chatops

ChatOps, ~5 years ago

— Hubot open sourced by Github

— talk to bot -> trigger scripts

— DevOps + Chat = ChatOps

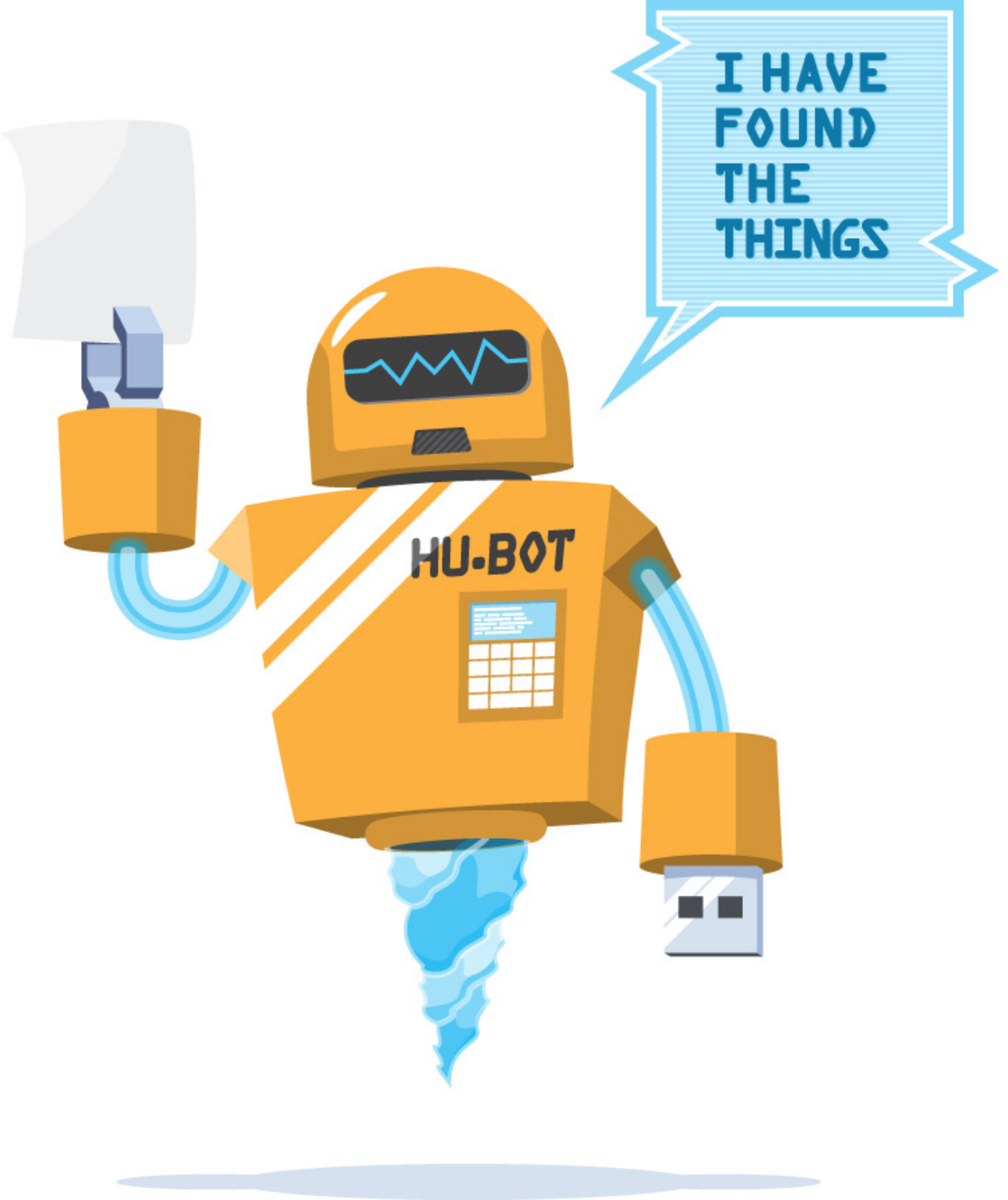
```
jonog> hubot deploy keno mobile api

...

hubot> deployed keno mobile api to development.keno.

...

jonog> hubot deploy keno web_qld_demo
```



ChatOps Benefits

🏭 encourages automation

📣 share scripts amongst team

⚡ accelerates learning

👨‍👨‍👦 democratise devops

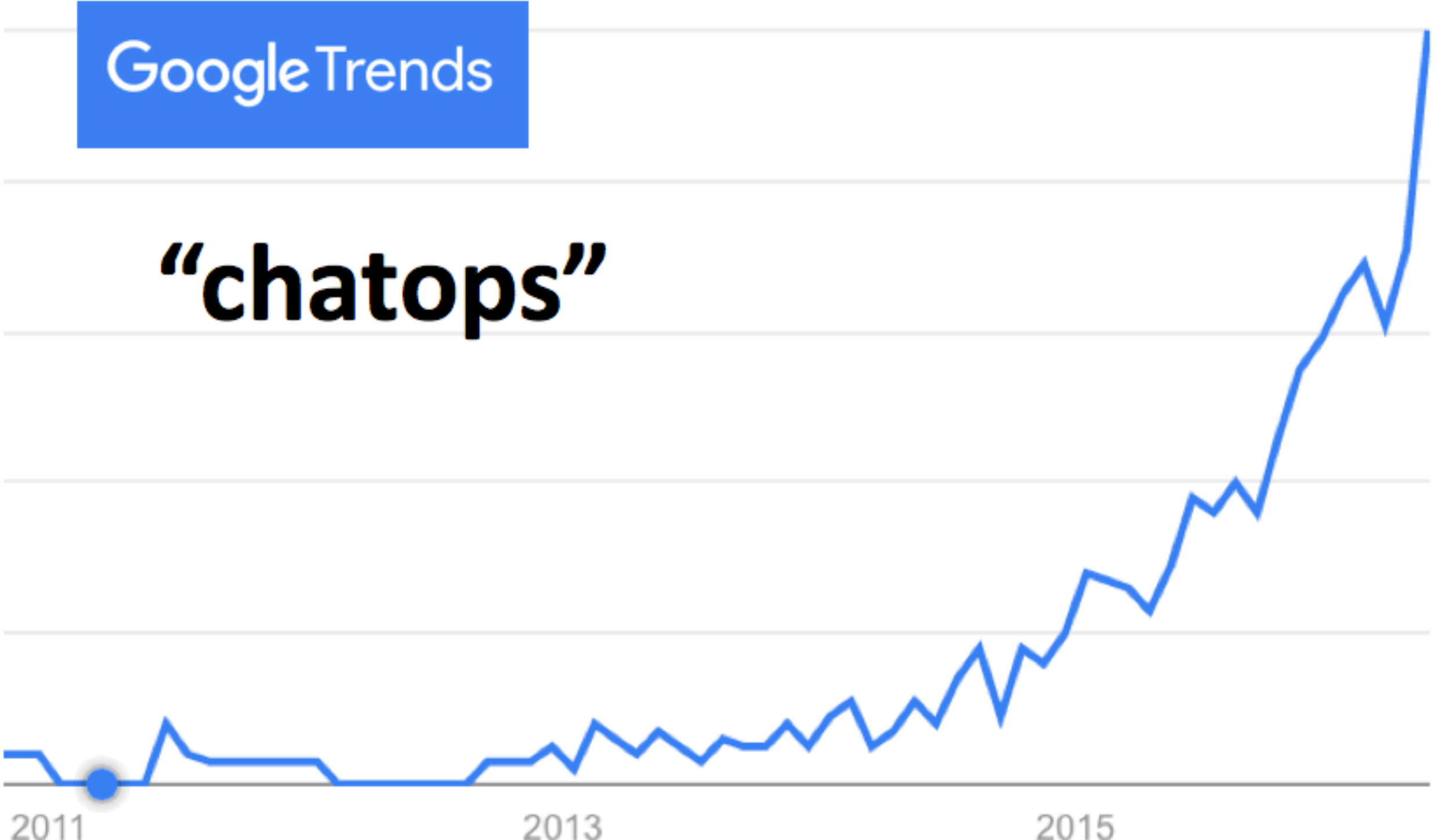
🎃 fun

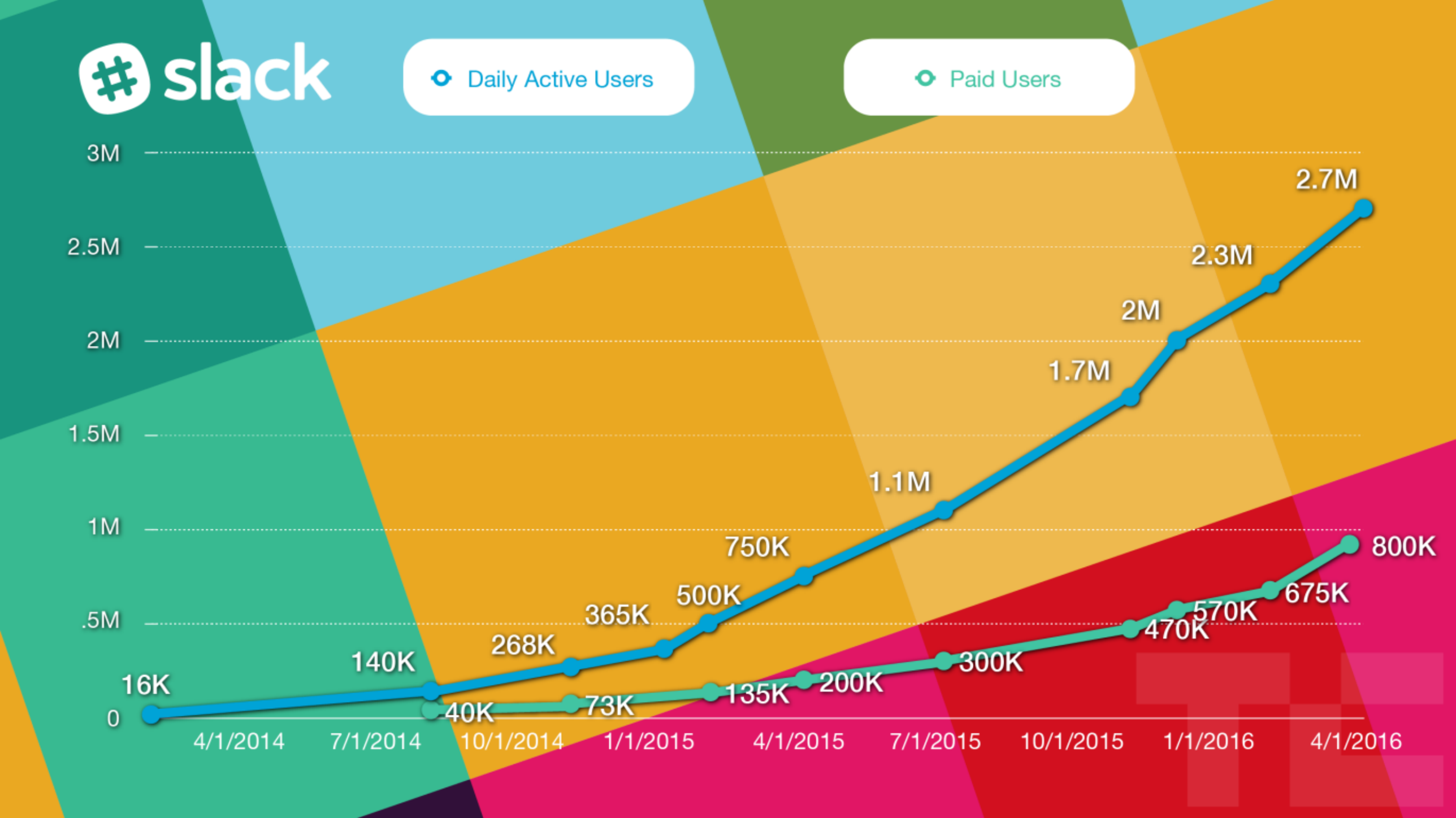
ChatOps[1].

```
module.exports = (robot) ->

  robot.respond /pug bomb( (\d+))?/i, (msg) ->
    count = msg.match[2] || 5
    msg.http("http://pugme.herokuapp.com/bomb?count=" + count)
      .get() (err, res, body) ->
        msg.send pug for pug in JSON.parse(body).pugs
```

[1] Requires demo.


Google Trends
“chatops”
2011
2013
2015


slack
Daily Active Users
Paid Users
3M
2.5M
2M
1.5M
1M
.5M
0
16K
140K
268K
365K
500K
750K
1.1M
1.7M
2M
2.3M
2.7M
40K
73K
135K
200K
300K
470K
570K
675K
800K
4/1/2014
7/1/2014
10/1/2014
1/1/2015
4/1/2015
7/1/2015
10/1/2015
1/1/2016
4/1/2016

ChatOps, today

- things previously done by bots + scripting
  - now via integrations
- bots are smarter 👾
- relevance for us -> team efficiency

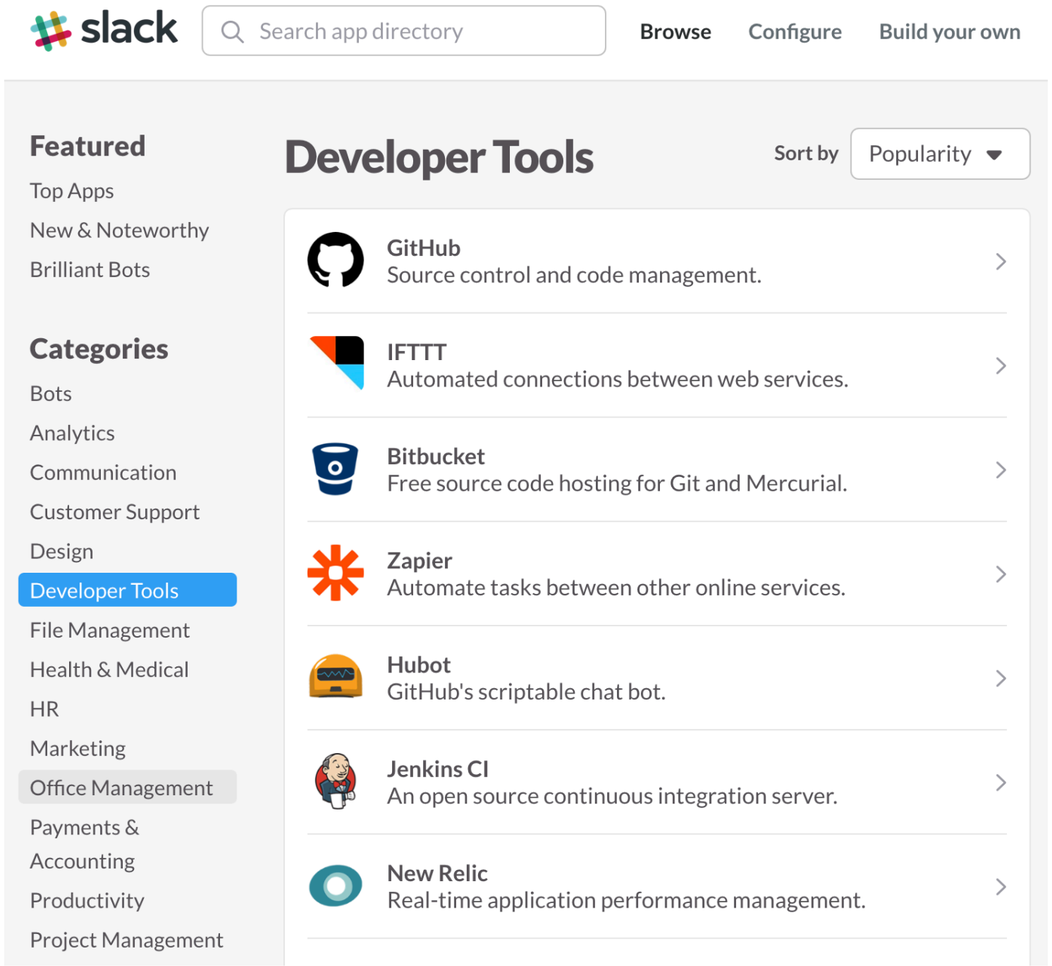
Chat today: integrations - what & why

— make better use of SaaS tools

— feed in data and notifications

Chat today: integrations - how

- installs via App Directory
- webhooks (in, out)
- slash commands, APIs
- deeper integrations
  - buttons
  - cards
  - widgets



Chat today: bots - script execution

- script execution bots
  - pick language. e.g. Hubot (JS), Lita (ruby)
- experiments with Lita
  - github.com/TabDigital/chatops

Experiments

jonog 8:50 AM
boss mingle me keno_backend current iteration

boss BOT 8:50 AM
jonog:

```
#42 Scan ticket should post STT to gateway, return jurisdiction
#36 Game Complete (Single) Endpoint
#22 CAM Delegate (send to queue)
#19 Jackpot Notifications
#18 Win Notifications
#15 Notification Controls
#14 Venue Finder
#13 Winners
#12 History
```

jonog 8:43 AM

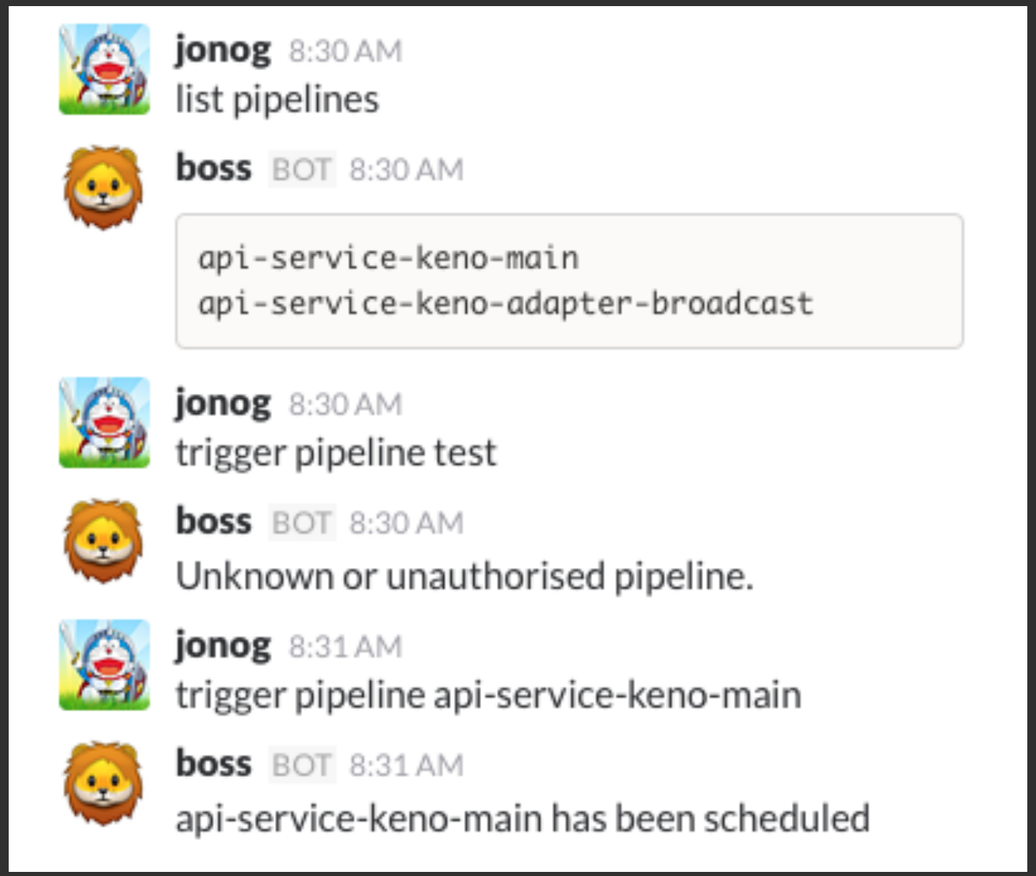
boss list instances mobile

boss BOT 8:43 AM

jonog:

```
name: mobile.keno
dns: ec2-52-63-35-38.ap-southeast-2.compute.amazonaws.com
type: t2.medium
launched: 20 days and 14 hours ago
```

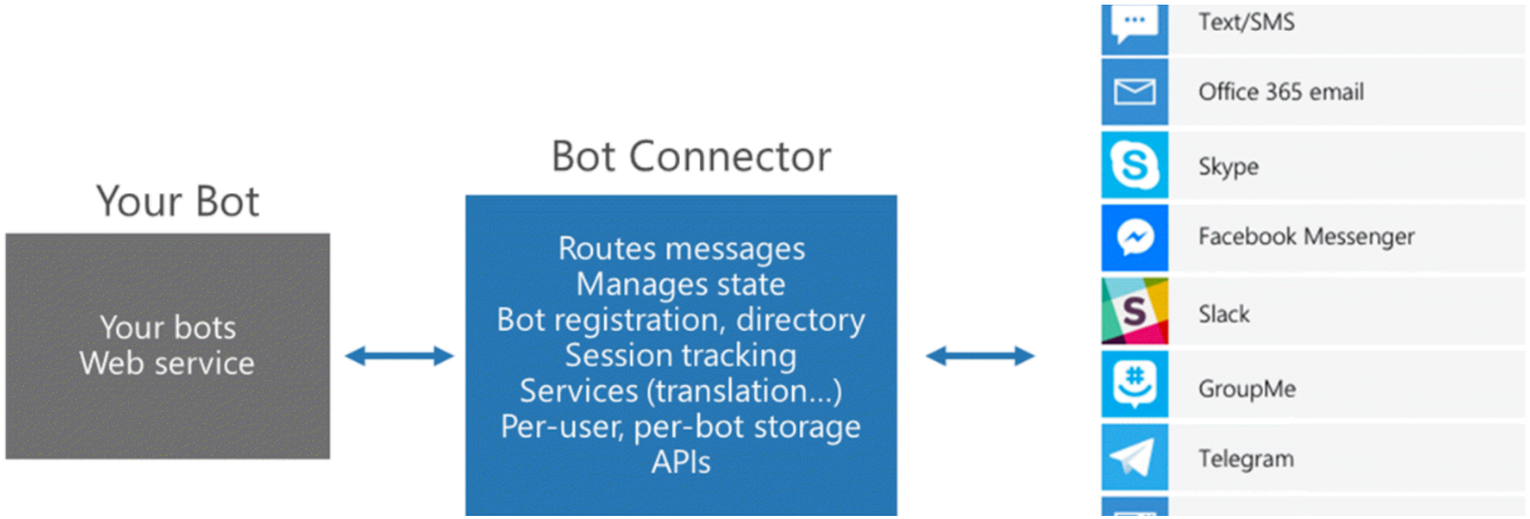
Instances running: 1.


jonog 8:30 AM
list pipelines
boss BOT 8:30 AM
api-service-keno-main
api-service-keno-adapter-broadcast
jonog 8:30 AM
trigger pipeline test
boss BOT 8:30 AM
Unknown or unauthorised pipeline.
jonog 8:31 AM
trigger pipeline api-service-keno-main
boss BOT 8:31 AM
api-service-keno-main has been scheduled

Chat today: bots - conversation and AI

- conversation & AI toolkits
  - Slack's botkit
  - wit.ai Bot Engine (fb acquisition)
  - Microsoft Bot Builder SDK
- these vs older and simpler bots
  - parse intent, natural language
  - complex state logic
  - learn

Chat today: bots - innovation



— surprising to see microsoft as bot innovator?

— bots becoming mainstream (fb, telegram)

  — will they stick?

Chat today: relevance for us

— technical and non-technical integration ideas?
— maximise use of our productivity tools
— cross team interaction & dependencies
— minimise meetings, maximise async comms
— faster onboarding
— moar fun