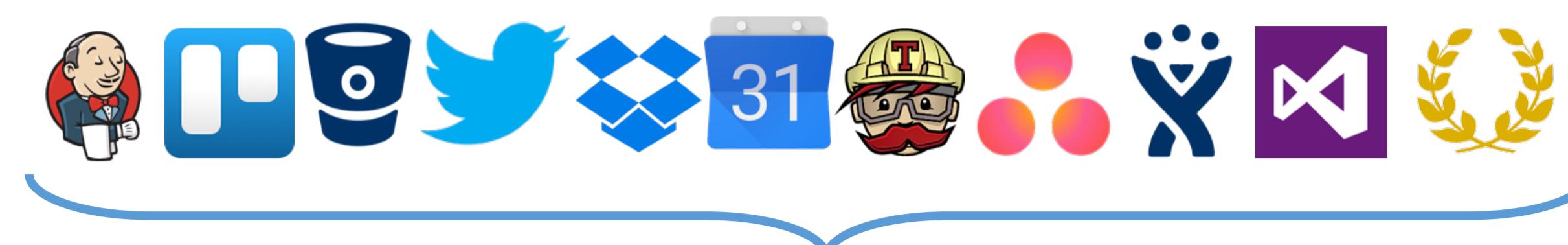


Why Developers Are Slacking Off Understanding How Software Teams Use Slack

Slack launches user groups, hits 1.7M daily active users and 470K paid seats

JORDAN NOVET OCTOBER 29, 2015 11:57 AM



RESEARCH QUESTIONS

RQ1: What do developers use Slack for?

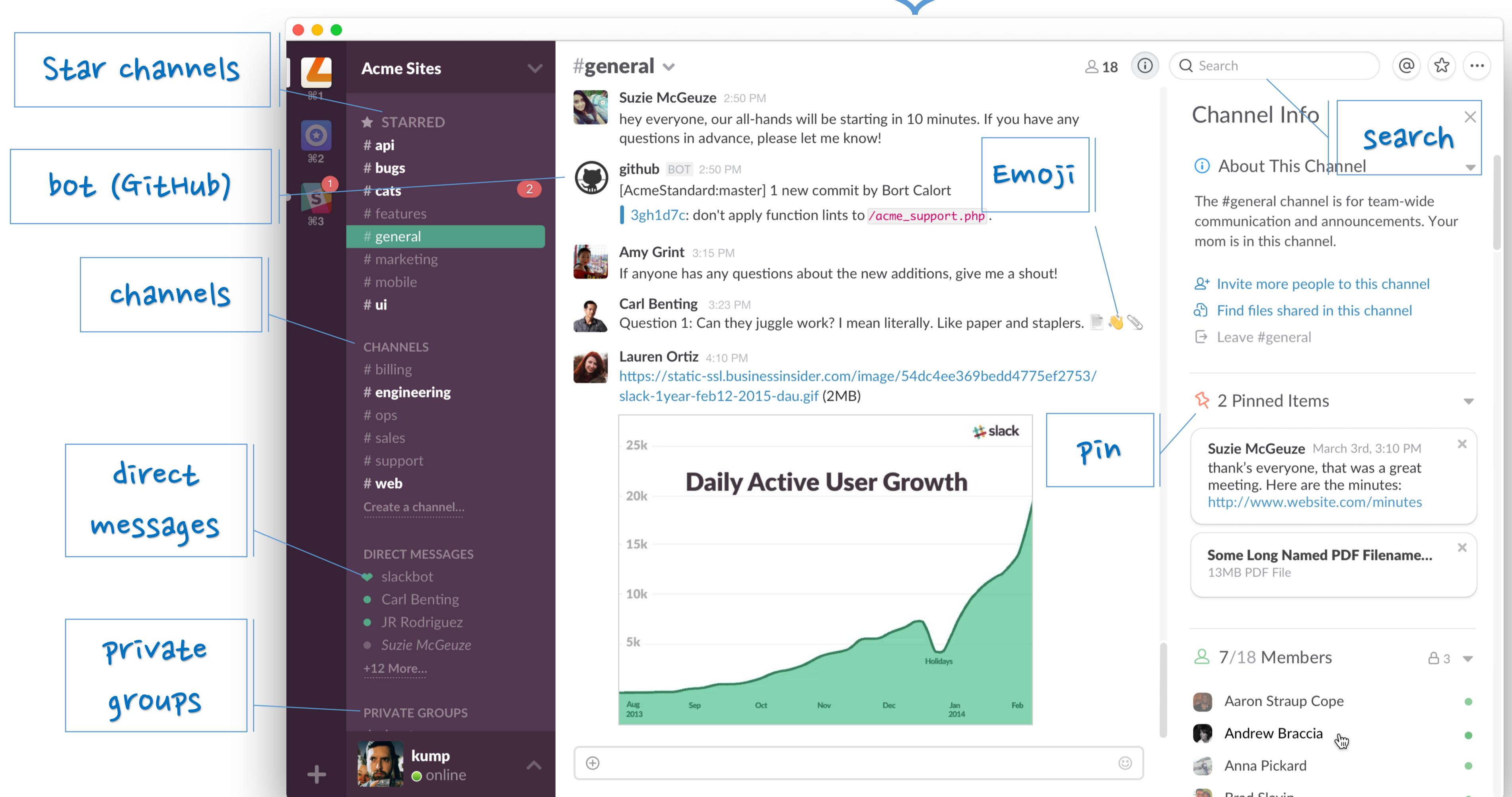
RQ2: What bots/integrations do developers use?



TWO EXPLORATORY SURVEYS

Open-ended questions

104 responses (53 + 51)



Developers use Slack for these purposes

Personal benefits

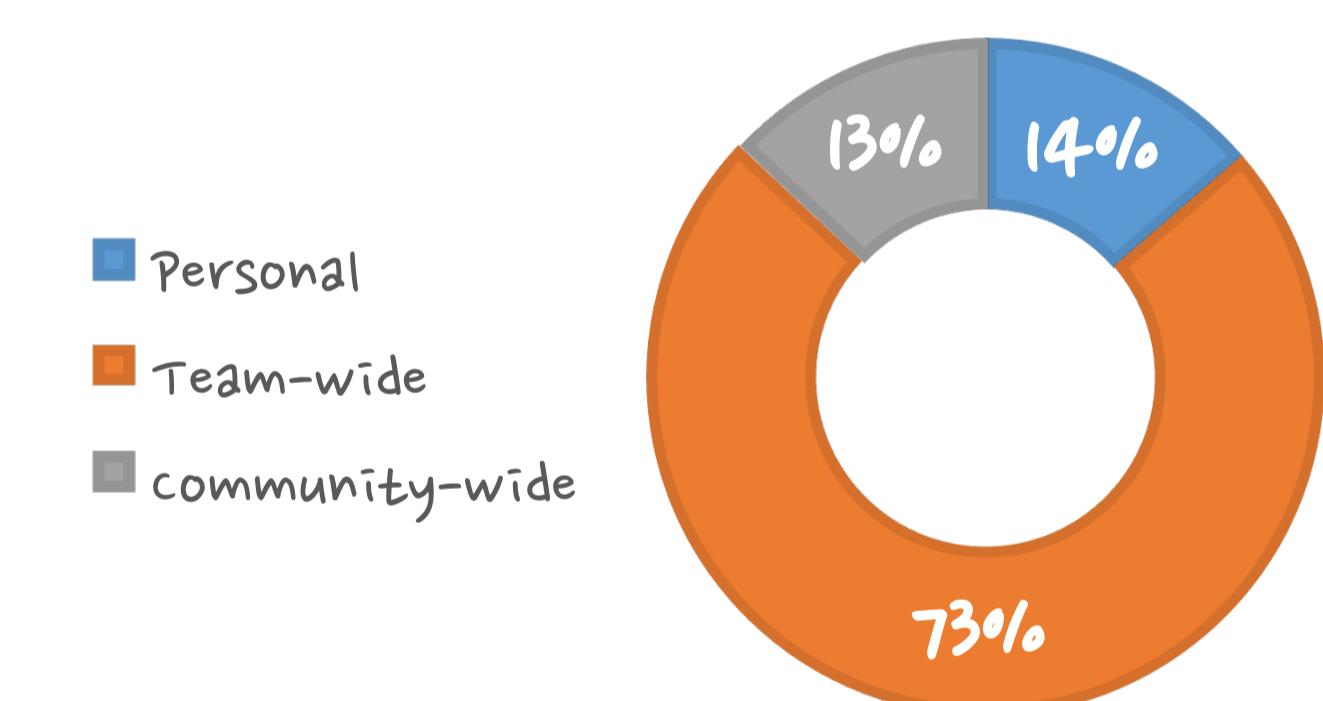
- News/information aggregation.
 - news
 - trending topics
- Networking and social activities.
 - get acquainted with others
 - contact people socially
- Fun
 - goofing off
 - gaming

Team-wide purposes

- communication.
 - local and remote people
 - third-party members
 - projects
 - share memes and gifs
- Team collaboration.
 - team management
 - knowledge sharing, Q&A
- customer support.
 - contact, respond to customers
 - get feedback
- Dev-ops.
 - bots/integrations
 - monitor status

Community support

- Participation in communities of practice.
 - interest groups or communities
 - bounce ideas off 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

"If Slack is taken out, it's just like turning our lights off. We're blind."
- an anonymous developer

"The Most Important Startup's Hardest Worker Isn't a Person"

- WIRED