 7: Quote a message



7. Emoji

You can post emoji into the message box or add emoji reactions to a message.

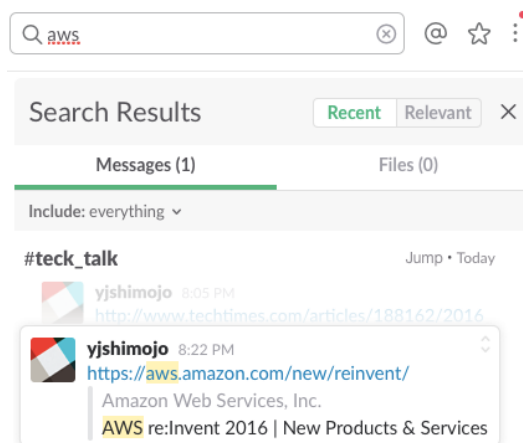
Figure 8: Post emoji



8. Search messages

You can search messages by typing search keywords into the search box in the right side corner.

Figure 9: Search messages by "aws."



Advanced Features

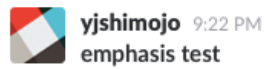
9. Format messages

You can format your messages. Formatting options are **emphasis**, **strikethrough**, **italic**, **block quotes**, **code blocks**, and **snippet**.

9.1.Emphasis

Input: `*emphasis test*`

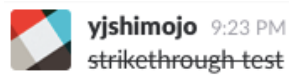
Output:



9.2.Strikethrough

Input: `~strikethrough test~`

Output:



9.3.Italic

Input: `_italic test_`

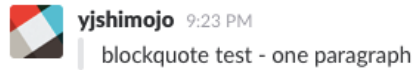
Output:



9.4.Block quotes (one paragraph)

Input: `> blockquote test - one paragraph`

Output:



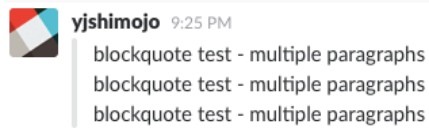
9.5. Block quotes (multiple paragraphs)

Input: `>>> blockquote test - multiple paragraphs`

`blockquote test - multiple paragraphs`

`blockquote test - multiple paragraphs`

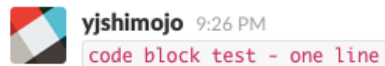
Output:



9.6. Code blocks (one line)

Input: ``code block test - one line``

Output:



9.7. Code blocks (multiple lines)

Input: `````

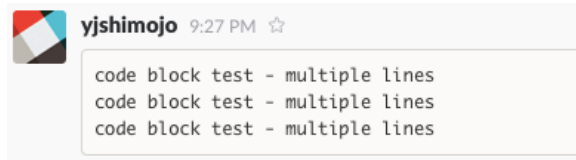
`code block test - multiple lines`

`code block test - multiple lines`

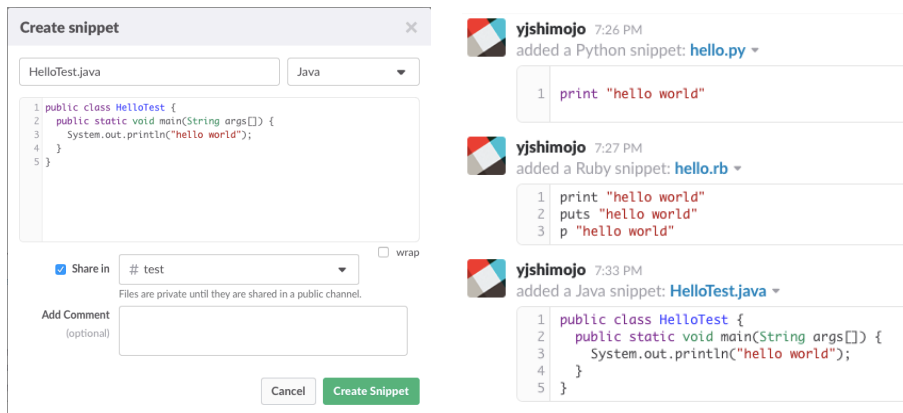
`code block test - multiple lines`

`````

Output:



## 9.8. Code or text snippet



## 10. Integrations

One of the strongest features of Slack is integrations. You can integrate your favorite applications with Slack. There are many applications to integrate which you can find them in App Directory. I will introduce two popular applications as below.

Figure 10: Google Calendar

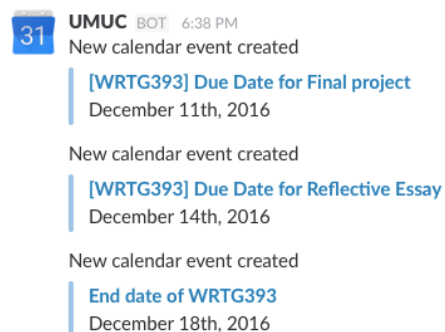
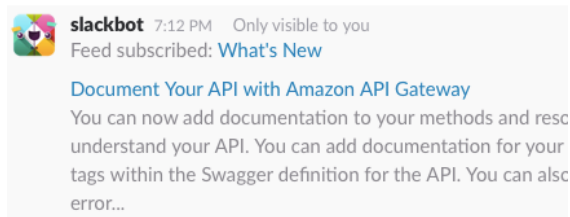


Figure 11: RSS feeds



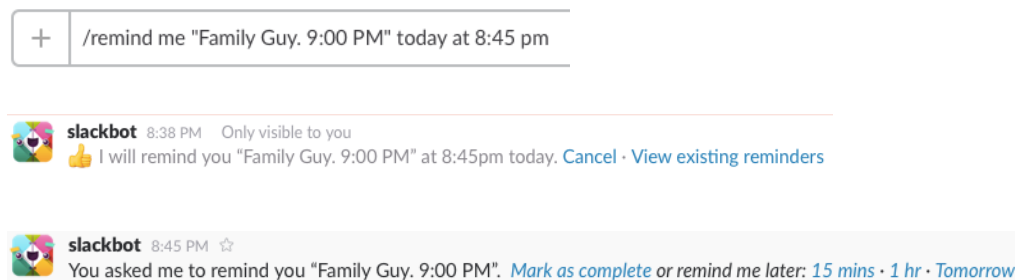
## 11. Slash commands

By using build-in commands that start with a slash, you can take particular actions.

### 11.1. Set reminders

You can set a reminder by typing `/remind` into the message box.

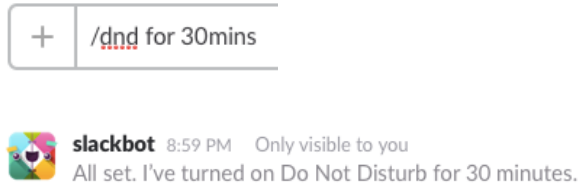
Figure 12: Set a reminder



### 11.2. Do Not Disturb and snooze settings

You can set Do Not Disturb (DND) time by typing `/dnd` into the message box.

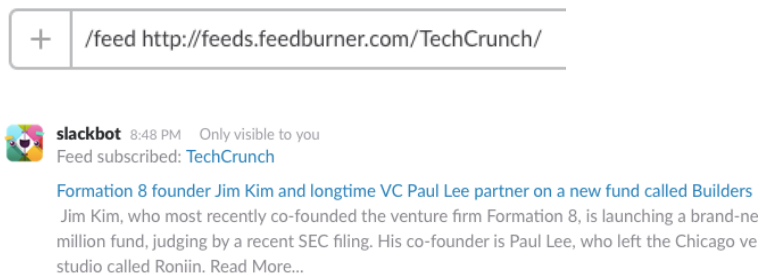
Figure 13: Set DND minutes



### 11.3. Add feeds

You can add a feed by typing `/feed` into the message box.

Figure 14: Add a feed



## Conclusion

As I showed above, Slack has many of ChatOps features; however, it still have lack of features. For example, Slack currently does not provide video chat and screen sharing which Skype, Google Hangouts, and HipChat do.

To complement the lack of features, Slack acquired Screenhero which provides voice chat and screen sharing in January, 2015; therefore, it would complete to integrate

those features in the near future. In addition to that, for Slack raised \$200 million recently, it would continuously polish its competitive advantages as a ChatOps app.

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