* **Research chat platforms:** Select a platform that enables consistency across web, mobile and desktop.

Slack

* **Research chatbots:** Select a chatbot that is compatible with background apps, accepts plain-English commands and utilizes API connections.
* **Write and deploy custom scripts:** Integrate a chatbot with cloud apps that offer an API backend for code deployment.
* **Use community scripts and plugins:** Enable chatbot access to source code management, [continuous integration](https://www.ibm.com/cloud/learn/continuous-integration) (CI) platforms, deployment triggers, etc.
* **Develop your configuration:** Extend chatbot capabilities and add security via command restrictions.
* **Create a chatbot-oriented culture:** Democratize chatbot usage — communicates its benefits and displays its rewards.