KarmaTracker: Slack Reward Bot

Lightning Talk, Team VEM

Software Crisis

Problem statement: Due to a lack of teamwork, collaboration, and communication, the quality and efficiency of software has fallen over time.

Causes:

- Inefficient and low quality code being developed
- Unmanageable code bases, becoming difficult to maintain
- Software not meeting requirements as discussed

Proposed Solution: Slack Reward Bot

KarmaTracker:

- Slack Bot that awards points to employees performing good deeds that aim to fix the previously discussed problems
- Bot given commands by employees that recognize others performing these actions
    - Ex: Eunice answered a code-related question in a channel outside of our team's.
        - I'd put into Slack: "@EuniceHong ++answered Question"
    - Other actions: Setting up call instead of messaging, performing code reviews for teammates
- Slack Channel to shout out top point climber every week
- React app to display each employee's collective points along with a leaderboard

Relation Between Proposed Work and Overall Goal

Overall Goal:

- To promote collaboration and better communication between groups especially software engineers.

KarmaTracker uses its award ceremonies for each signed up individual who helps others discuss and solve problems. The relationship between discussions and getting a reward is linear. It will eventually increase more communication between the team members and improve the efficiency of software development overall.

Requirement Use Case(s)

The following use case is for KarmaTracker to shout out an engineer for gaining the most points in a week and receiving proper acknowledgement for their help.

Use Case:

1 Preconditions
  User must have an account on Slack and be registered to a channel.

2 Main Flow
  User will answer to engineering questions and get feedback/response [S1]. Bot will track the actions of each engineer and keep track of the top engineer [S2]. Bot will show a shout out message on the channel and congrats the engineer with the biggest jump in points at the end of the week [S3].

3 Subflows
  [S1] User provides responses to problems with @username,@username list, @question.
  [S2] Bot will track number of responses by each engineer.
  [S3] Bot will create shout out message and display points on a leaderboard of the winner.

4 Alternative Flows
  [E1] No questions are answered in the week.