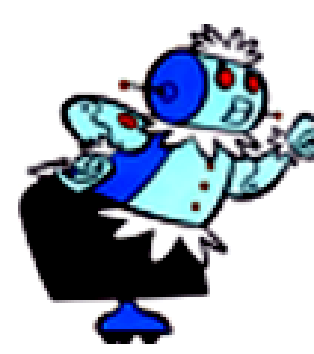




Rosie Bot

Dan
Hewlett

Who is Rosie?

 **Rosie Bot** APP 10:41 AM
That's me!
Hi, I'm Rosie.
I'm a conversational chat bot.
I live in the EA Slack team.

Why Rosie?

Accessibility

- Conversational interface
 - Intuitive natural language
 - Easier than a command-line
- Usable from most desktop or mobile devices
- Immediately available to all 9,600+ members of the Electronic Arts slack team

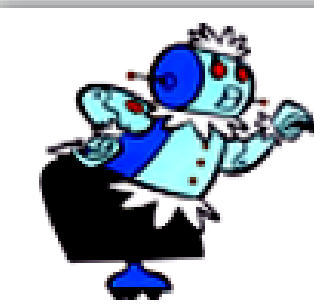
Extensibility

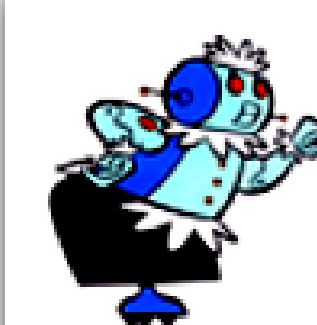
- Rapidly extensible platform
- Faster to extend than a GUI
- Natural language features can be improved without code

What does Rosie help with now?

Create Service Now and AWS Support Tickets

hey @rosie open a ticket for me

 **Rosie Bot** APP 9:52 AM
Okay, I will open a **ServiceNOW** **now** ticket

 **Rosie Bot** APP 9:46 AM
I will open an **Amazon Web Services** **AWS** support ticket.

Search JIRA Issues

@rosie show me TOPSCENT-10629

Rosie Bot APP 2:21 PM
Sure, I'm searching **TOPSCENT-10629** 🧐
Found it!

TOPSCENT-10629 -Schedule messages from Rosie Bot	
Creator	Created
Hewlett, Daniel	6/28/2017
Requested Delivery	Planned Delivery
7/11/2017	

Search Dev Docs

@rosie search for ssh keys

Rosie Bot APP 2:47 PM
Starting to search developer docs...
Sure, I'm searching **ssh keys** 🧐
Found something!

.../display/EADPSE/How+to+SSH+

/display/EADPSE/Standardst+...



Help SysEng Support with Common Requests

@here i need my ldap password reset please

Rosie Bot APP 3:18 PM
Hey @dhewlett, it looks like you made a pretty common request.
You might find a solution here:
<https://developer.ea.com/pages/viewpage.action?spaceKey=EADPSE&title=Start+Here>

Create AWS Accounts

@rosie create aws account

 Creation of **example_account** with email: **example@ea.com** has started! 

What tech is used?

wit.ai

JIRA


Ruby


DynamoDB


slack

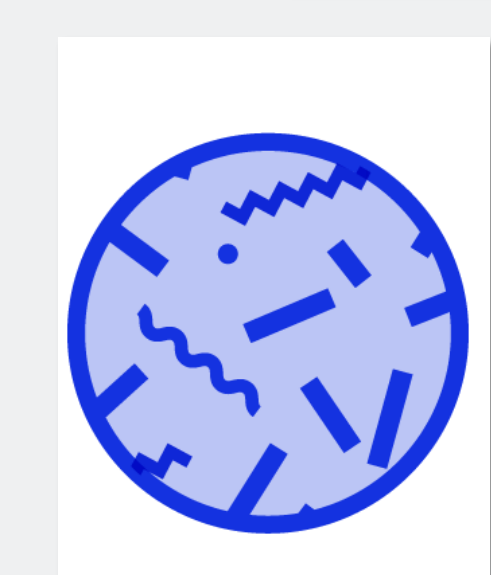

git


ServiceNow


docker


AWS


Node.js


Botkit


WOPR


Active Directory

What is Next?

- Expand Ticket Creation
 - More ServiceNow categories
 - Create Jira issues
- Expand Search
 - Search JIRA by more fields
 - Search SN by more fields
 - Auto-detect search type
- Schedule tasks
 - Schedule Peak Usage queries
- Expand use of natural language
- Play global thermonuclear war