

# THE ROLE OF SLACK IN SOFTWARE DEVELOPMENT

## RESEARCH QUESTIONS

RQ1: What do developers use Slack for?

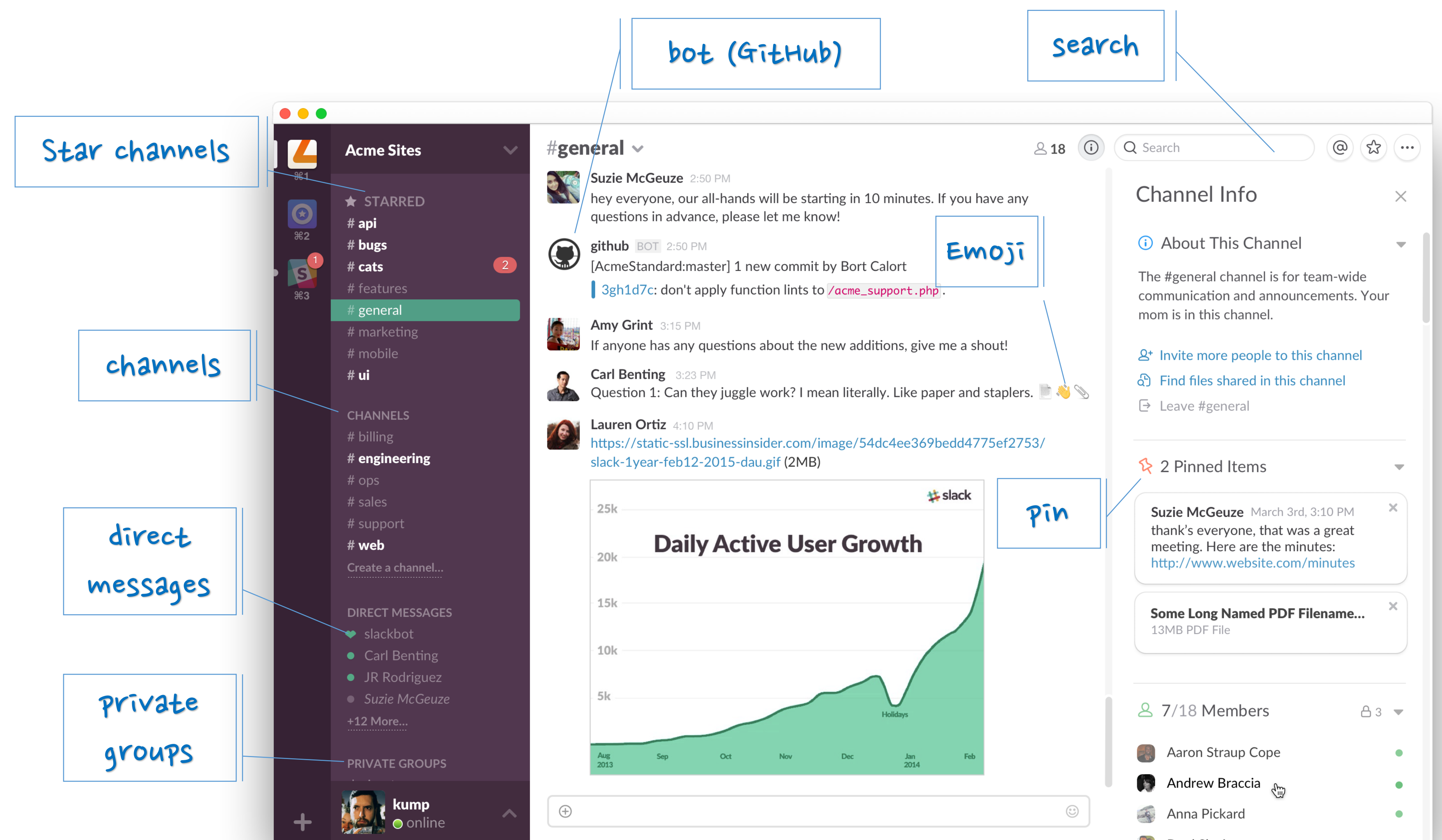
RQ2: What bots/integrations do developers use?



## AN EXPLORATORY SURVEY

Open-ended questions

104 responses



## Developers use Slack for these purposes

### Personal

#### Discovery & news/information aggregation.

- Know and share news
- Discover interesting/trending topics

#### Networking and social activities.

- Get acquaintance with others
- Contact people in social lives

#### Fun.

- Share memes and gifs
- Gaming

### Team-wide

#### Communication.

- Contact local and remote people
- Contact third-party members
- Discuss the projects
- Goof off

#### Team collaboration.

- Team management
- Knowledge sharing, Q&A

#### Customer support.

- Contact customers and clients
- Get feedback and respond to questions

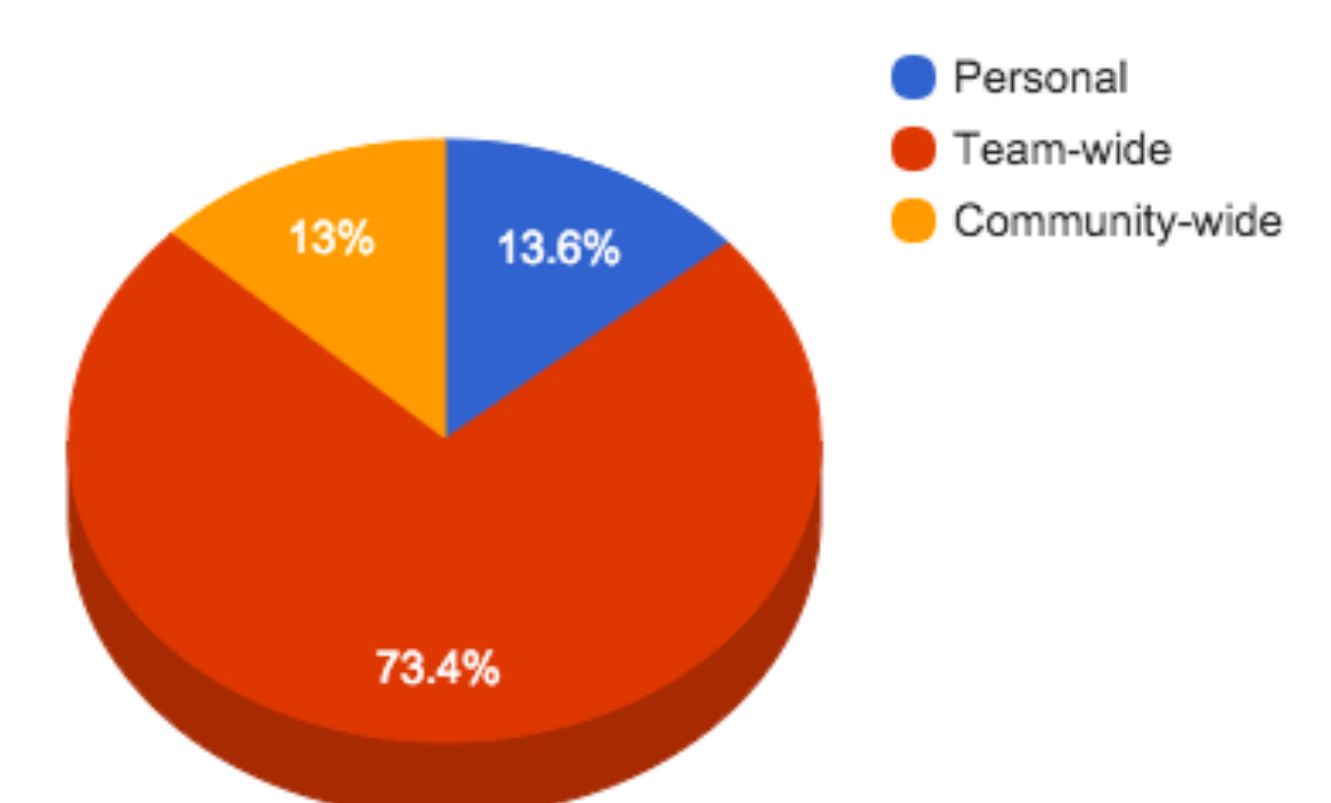
#### Dev-ops.

- Bots/integrations
- Monitor status

### Community-wide

#### Participation in communities of practice.

- Interest groups or communities
- Bounce ideas off of other people
- Learn about new tools and frameworks



## Developers use bots/integrations for

- Development and deployment support
- Team and task management
- File sharing
- Social media
- Other communication channels
- Customer support
- Information acquisition
- Service in daily lives
- Fun

## Implications

Slack bots are becoming essential team members and benefiting software development.