

Slack Support Follow Up Bot

Features

- ticket created on 1st support thread
 - - subject includes "follow-up-bot: "
 - if no slack response - every 48 hr nag up to 3 times and then reopen ticket and email nag with auto-re-close.

Problems to solve

- member has issue that gets forgotten about after reporting on slack thread
- support thread is never responded to by a volunteer
- atypical support threads
 - volunteer message to many people
 - Is this a community announcement?
 - if no or no response, then run support bot

Complication

- slack threads are not structured causing false positives, identical treatment for different types of threads
- someone responds out of thread

Programming

- need database
 - ignore multiple threads
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Process

- content matches goes to funnel
- automated follow up after 48 hours
 - is issue resolved?
 - if no response after 3 cycles then reopen ticket

- reopen in OS ticket and send message and recloses
- false positives
- if yes, then say thank you and do nothing (maybe record analytics somewhere)
 - stop nagging
- if no
 - should stay in slack

Diagram

out of date

[link](#)

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