

*MO4 & MO5:*

# **Bot User Manual**

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# 1. Welcome

## 1.1 What is the ZATech Bot?

The ZATech Bot is your friendly automated assistant in the ZATech Slack workspace. It helps:

- **Welcome new members** when they introduce themselves
- **Answer common questions** automatically
- **Keep the community safe** by logging moderation events
- **Make your experience better** with helpful automated responses

## 1.2 Who Can Use the Bot?

All ZATech Slack members can interact with the bot. You don't need any special permissions or setup - the bot is automatically available in channels where it's been invited.

## 1.3 Where to Find the Bot

Look for **@ZATech Bot v3** in:

- **#introductions** - Get a warm welcome when you join
  - **#general** - Get quick answers to common questions
  - Other channels where moderators have invited it
-

## 2. Getting Started

### 2.1 Your First Interaction

When You Join ZaTech:

#### 1. Post in #introductions

- Tell us who you are
- Share what you do
- Mention your interests

#### 2. Get Welcomed

- The bot will greet you automatically
- You'll receive a friendly welcome message
- The bot may suggest relevant channels based on your intro

**Example Introduction:**

```
Hi everyone! I'm Sarah, a Python developer from Cape Town.  
I'm interested in web development, machine learning, and DevOps.  
Excited to join this community!
```

**Bot Response:**

```
Welcome to ZaTech, @Sarah!
```

```
We're excited to have you here! Based on your interests, you might enjoy:
```

- #python - Python discussions
- #machine-learning - ML and AI topics
- #devops - DevOps practices and tools

```
Feel free to explore and jump into conversations. If you need help,  
just ask in #general!
```

just ask in #general!

## 2.2 Understanding Bot Messages

### Bot messages always:

- Come from **@ZaTech Bot v3**
- Are clearly automated (you'll know it's the bot)
- Include helpful information or links
- Are friendly and welcoming

### The bot will NOT:

- Send you spam or promotional messages
  - Direct message you without your interaction
  - Ask for personal information
  - Share your data with third parties
-

## 3. Bot Features

### 3.1 Automated Greetings

**Feature:** Welcome new members in #introductions

**How It Works:**

1. You post your introduction in `#introductions`
2. The bot automatically detects your message
3. You receive a personalized welcome message
4. The bot may suggest relevant channels (if AI mode is enabled)

**What You'll Receive:**

**Template Mode** (Standard):

```
Welcome to ZaTech, @YourName!
```

```
We're glad you're here. Check out these channels:
```

- #general - General discussions
- #help - Get help from the community
- #events - Community events and meetups

```
Enjoy your time in the community!
```

**AI Mode** (If Enabled):

```
Welcome to ZaTech, @Sarah!
```

```
As a Python developer interested in ML, you'll love:
```

- #python - Active Python community with daily discussions
- #machine-learning - ML practitioners sharing insights
- #data-science - Data science and analytics
- #cape-town - Connect with local Cape Town developers

```
Looking forward to seeing you around!
```

## 3.2 Auto-Responses

**Feature:** Automatic replies to common questions and patterns

### How It Works:

- You post a message containing specific keywords or patterns
- The bot detects the pattern
- You receive an instant automated response

### Common Auto-Responses:

"How do I invite someone?"

#### You ask:

How do I invite a friend to this Slack?

#### Bot responds:

To invite someone to ZaTech Slack:

1. Click on the workspace name (top-left)
2. Select "Invite people to ZaTech"
3. Enter their email address
4. Click "Send Invitation"

You can also share this invite link:

[https://zatech.slack.com/join/shared\\_invite/...](https://zatech.slack.com/join/shared_invite/...)

Note: Please only invite people interested in tech discussions!

"Where can I find...?"

**You ask:**

Where can I find job postings?

**Bot responds:**

Job postings are shared in:

- #jobs - Full-time positions
- #jobs-contract - Contract/freelance work
- #jobs-internships - Internship opportunities

Please read the channel description before posting!

"Need help"

**You ask:**

I need help with something

**Bot responds:**

Need assistance? Here's how to get help:

- #help - General Slack and community questions
- #tech-help - Technical questions
- #general - General discussions

For the best response:

Be specific about your question

Share relevant context

Check if your question was already answered

The community is here to help!



## 3.3 Moderation Logging

**Feature:** Transparency in content moderation

### What It Does:

- Logs when messages are edited
- Logs when messages are deleted
- Helps maintain community transparency

### What You'll See:

If you edit or delete a message, moderators will see a log entry (in a private moderation channel). This helps:

- Prevent abuse
- Maintain community standards
- Ensure transparency

**Privacy Note:** Only moderators can see these logs. Your messages are not logged unless edited or deleted.

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## 4. Using Auto-Responses

### 4.1 Triggering Auto-Responses

Auto-responses are triggered by **keywords** and **patterns** in your messages.

#### How to Get a Response:

1. **Be Natural:** Just ask your question normally

How do I change my profile picture?

2. **Use Common Keywords:** The bot recognizes common terms

invite, help, join, channel, rules, guidelines

3. **Ask in Relevant Channels:** Auto-responses work best in [#general](#) and [#help](#)

### 4.2 Current Auto-Response Topics

Topic	Trigger Keywords	Response
<b>Invitations</b>	invite, add someone, join	How to invite members
<b>Help</b>	help, support, question	Where to get help
<b>Jobs</b>	job, hiring, position	Job channels info
<b>Channels</b>	channel, find, where	Channel directory
<b>Guidelines</b>	rules, guidelines, code of conduct	Community guidelines
<b>Events</b>	event, meetup, conference	Events channel info

## 4.3 When Auto-Responses Don't Work

The bot won't respond if:

- Your message is in a thread (replies to other messages)
- The pattern doesn't match closely enough
- You're asking in a channel without auto-responses
- Another member already answered your question

**What to Do Instead:**

- Ask your question more clearly
  - Try in [#general](#) or [#help](#) channels
  - Wait for a community member to respond
  - Check the wiki: <https://wiki.zatech.co.za>
-

## 5. Getting Help

### 5.1 How to Get Help with the Bot

If the bot isn't working:

#### 1. Check the Bot's Status

- Is the bot online? (Green dot next to name)
- Has the bot been invited to the channel?

#### 2. Ask in #tech-team

Hey team, the bot didn't greet me in #introductions.

I posted my intro 10 minutes ago. Can someone check?

#### 3. Mention a Moderator

- Use @moderators in relevant channels
- Be specific about the issue

### 5.2 Understanding Bot Behavior

**The Bot Is Designed To:**

- Respond quickly (within seconds)
- Be helpful and friendly
- Provide accurate information
- Direct you to the right channels

**The Bot Cannot:**

- Understand complex questions (it uses pattern matching)
- Have conversations (it's not a chatbot)
- Access your private messages
- Make decisions or judgments

## 5.3 When to Contact Humans

### Contact the Tech Team when:

- The bot is sending incorrect information
- You're experiencing technical issues
- You have suggestions for improvements
- You found a bug

### How to Contact:

- Post in `#tech-team` channel
  - Mention `@tech-team`
  - Be specific about the issue
-

## 6. Frequently Asked Questions

### 6.1 General Questions

**Q: Why didn't the bot greet me in #introductions?**

A: Possible reasons:

- You posted in a thread (bot only responds to main channel messages)
- The bot was temporarily offline
- You edited your message after posting (bot may have missed it)

**Solution:**

- Post a new introduction message (not in a thread)
  - If still no response, mention `@tech-team`
- 

**Q: Can I turn off bot notifications?**

A: The bot doesn't send direct notifications. If you're getting too many messages:

- Mute the `#introductions` channel
  - Adjust your notification preferences in Slack settings
-

**Q: Does the bot read all my messages?**

A: The bot only reads messages in channels where:

- It's been invited
- Auto-responses are configured
- You're posting in the main channel (not private messages)

**Privacy:** The bot does NOT:

- Read your DMs
  - Store your message history
  - Share your data externally
- 

**Q: Can I request new auto-responses?**

A: Yes! Post suggestions in [#tech-team](#):

Suggestion: Can the bot auto-respond to "How do I change my username?" with instructions?

The tech team reviews all suggestions.

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## 6.2 Technical Questions

### **Q: What technology powers the bot?**

A: The ZaTech Bot v3 is built with:

- Python (programming language)
- Slack Bolt Framework (Slack integration)
- FastAPI (web framework)
- Plugin architecture (for easy feature additions)

For more details: See the technical documentation or ask in [#tech-team](#).

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### **Q: Is the bot open source?**

A: The bot's code is maintained by the ZaTech tech team. If you're interested in contributing, reach out in [#tech-team](#).

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### **Q: Can I build my own bot for ZaTech?**

A: Community-built bots require approval. If you have an idea:

1. Post in [#tech-team](#) with your proposal
  2. Describe what the bot will do
  3. Explain why it's beneficial to the community
  4. Wait for tech team review
-



## 6.3 Feature-Specific Questions

### Q: Why does the bot suggest certain channels in greetings?

A: When AI mode is enabled, the bot:

- Analyzes keywords in your introduction
- Suggests relevant channels based on your interests
- Uses OpenAI to personalize the message

**Example:** Mentioning "Python" → Suggests `#python` channel

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### Q: Can I get a second greeting if I update my introduction?

A: The bot greets you once per introduction post. If you want to update your intro:

- Edit your original message (bot won't re-greet)
- Post a new introduction (you may get another greeting)

Note: Avoid spamming introductions just to test the bot!

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### Q: How do I know if a response is from the bot or a human?

A: Easy ways to tell:

- **Bot messages:** Always from `@ZaTech Bot v3`
  - **Bot icon:** Has a "BOT" badge next to the name
  - **Instant replies:** Bot responds within seconds
-

## 7. Tips & Best Practices

### 7.1 Getting the Most from the Bot

**\*\* DO\*\*:**

#### 1. Post Clear Introductions

- Mention your skills and interests
- Include your location if relevant
- Be specific about what you're looking for

#### 2. Ask Clear Questions

- Use simple, direct language
- Include relevant keywords
- Ask in the right channels

#### 3. Be Patient

- Wait a few seconds for the bot to respond
- If no response, a human will likely help

#### 4. Give Feedback

- Share suggestions in [#tech-team](#)
- Report issues when they occur

**\*\* DON'T\*\*:**

#### 1. Spam the Bot

- Don't post multiple test messages
- Don't try to "break" the bot
- Don't post fake introductions

#### 2. Expect Complex Answers

- The bot uses pattern matching, not AI chat
- For complex questions, ask the community

### 3. Rely Solely on the Bot

- The bot complements, doesn't replace, humans
- For nuanced questions, ask real people

## 7.2 Making Your Introduction Stand Out

### Good Introduction Example:

Hi everyone! I'm Thabo, a full-stack developer from Johannesburg.

Skills: React, Node.js, Python, AWS

Currently: Building fintech solutions at [Company]

Interests: Cloud architecture, serverless, and open source

Location: Johannesburg (happy to connect with local devs!)

Looking forward to learning from this amazing community and contributing where I can. Feel free to reach out!

### Why This Works:

- Clear structure (skills, current work, interests)
- Uses emojis for visual appeal
- Mentions specific technologies (helps bot suggest channels)
- Includes location (helps connect with locals)
- Friendly and welcoming tone

### Bot Response (AI Mode):

Welcome to ZaTech, @Thabo!

Based on your background, you'll love these channels:

- #react - React developers and discussions
- #nodejs - Node.js community
- #python - Python enthusiasts
- #aws - AWS and cloud infrastructure

- #fintech - Fintech and financial tech
- #johannesburg - Connect with JHB developers

Your fintech experience will be valuable here! Looking forward to your contributions.

## 7.3 Optimizing Auto-Response Triggers

### How to Get Better Auto-Responses:

#### 1. Use Common Phrases

- Instead of: "What's the process for bringing people on board?"
- Try: "How do I invite someone?"

#### 2. Be Direct

- Instead of: "I'm wondering about the channels situation"
- Try: "Where can I find channels?"

#### 3. Ask in the Right Place

- `#general` - General questions
  - `#help` - Slack help
  - `#tech-help` - Technical questions
-

## Quick Reference

### Bot Commands

The bot doesn't use traditional commands. Instead, it responds to **natural language patterns**.

#### Trigger Phrases:

What You Want	Say Something Like
Invitation help	"How do I invite someone?"
General help	"I need help"
Find channels	"Where can I find...?"
Job channels	"Where are job postings?"
Community rules	"What are the rules?"

### Useful Channels

Channel	Purpose
<code>#introductions</code>	Introduce yourself (get bot greeting)
<code>#general</code>	General discussions (auto-responses enabled)
<code>#help</code>	Get help with Slack/community
<code>#tech-team</code>	Report bot issues, suggest features

### Contact Information

- **Bot Issues:** Post in `#tech-team`
- **General Help:** Post in `#help`
- **Tech Team:** Mention `@tech-team`
- **Wiki:** <https://wiki.zatech.co.za>

## Privacy & Data

### What the Bot Collects

The bot collects:

- Messages in public channels (where bot is invited)
- User mentions and tags
- Metadata (timestamps, channel IDs)

The bot does NOT collect:

- Direct messages (DMs)
- Private channel messages (unless invited)
- Personal information
- Message history beyond current session

### Data Usage

Your data is used to:

- Provide automated responses
- Generate greetings
- Improve bot features
- Log moderation events (edits/deletes only)

Your data is NOT:

- Sold to third parties
- Shared outside ZaTech
- Used for marketing
- Stored indefinitely (logs are rotated)



## Glossary

**Auto-Response:** Automatic reply triggered by specific message patterns

**Bot:** Automated software program that interacts in Slack channels

**Greeting:** Welcome message sent to new members in #introductions

**Pattern Matching:** Technique the bot uses to detect keywords in messages

**Plugin:** Modular feature within the bot (e.g., AutoResponder, ModLog)

**Socket Mode:** Technology that allows bot to receive Slack messages