2.
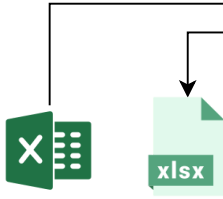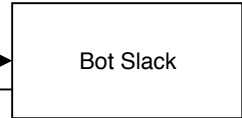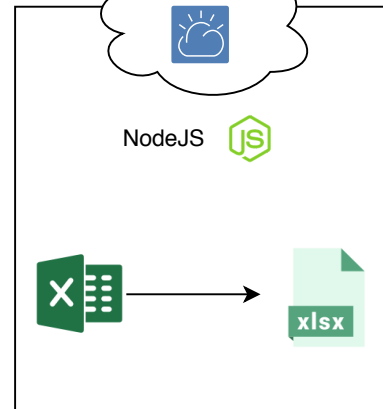
Slack will receive the file and notify the IBM Cloud application that is running and waiting for the user to send the spreadsheet

Bot Slack

3.

When slack notify the application on IBM Cloud, the application will download that file from slack and execute all the scripts to generate the metrics.

node criar_planilha.js
node gerar_month.js
node gerar_week_day.js
node filtrar_shift.js
node filtrar_type.js
node filtrar_clientes.js
node filtrar_severidades.js
node labels_based_sevs.js
node filtrar_labels.js
node separar_tickets.js

ISM Worker

1.

The first step is send the file to the channel where the bot is included.

xlsx

NodeJS

xlsx

4.

After generating the file, the application will send the output xlsx to slack, and the slack bot will notify the user in the channel