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User Documentation

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Emanuel Erben edited this page last month · 18 revisions

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For a user to use the SlackBot service there is no installation or login required. The only thing the user has to do, is to add the Bot to his Slack-Space as an Application.

Install Bot as App into Slack-Space

1. Open your Slack Space in your Browser or as the installed application
2. On the left hand side of the User Interface is a menu. There select the Option 'Apps hinzufügen'/'Add application' (Abb.1 - 1)

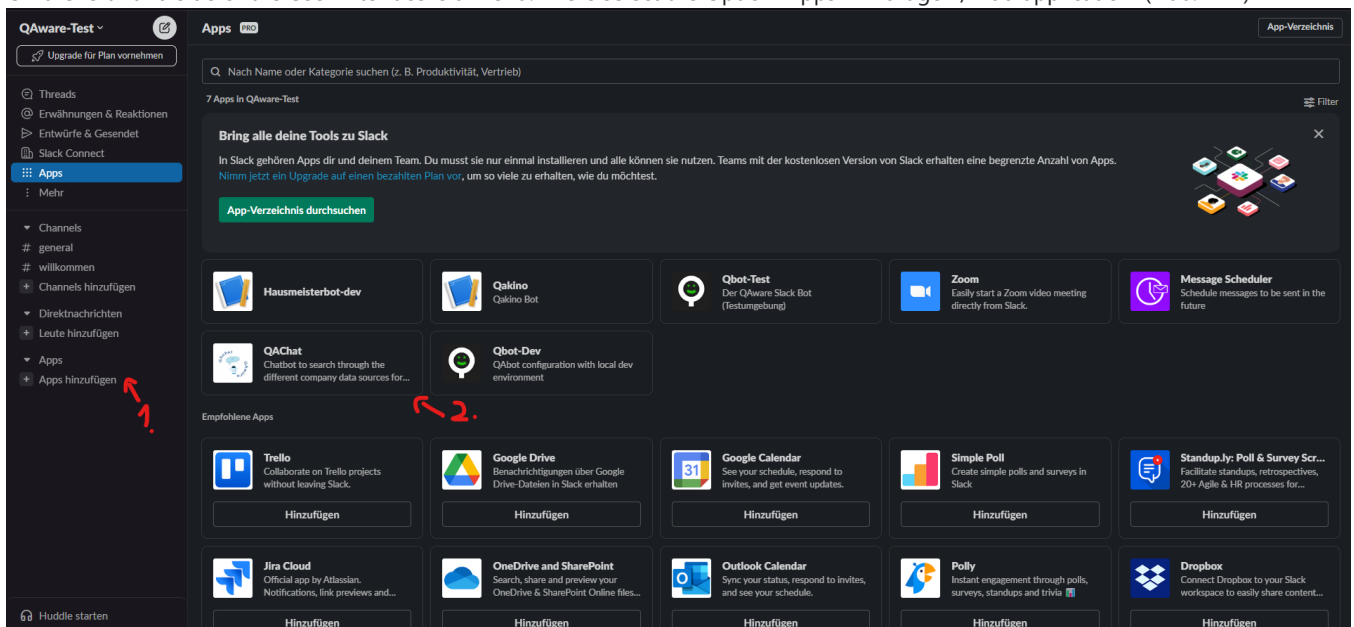
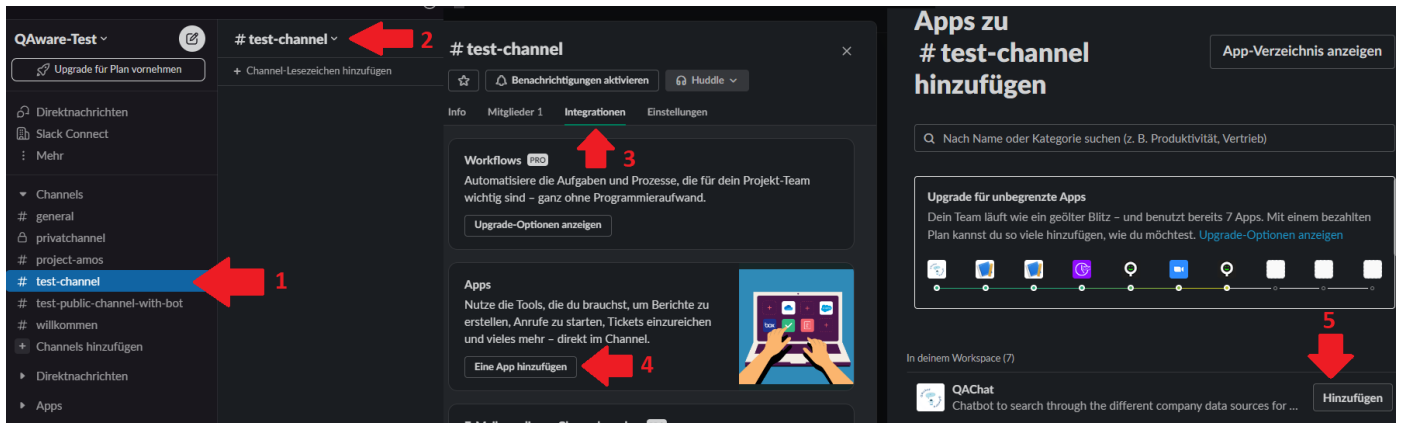


Abb.1 - Slack User Interface

3. Select the QChat (Abb.1 - 2) Application by clicking on it. This will add the Bot to your Slack-Space. Now you will see the description of the Bot. If you cant see the Bot on the Front Page, type QACHat into the Searchbar.
4. Click on 'Nachrichten'/'Messages' above the QACHat Logo.
5. Now start your conversation with the bot. More on what you can do with the bot, see the next section.

Add Messages from a Slack Channel to Information Database of Chatbot

If you want the chatbot to answer questions based on the messages from a slack channel, you have to add the bot to your channel. With this the chatbot can read and store the messages in his information database, where all his answers are based on that database. Your slack channel need to be public.



1. Select channel where you want to add bot.
2. Click on channel details.
3. Select 'Integration' tab.
4. Click on the 'Add App' Button.
5. Select the QChat.

Loading Data from Confluence and the linked Google Docs

Besides Slack, we also use the Data of the confluence pages to search for your answers. As there are also some Google Documents linked to them, that contain a lot of useful information, we also load the data from linked Google Docs. If you do not want a confluence Page scanned by the bot, please contact the Responsible Person for the SlackBot. They can add them to a blacklist, so they don't get scanned.

Use the QACHat-Bot

After you started your conversation with the bot, you can ask it any question you want. Keep in mind that the bot is designed to answer questions relating to QAware. The bot is not designed to answer general questions. After asking your question, it will provide you with an appropriate answer if it found relevant information on the subject. If it did not find any appropriate information, the bot will usually inform the user that it cannot answer the question.

For supported Languages: The SlackBot supports every language that DeepL supports. You just write in the language you prefer and it will answer you back in this language. So if you feel more comfortable to ask in Spanish go ahead. German, that's also great! Or maybe even French - That's also fine.

Some Examples

user: Who is responsible for travel expenses?

QAbot: [INSERT NAME] is responsible for travel expenses according to my information.

user: Who won the most Nobel prizes?

QAbot: Sorry, I couldn't find any information on this topic.

Notes:

Since all data is internally translated into English for processing, there may be very rare cases of accidental translation of names, which can lead to problems. To prevent this, special name identifiers have been added to the program flow. However, if you encounter a name that seems strange and cannot find it, please consider the possibility that it may be a name accidentally translated by the translator.

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