Slack Analysis

## Connect to Amazon RDS Slack database

A snapshot of Slack database has been configured as a cloud based service on Amazon’s Relational Database Service. It can be accessed via the following credentials. The database has been configured as PostgreSQL relational database management system, so we are going to need a compatible driver to connect to the remote cloud-based database server. A list of 3 tables has been provided that have been created in the slack database. We are going to extract all the 3 tables’ data from database and bring in to R memory.

# Connect to remote DB  
con <- dbConnect(drv = dbDriver('PostgreSQL'),  
 host = 'mdsislack.clnutj7nhgyn.us-east-2.rds.amazonaws.com',  
 port = 5432,   
 user = 'dsp2019',  
 password = 'oZkK6vgRbvDK',  
 dbname = 'mdsislack')  
  
# Extract all tables  
users <- dbGetQuery(con, "SELECT \*  
 FROM users")  
channels <- dbGetQuery(con, "SELECT \*  
 FROM channels")  
messages <- dbGetQuery(con, "SELECT \*  
 FROM messages")  
  
# Disconnect from remote DB  
dbDisconnect(con)

## Create a local SQLite database

Optional Step: Instead to connecting to a cloud database, we can create a local SQLite database as the tables are not too big and can be hosted on a local storage. This step is optional and has been done as sometimes the internet connection is patchy and the cloud database connections times-out or gets disconnected. The SQLite database is saved as a file on the storage and can be accessed later using the SQLite file connection.

getwd()  
  
# Create a new sqlite database and new connection to the database  
slackdb <- dbConnect(RSQLite::SQLite(), "db/slackdb.sqlite")  
  
# Create table & Append data  
dbWriteTable(slackdb, "users", users)  
dbWriteTable(slackdb, "channels", channels)  
dbWriteTable(slackdb, "messages", messages)  
  
# Verify the tables created  
dbListTables(slackdb)  
  
# Disconnect from local database  
dbDisconnect(slackdb)

## Query local SQLite database

Connect to the SQLite database file created in the previous step using the file identifier and SQLite database driver. All three tables that are available on the cloud PostgreSQL database are now available locally on the SQLite database. Let’s look at the number of records in each table. All the slack message on the public channels are stored in the ‘messages’ table. The information about public channels is stored in ‘channels’ table and information about the users in stored in the ‘users’ table. The ‘messages’ can be linked/joined with the ‘channels’ and ‘users’ to append additional information to the ‘messages’ about ‘channels’ and ‘users’. Most common use-case would be to assign human-friendly names to ‘id’ fields (channel\_id, user\_id) in the ‘messages’ to analyse ‘who’ sent message in ‘what’ channel. Implementing some queries from class exercise to find out the user with maximum posts/messages, channel with maximum posts/messages,user with maximum posts/messages in a specific channel.

# Database driver  
sqlite\_driver <- dbDriver("SQLite")  
  
# Database file  
slackdb\_file <- "db/slackdb.sqlite"  
  
# Database connection  
slackdb <- dbConnect(sqlite\_driver, dbname = slackdb\_file)  
  
# List all the tables  
dbListTables(slackdb)

## [1] "channels" "messages" "users"

# Number of users (including bots)  
total\_users <- 'SELECT count(\*) AS users  
 FROM users'  
  
dbGetQuery(slackdb, total\_users)

## users  
## 1 363

# Number of users (including archived)  
total\_channels <- 'SELECT count(\*) AS channels  
 FROM channels'  
  
dbGetQuery(slackdb, total\_channels)

## channels  
## 1 128

# Number of posts  
total\_posts <- 'SELECT count(\*) AS posts  
 FROM messages'  
  
dbGetQuery(slackdb, total\_posts)

## posts  
## 1 28693

max\_posts\_user <- 'SELECT u.user\_name  
 FROM messages m  
 LEFT JOIN users u  
 ON m.user\_id = u.user\_id  
 GROUP BY 1  
 ORDER BY count(\*) DESC LIMIT 1'  
  
dbGetQuery(slackdb, max\_posts\_user)

## user\_name  
## 1 Perry Stephenson

max\_posts\_channel <- 'SELECT c.channel\_name  
 FROM messages m  
 LEFT JOIN channels c  
 ON m.channel\_id = c.channel\_id  
 GROUP BY 1  
 ORDER BY count(\*) DESC LIMIT 1'  
  
dbGetQuery(slackdb, max\_posts\_channel)

## channel\_name  
## 1 dev\_r

max\_posts\_user\_dam <- 'SELECT u.user\_name  
 FROM messages m  
 INNER JOIN channels c  
 ON m.channel\_id = c.channel\_id  
 INNER JOIN users u  
 ON m.user\_id = u.user\_id  
 WHERE c.channel\_name = \'mdsi\_dam\_aut\_18\'  
 GROUP BY 1  
 ORDER BY count(\*) DESC LIMIT 1'  
  
dbGetQuery(slackdb, max\_posts\_user\_dam)

## user\_name  
## 1 Alex Scriven

dbDisconnect(slackdb)

## Data Analysis in R

Let’s create a dataset from SQLite database that can be used to do some analytics in R and Python. In the example below, we are extracting all the slack messages from the beginning of this year (2019) and appending the channels and users information to messages. Since the data in the messages table has data only till March 2019, we can call the dataset as ‘all messages in last 90 days’. These type of datasets can be used to analyse the activity of channels and users to classify them as active/inactive channels or users. One of the use-cases could be to analyse the seasonality of the activities to better manage the web traffic/load. Another use-case could be to archive messages from any inactive channel.

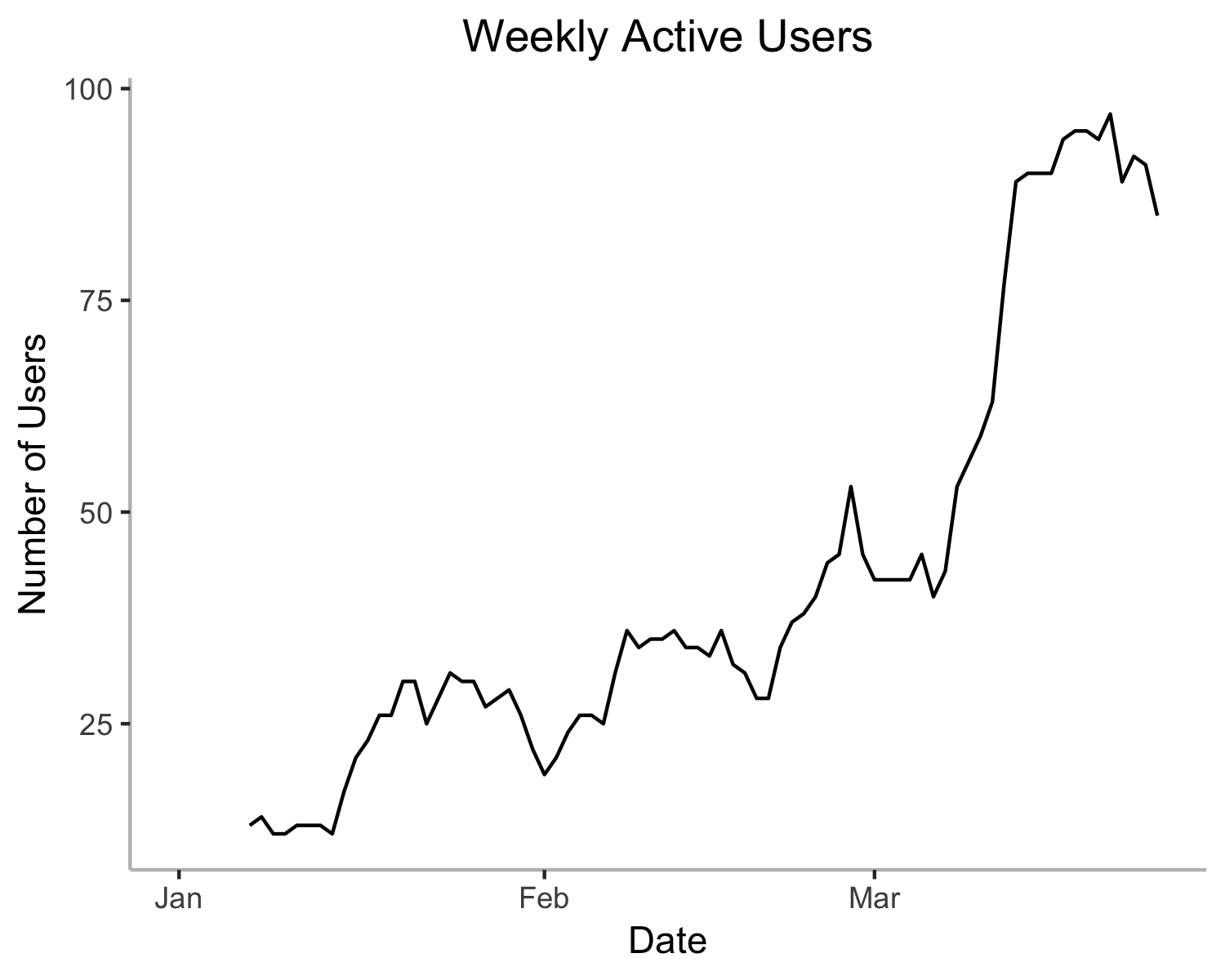
# Database driver  
sqlite\_driver <- dbDriver("SQLite")  
  
# Database file  
slackdb\_file <- "db/slackdb.sqlite"  
  
# Database connection  
slackdb <- dbConnect(sqlite\_driver, dbname = slackdb\_file)  
  
# List all the tables  
dbListTables(slackdb)

## [1] "channels" "messages" "users"

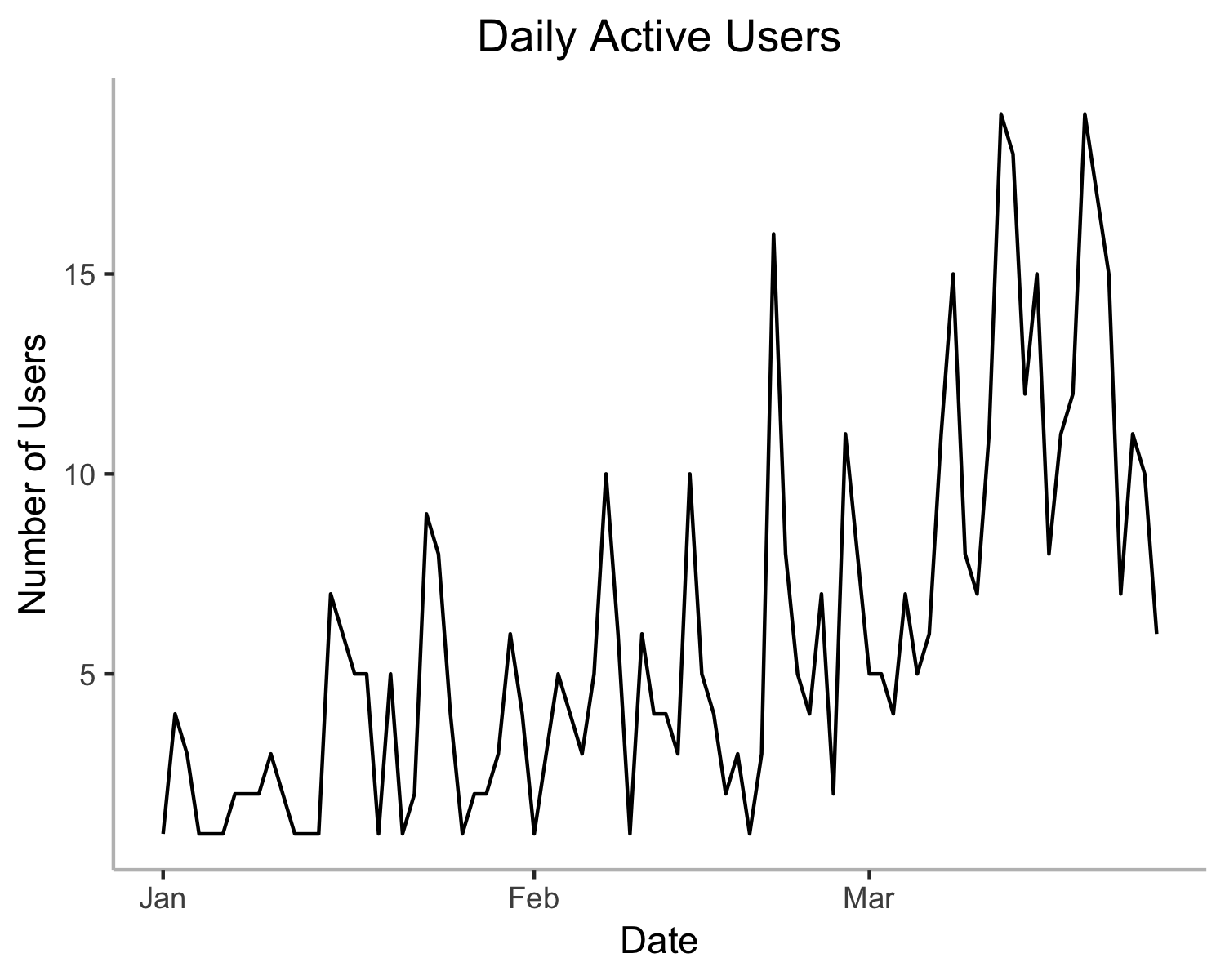
# Bring data from SQLite database in to R  
all\_msgs\_2019\_query <- 'SELECT m.\*,  
 c.channel\_name,  
 c.channel\_is\_archived,  
 u.user\_name,  
 u.user\_is\_bot  
 FROM messages m  
 LEFT JOIN channels c  
 ON m.channel\_id = c.channel\_id  
 LEFT JOIN users u  
 ON m.user\_id = u.user\_id  
 WHERE datetime( m.message\_timestamp, \'unixepoch\' ) >= DATETIME(\'2019-01-01 00:00:00\')'  
  
all\_msgs\_2019 <- dbGetQuery(slackdb, all\_msgs\_2019\_query)  
  
dbDisconnect(slackdb)

Convert the timestamp to a date format and for each day we are caculating the total number of active users and messages posted. We are also calculating a rolling weekly sum of users and messages to get an aggregate view of weekly active users and messages being posted. Daily numbers are usually more volatile and less predictable and hence we are computing weekly aggregations as well, which will be less volatile and more predictable.

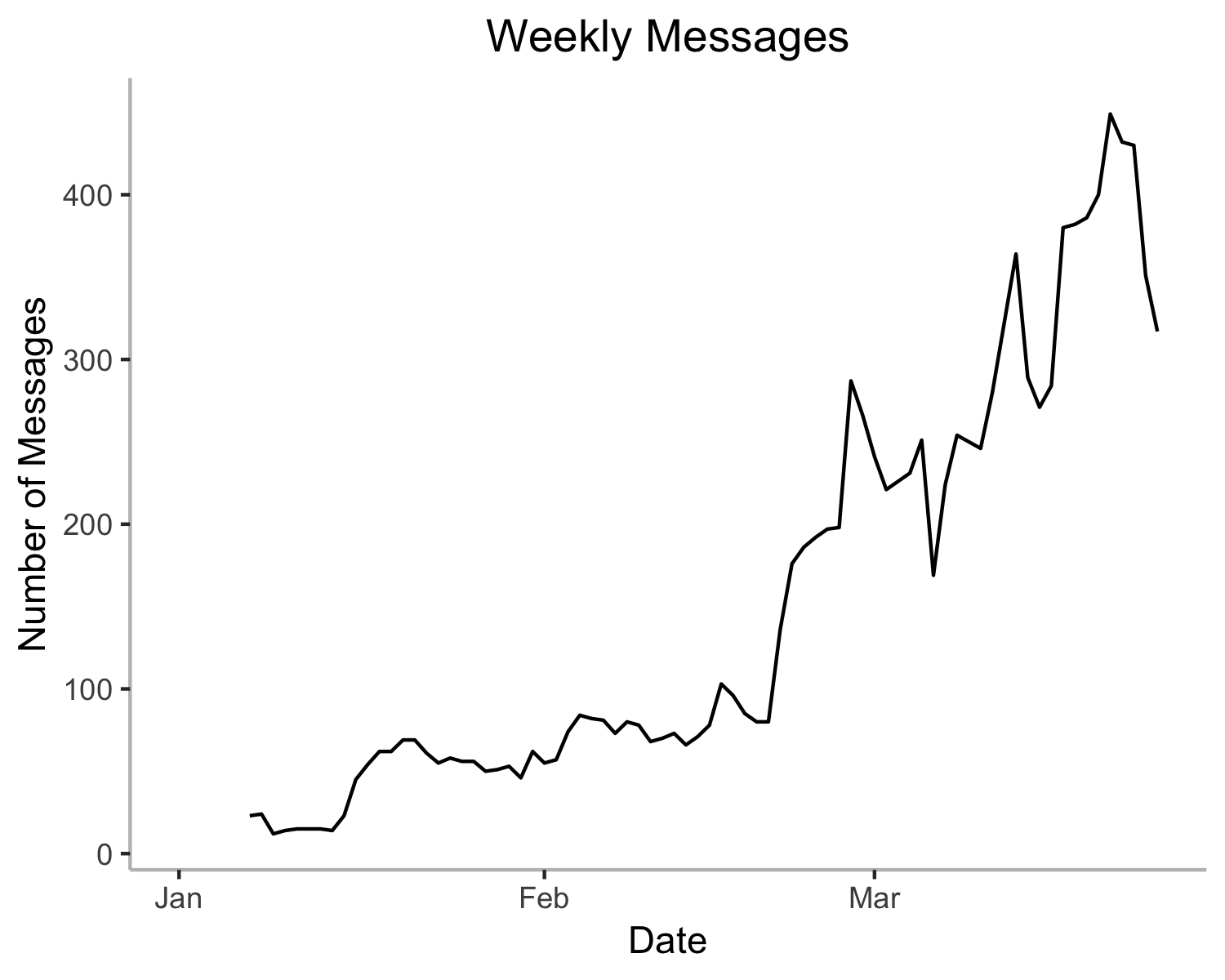
setDT(all\_msgs\_2019)  
  
# Convert unix timestamp to date  
all\_msgs\_2019[, message\_date := as.IDate(as.POSIXct(message\_timestamp, origin = "1970-01-01", tz = "UTC"))]  
  
# 90 days active users and messages counts  
plot\_data <- all\_msgs\_2019[, .(daily\_msgs = .N, daily\_users = uniqueN(user\_id)), by = message\_date]  
  
# Calculate weekly active users and messages counts  
setorderv(plot\_data, "message\_date")  
plot\_data[, weekly\_msgs := rollsumr(daily\_msgs, k = 7, fill = NA)]  
plot\_data[, weekly\_users := rollsumr(daily\_users, k = 7, fill = NA)]  
  
# Plot Active Users (Weekly)  
ggplot(plot\_data, aes(x = as.IDate(message\_date), y = weekly\_users)) +  
 geom\_line() +  
 theme(panel.background = element\_blank(), axis.line = element\_line(colour = "grey"), plot.title = element\_text(hjust = 0.5)) +  
 labs(x = "Date", y = "Number of Users") +  
 ggtitle("Weekly Active Users")



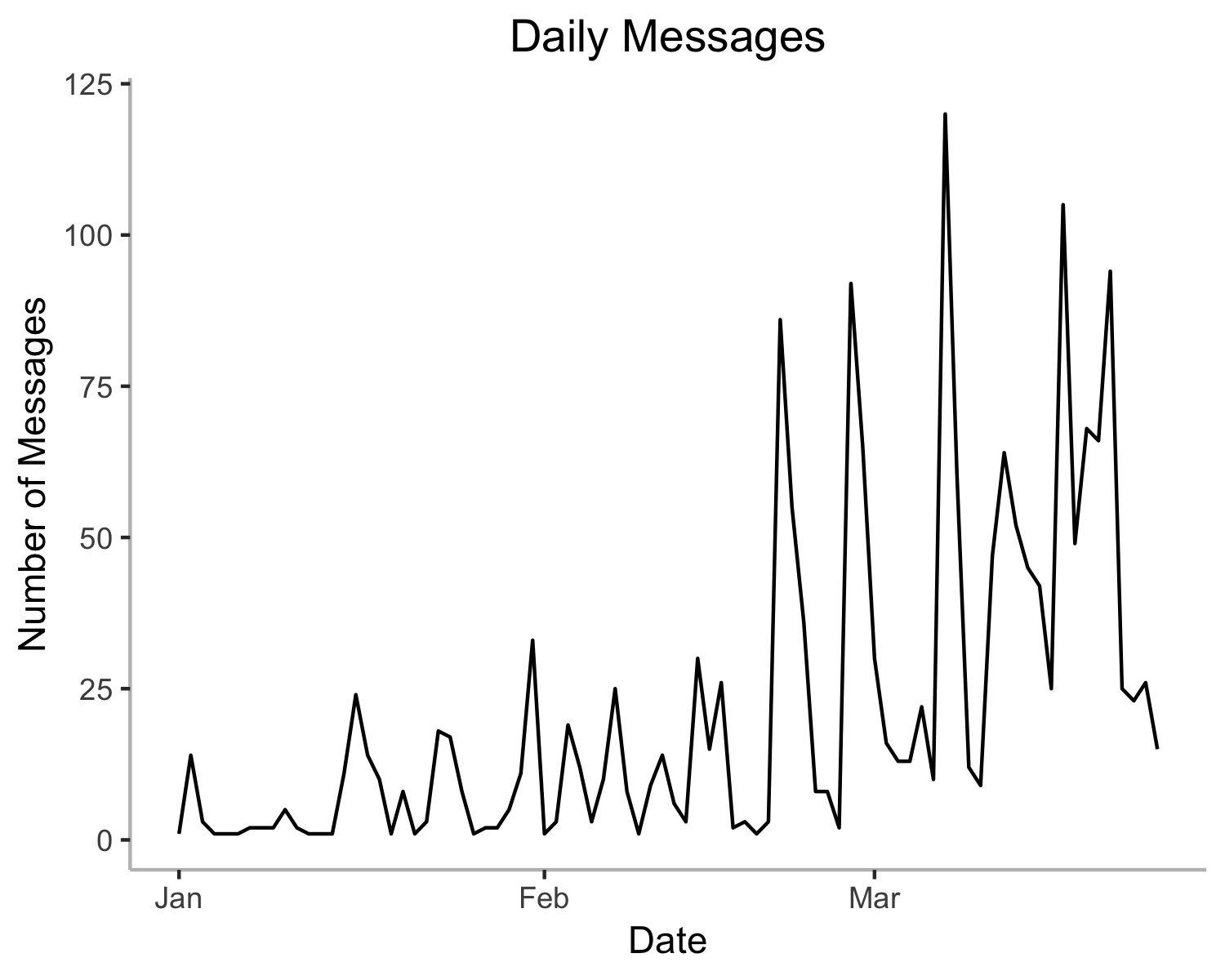
# Plot Active Users (Daily)  
ggplot(plot\_data, aes(x = as.IDate(message\_date), y = daily\_users)) +  
 geom\_line() +  
 theme(panel.background = element\_blank(), axis.line = element\_line(colour = "grey"), plot.title = element\_text(hjust = 0.5)) +  
 labs(x = "Date", y = "Number of Users") +  
 ggtitle("Daily Active Users")



# Plot All Msgs (weekly)  
ggplot(plot\_data, aes(x = as.IDate(message\_date), y = weekly\_msgs)) +  
 geom\_line() +  
 theme(panel.background = element\_blank(), axis.line = element\_line(colour = "grey"), plot.title = element\_text(hjust = 0.5)) +  
 labs(x = "Date", y = "Number of Messages") +  
 ggtitle("Weekly Messages")



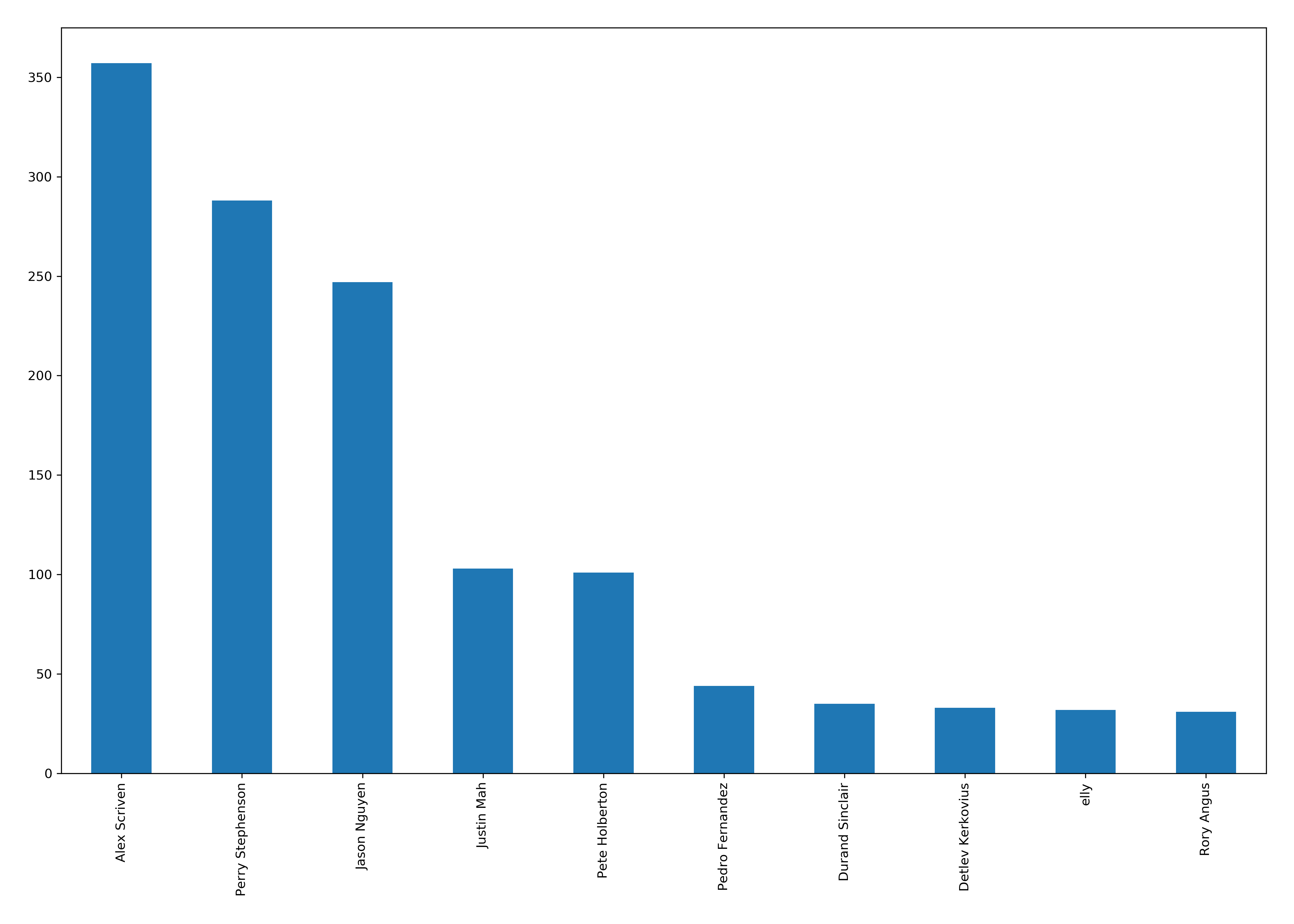
# Plot All Msgs (daily)  
ggplot(plot\_data, aes(x = as.IDate(message\_date), y = daily\_msgs)) +  
 geom\_line() +  
 theme(panel.background = element\_blank(), axis.line = element\_line(colour = "grey"), plot.title = element\_text(hjust = 0.5)) +  
 labs(x = "Date", y = "Number of Messages") +  
 ggtitle("Daily Messages")



## Data Analysis in Python

The same dataset that we created in R chunk, can be accessed in the Python enironment using the ‘r’ object. Here we have created a **pandas** dataframe from ‘r’ datatable. In the example below we are trying to find the top 10 active users (excluding the bots) & channels. Alternatively, we can look at the top 10 inactive users & channels. We can even combine the two counts to look at the number of messages and users in any channel.

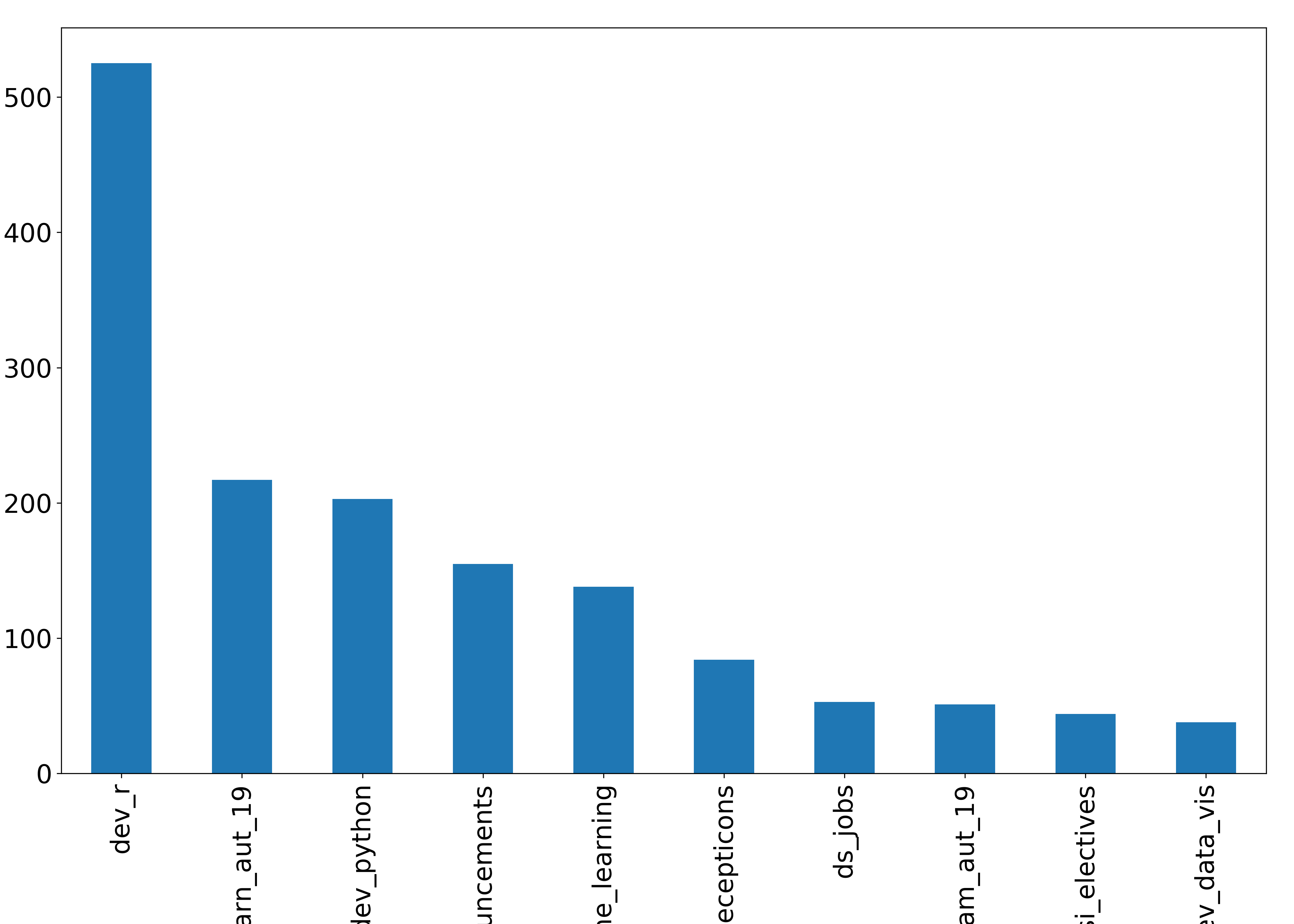
import pandas as pd  
import matplotlib.pyplot as plt  
  
# Create pandas dataframe from R datatable  
all\_msgs\_2019\_df = pd.DataFrame(r.all\_msgs\_2019)  
  
# Top 10 Users - 90 days  
all\_msgs\_2019\_df[all\_msgs\_2019\_df["user\_is\_bot"] == 0]["user\_name"].value\_counts().nlargest(10).plot.bar()  
plt.rcParams.update({'font.size': 20})  
plt.tight\_layout()  
plt.show()  
  
# Top 10 Channels - 90 days



all\_msgs\_2019\_df["channel\_name"].value\_counts().nlargest(10).plot.bar()  
plt.rcParams.update({'font.size': 20})  
plt.tight\_layout()

## /Users/anuj/.virtualenvs/cs\_proj/bin/python:1: UserWarning: Tight layout not applied. The bottom and top margins cannot be made large enough to accommodate all axes decorations.

plt.show()  
  
# Details by channel (message count and unique users count)



channel\_details\_df = all\_msgs\_2019\_df.groupby(by='channel\_name', as\_index=False)["user\_name"].agg({'msg\_count': pd.Series.count, 'user\_count': pd.Series.nunique})  
  
channel\_details\_df.sort\_values(by=['msg\_count'], ascending=False).head()

## channel\_name msg\_count user\_count  
## 7 dev\_r 525 19  
## 22 mdsi\_deeplearn\_aut\_19 217 14  
## 6 dev\_python 203 14  
## 17 mdsi\_announcements 155 36  
## 4 dev\_machine\_learning 138 10

## Data Analysis in R

Just like ‘r’ objects can be accessed in Python environment, the objects that were created in Python environment are accessible in R using the ‘py’ object. The only difference is the method of accessing the objects. In R, Python objects are accessible using the ‘py’ followed by ‘$’ operator to access a particular nested object in ‘py’ object. In Python, the ‘r’ objects can be accessed using a ‘.’ operator instead of ‘$’ operator. Using the insights created in the Python chunk, we can write some rules to identify active/inactive channels and convert those insights into actions. For example, a highly active channel was found from the insights which has only one active user (a bot). Upon inpsecting the channel messages, it appears that the channel was created by a group of students for assignment purpose and they had setup a reminder bot to post a reminder message everyday in that channel. While the real users of the channel have gone inactive within that channel, only the bot user is active currently and spamming it with reminder messages. This channel can be clearly archived.

# Create R dataframe from Python dataframe  
channel\_details\_dt <- py$channel\_details\_df  
setDT(channel\_details\_dt)  
  
# Order by lower user count but high message count  
channel\_details\_dt[order(user\_count, -msg\_count)][1:10]

## channel\_name msg\_count user\_count  
## 1: 36100decepticons 84 1  
## 2: free-stuff 1 1  
## 3: oth\_humour 1 1  
## 4: fliparound\_chat 31 2  
## 5: dev\_datasets 12 2  
## 6: ds\_hackathons 5 2  
## 7: mdsi\_cicaround\_help 4 2  
## 8: events-of-interest 2 2  
## 9: oth\_random 2 2  
## 10: mdsi\_deeplearn\_spr\_17 32 3

all\_msgs\_2019[channel\_name == "36100decepticons", list(user\_id, message\_text, channel\_is\_archived)][1:10]

## user\_id message\_text channel\_is\_archived  
## 1: USLACKBOT Reminder: write data. 0  
## 2: USLACKBOT Reminder: write data. 0  
## 3: USLACKBOT Reminder: write data. 0  
## 4: USLACKBOT Reminder: write data. 0  
## 5: USLACKBOT Reminder: write data. 0  
## 6: USLACKBOT Reminder: write data. 0  
## 7: USLACKBOT Reminder: write data. 0  
## 8: USLACKBOT Reminder: write data. 0  
## 9: USLACKBOT Reminder: write data. 0  
## 10: USLACKBOT Reminder: write data. 0