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 osticket 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
  - ○

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out of date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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