

# Ressl.ai — Company Assignment (Task 1)

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## Executive Summary

I reviewed Upwork for fresh, high-fit opportunities (last ~2 weeks) and highlighted three postings that align tightly to Ressl.ai's core: Salesforce-connected AI assistants, Slack-based help desk, and ticketing. I then outlined three clear, positive product improvements with concrete fixes and validation steps. This is ready to paste into a Google Doc and submit.

## Question 1 — Upwork jobs/freelancing work relevant to Ressl.ai

*Selection criteria: posted recently (~ last 2 weeks), Salesforce-centric, and overlapping with Chat-with-Org / Tickets / Help Desk on Slack.*


### 1) ChatGPT Integration Specialist — Posted Aug 13, 2025

Upwork link	<a href="https://www.upwork.com/freelance-jobs/apply/ChatGPT-Integration-Specialist_~021955574614173300518/">https://www.upwork.com/freelance-jobs/apply/ChatGPT-Integration-Specialist_~021955574614173300518/</a>
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Why this fits Ressl.ai (2–3 lines): This client needs a tailored ChatGPT integration inside their workflows. Ressl.ai already operationalizes secure LLM access over enterprise data—making this a strong fit for our “Chat with Your Org” capability and governance model.


## ChatGPT Integration Specialist


Posted 5 days ago


 Worldwide


### Summary

We are looking for a skilled ChatGPT Integration Specialist to help us implement and customize ChatGPT for our business needs.

 **\$10.00**  
Fixed-price

 **Intermediate**  
Experience Level

 Remote Job

 **Ongoing project**  
Project Type

### Skills and Expertise

Mandatory skills

ChatGPT API Integration

+ 3 more

### Activity on this job


## 2) Slack Administration and Workflow Optimization Expert ~3 days ago

Upwork link	<a href="https://www.upwork.com/freelance-jobs/apply/Slack-Administration-and-Workflow-Optimization-Expert_~021956379104535789858/">https://www.upwork.com/freelance-jobs/apply/Slack-Administration-and-Workflow-Optimization-Expert_~021956379104535789858/</a>
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Why this fits Ressler.ai (2–3 lines): Optimize Slack workspace and build workflows—direct fit for Ressler.ai’s Help Desk on Slack and Tickets


## Slack Administration and Workflow Optimization Expert


Posted 3 days ago


 Worldwide


### Summary


We are seeking a highly skilled Slack expert to help us optimize our Slack usage. The ideal candidate will be responsible for administering our Slack workspace, building effective workflows, and providing guidance on best practices. Your expertise will help enhance team collaboration and productivity. If you have a proven track record of maximizing Slack's features and functionalities, we want to hear from you!

 Less than 30 hrs/week  
Hourly

 1-3 months  
Duration

 Intermediate  
Experience Level

 Remote Job

 Ongoing project  
Project Type

### Skills and Expertise

Mandatory skills

### 3) Salesforce Specialist Needed for Project Support — Posted Aug 13, 2025

Upwork link	<a href="https://www.upwork.com/freelance-jobs/apply/Salesforce-Specialist-Needed-for-Project-Support_~021955609992297068326/">https://www.upwork.com/freelance-jobs/apply/Salesforce-Specialist-Needed-for-Project-Support_~021955609992297068326/</a>
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Why this fits Ressler.ai (2–3 lines): The client wants call recording and transcripts inside Salesforce—exactly the sort of workflow where Ressler.ai's agents can index conversation context, surface insights in Slack, and accelerate ticket resolution.


## Salesforce Specialist Needed for Project Support


Posted 5 days ago


 Worldwide


### Summary

Looking for a Salesforce expert for mobile calls with automatic recording and transcript in Salesforce.

 **\$5.00**  
Fixed-price

 **Intermediate**  
Experience Level

 Remote Job

 **Ongoing project**  
Project Type

### Skills and Expertise


#### Mandatory skills

Salesforce CRM

Salesforce App Development

+ 3 more

### Activity on this job

Proposals:  10 to 15

Last viewed by client:  yesterday

Interviewing: 3

Invites sent: 0

## Question 2 — Ressler product: 3 clear, positive improvements (with fixes)

Product: <https://app.ressl.ai> • Features to validate: Chat with Your Org, Tickets, Help Desk on Slack.

### Improvement 1 — Dev Org connection clarity (auto-select the right OAuth host)

Area	Onboarding → Salesforce connection
What to improve	Users with Dev Orgs often click “Sandbox” by habit; Dev Orgs authenticate on Production login, causing failed or partial connections.
Best fix	Detect org type (e.g., *.my.salesforce.com) and pre-select ‘Production’. Add a pre-flight scope checklist with green ticks before redirecting to OAuth.
How to validate	Cypress E2E covering both hosts; unit test

	host→env mapping; UX check for inline helper tooltip (“For Dev Orgs, choose Production”).
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## Improvement 2 — “Permissions Health Check” boosts Chat-answer completeness

Area	Chat with Your Org → Data coverage & permissions
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What to improve	Thin/incomplete answers happen when the integration user lacks FLS/object access (Case, Knowledge, key custom objects).
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Best fix	Add a one-click Health Check that inspects required objects/fields and outputs a copy-ready admin checklist to grant missing access.
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How to validate	Create a minimal-access profile → run Health Check (expect failures); grant access → re-run prompts and assert richer answers on a regression suite.
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## Improvement 3 — Slack Help Desk reliability: add `/ressl-diagnose` self-test

Area	Slack Help Desk → Events, scopes, and interactivity
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What to improve	If the Slack app lacks a scope or Event Subscriptions aren’t verified, thread replies/buttons can fail silently.
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Best fix	Install-time scope & event verifier + a `/ressl-diagnose` command that posts pass/fail checks with a re-authorize link.
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How to validate	Remove a scope in a test workspace → run `/ressl-diagnose` (expect fail + remediation). Restore scopes → pass. Confirm interactive payloads reach
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	handlers.
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### Bonus — Small UX wins that compound

- Tooltip near Environment picker: “Dev Orgs → select Production.”
- Seed demo data button (2–3 Cases + Knowledge articles) for instant value in Chat/Tickets.
- Tickets mapping wizard (required fields/owner/status) with a pre-flight validator.