



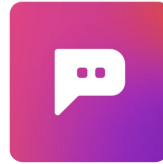
Peritus Assistant and Connector for Slack

Installation Guide

July 14, 2021

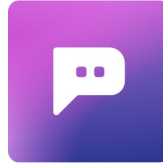
There are two Slack applications for different purposes

① Peritus Assistant for Slack



Slack bot for Q&A interaction between users and the Assistant, by invoking the “AskPeritus” command.

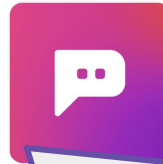
② Peritus Connector



Slack listener (read-only) for collecting conversations that can be reused as sources for new answers via Peritus Assistant.

There are two Slack applications for different purposes

1 Peritus Assistant for Slack



Slack bot for Q&A interaction between users and the Assistant, by invoking the “AskPeritus” command.

Multi-source recommendations

Past answers from...



Stack
Overflow



Slack



Github



Knowledge
Bases



PDF
documents



Other
documents



Code

Relevant experts from...



Stack
Overflow



Slack



Github

Multi-source recommendations

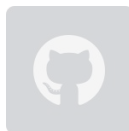
Past answers from...



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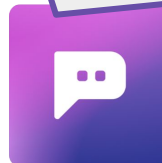
Slack



Github

2

Peritus Connector



Slack listener (read-only) for collecting conversations that can be reused as sources for new answers via Peritus Assistant.

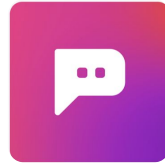
Peritus Connector is not mandatory by default.

If Slack-based answers and experts are needed in the list of recommendations, it must be installed and added to all relevant Slack channels to collect their activity (e.g., questions, answers, participants), which will be leveraged later by the **Peritus Assistant**.

There are two Slack applications for different purposes

Peritus Assistant for Slack is a Q&A Slack bot

① Peritus Assistant for Slack



② Peritus Connector

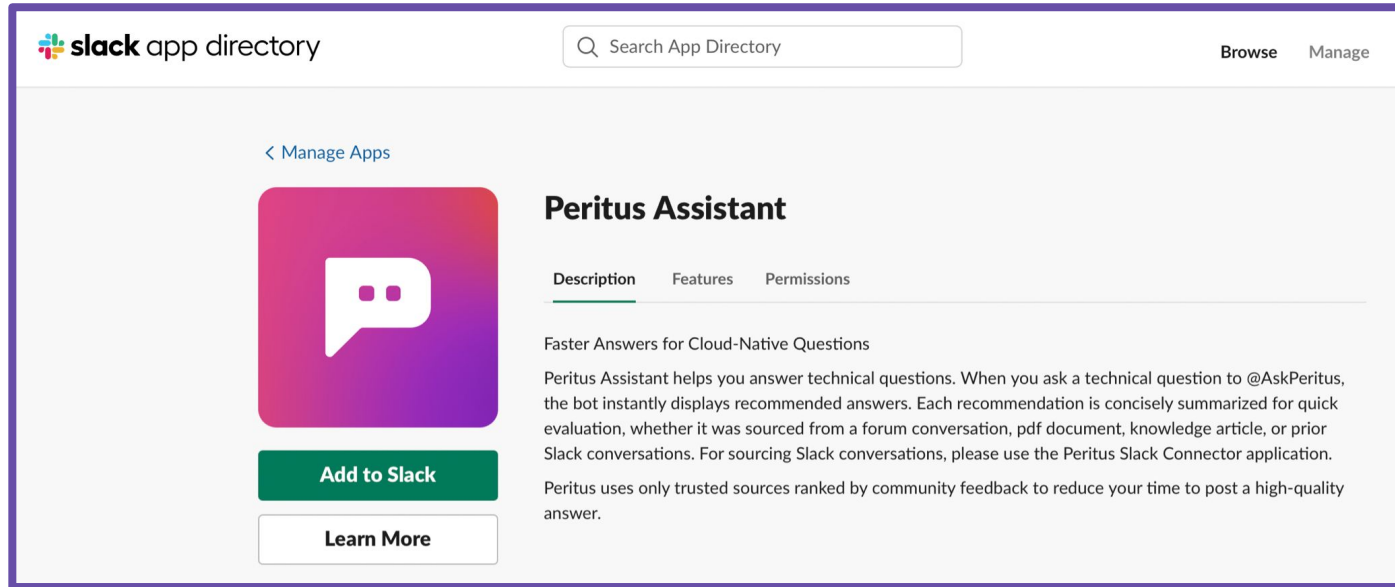


There are two Slack applications for different purposes

Peritus Assistant for Slack is a Q&A Slack bot

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2



The screenshot shows the Slack App Directory interface for the Peritus Assistant application. At the top, there is a search bar labeled "Search App Directory" and navigation links for "Browse" and "Manage". Below the search bar, there is a link to "< Manage Apps". The main content area features a large square icon with a white speech bubble on a pink-to-purple gradient background. Below the icon are two buttons: a green "Add to Slack" button and a white "Learn More" button. To the right of the icon, the title "Peritus Assistant" is displayed in bold. Underneath the title are three tabs: "Description" (which is active), "Features", and "Permissions". The "Description" tab contains the following text: "Faster Answers for Cloud-Native Questions", "Peritus Assistant helps you answer technical questions. When you ask a technical question to @AskPeritus, the bot instantly displays recommended answers. Each recommendation is concisely summarized for quick evaluation, whether it was sourced from a forum conversation, pdf document, knowledge article, or prior Slack conversations. For sourcing Slack conversations, please use the Peritus Slack Connector application.", and "Peritus uses only trusted sources ranked by community feedback to reduce your time to post a high-quality answer."

Public URL: <https://slack.com/apps/A0245BNBC0G-peritus-assistant>

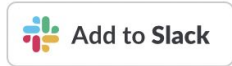
Peritus Assistant - Step 1 → Installing

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1. Visit the public installation URL

<https://slack.com/apps/A0245BNBC0G-peritus-assistant>

2. Select the “Add to Slack” option

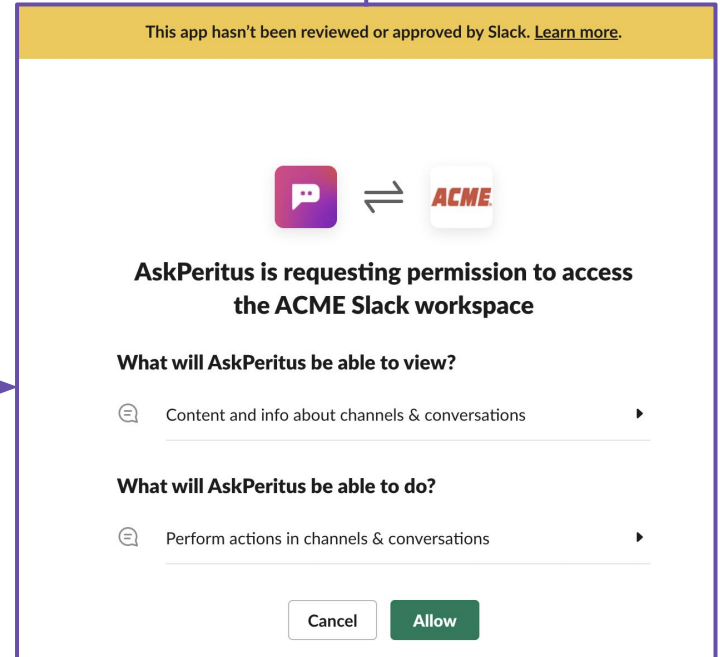


3. Select your Slack workspace (top-right corner)



4. Click “Allow” to enable the Assistant access
(*AskPeritus is the app name within Slack*)

This message is due to the fact that Peritus Assistant for Slack is available for early adopters. It will disappear once it is released via Slack's marketplace



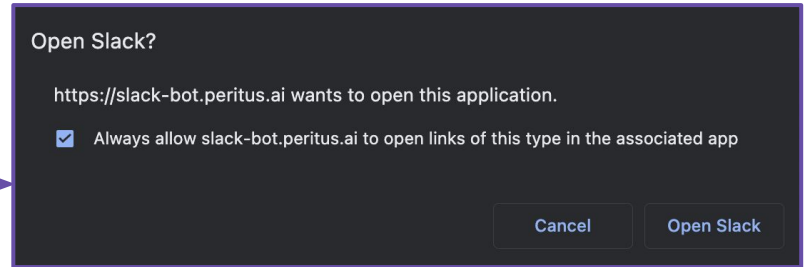
Peritus Assistant - Step 2 → Validating

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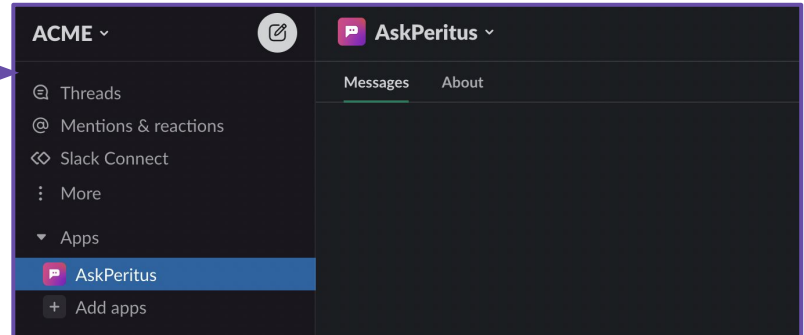
5. Validate that the Assistant has been installed

Thank you for installing! [Click here to visit the app in Slack!](#)

6. Open Slack and allow the Assistant to automatically open the link next time



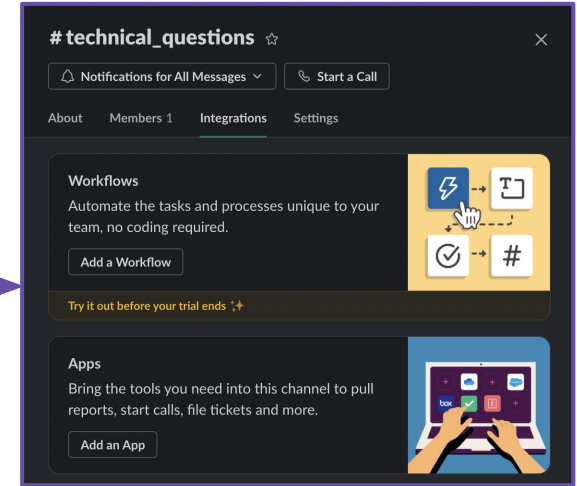
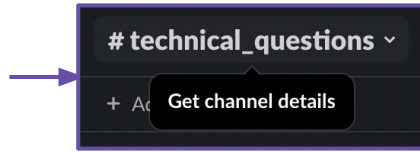
7. Validate that the **AskPeritus** (app name for interaction with the Assistant) is available within the Apps section



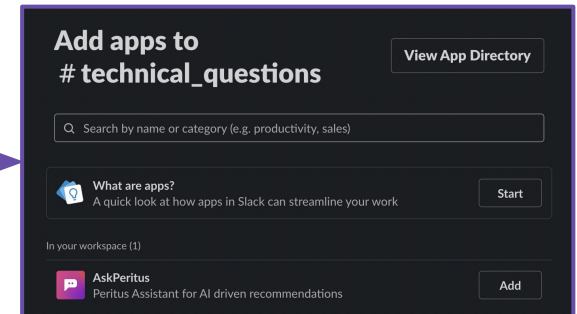
Peritus Assistant - Step 3 → Configuring

1

8. Go to a specific channel, and click on the channel name to obtain “**details**”
9. Select the “**Integrations**” menu, and then click on “**Add an App**”
10. Select “**AskPeritus**” and click on “Add”. This will add the Assistant to the channel
11. Validate that **@AskPeritus** has been added



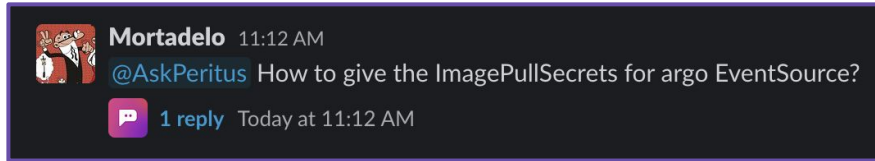
joined #technical_questions along with **AskPeritus**.



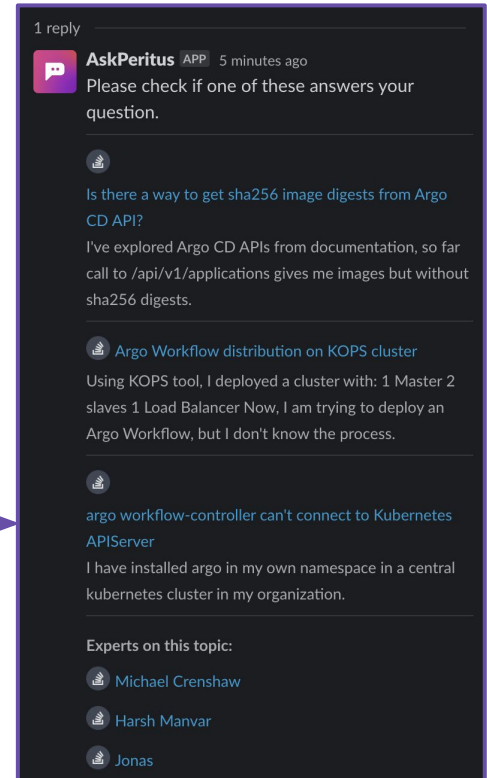
Peritus Assistant - Step 4 → Testing

1

12. Type “@AskPeritus” and add your question
Note: *The Assistant will create a threaded message with an automatic reply -- this will avoid any channel pollution while creating a visual reference (small Peritus.ai icon in purple)*



13. Click on the “1 reply” message, the result will show on the right side of the Slack workspace.
14. Explore the reply. It contains **three answers** from one or several sources (e.g., StackOverflow, technical doc, past Slack messages), and **three experts** on the question topic.



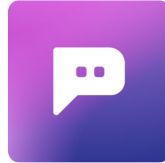
There are two Slack applications for different purposes

Peritus Connector is a complementary Slack listener

① Peritus Assistant for Slack



② Peritus Connector

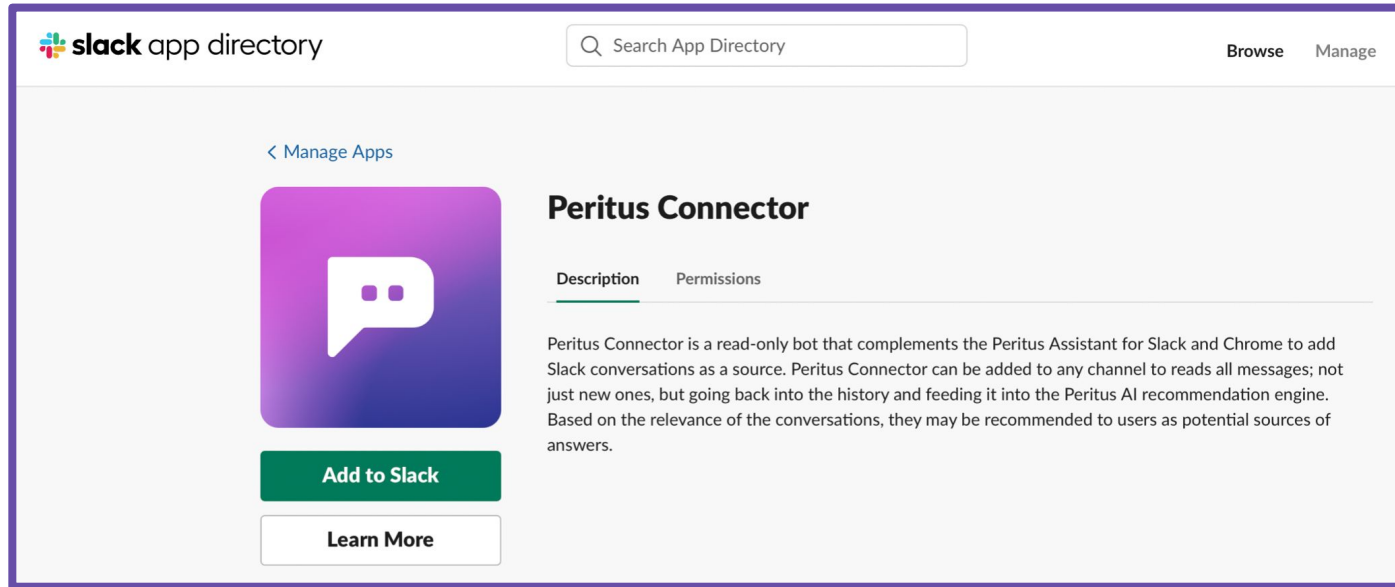


There are two Slack applications for different purposes

Peritus Connector is a complementary Slack listener

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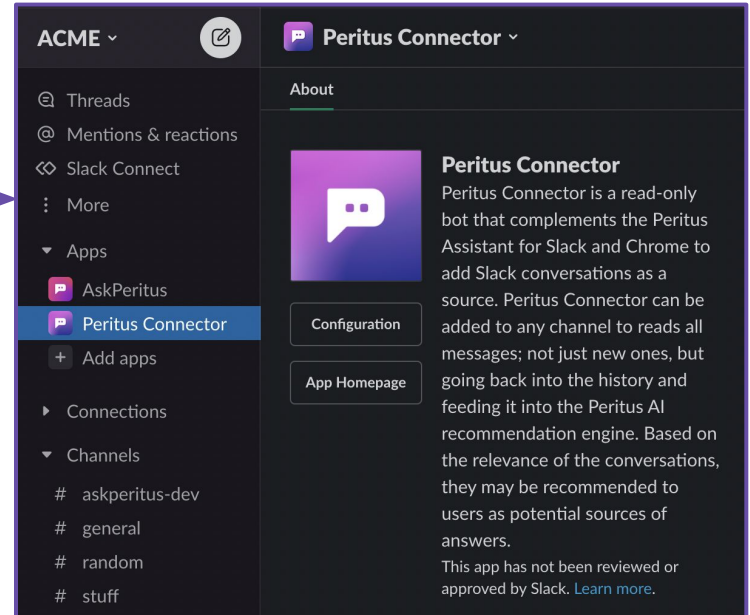
The screenshot shows the Slack App Directory interface. At the top left is the Slack logo and 'slack app directory'. A search bar contains 'Search App Directory'. On the right are 'Browse' and 'Manage' links. Below the search bar is a navigation link '< Manage Apps'. The main content area features a purple-to-blue gradient icon of a speech bubble with two dots. Below the icon is a green 'Add to Slack' button and a white 'Learn More' button. To the right of the icon, the title 'Peritus Connector' is displayed. Underneath, there are two tabs: 'Description' (which is selected) and 'Permissions'. The description text reads: 'Peritus Connector is a read-only bot that complements the Peritus Assistant for Slack and Chrome to add Slack conversations as a source. Peritus Connector can be added to any channel to reads all messages; not just new ones, but going back into the history and feeding it into the Peritus AI recommendation engine. Based on the relevance of the conversations, they may be recommended to users as potential sources of answers.'

Public URL: <https://slack.com/apps/A027CU2L7P0-peritus-connector>

Peritus Connector - Step 1 → Installing

2

1. Visit the public installation URL
<https://slack.com/apps/A027CU2L7P0-peritus-connector>
2. Install the Peritus Connection on the Slack workspace
3. Validate that **Peritus Connector** is available via Slack, along with **AskPeritus** (Peritus Assistant)



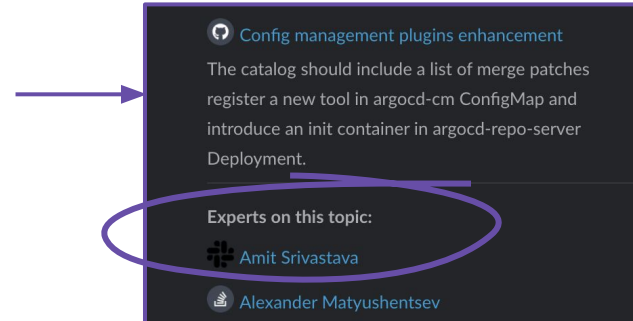
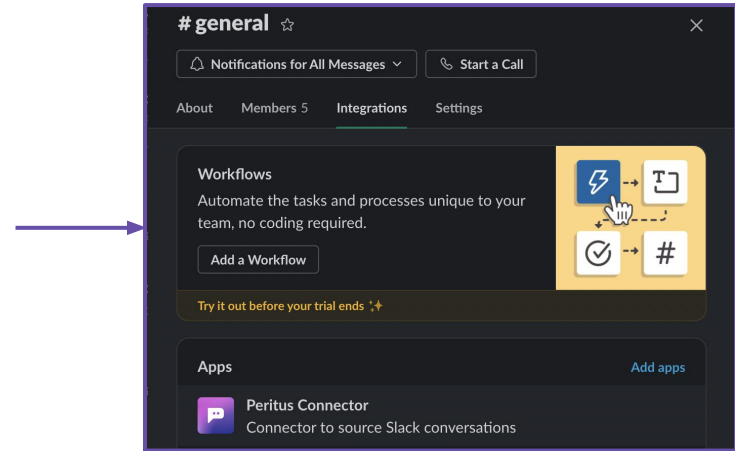
Peritus Connector - Step 2 → Configuring

2

4. **IMPORTANT:** In order to activate the Peritus Connector, you will need to enable it in one or several Slack channels, via the **Integrations > Apps menu**.

Concretely, add the Peritus Connector to all the **channels that can be used as data sources** for the answers via the Peritus Assistant. Repeat this step for each one of the Slack channels.

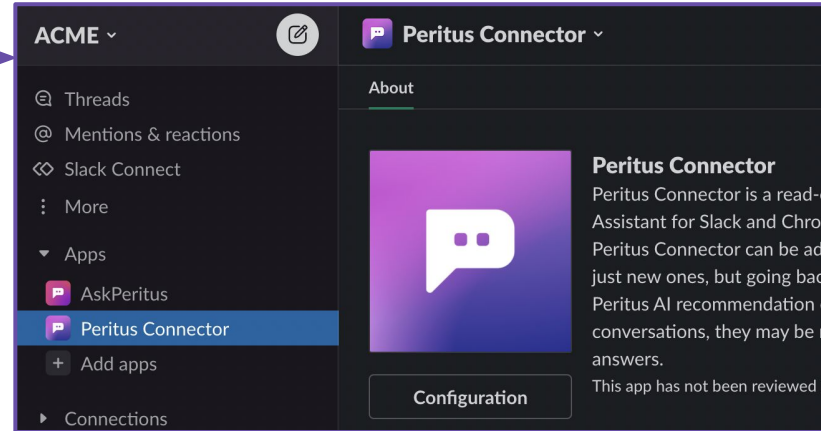
When you do this, Peritus Assistant will show (depending on the topic and questions) answers and experts based on Slack channel activity captured by Peritus Connector.



Peritus Connector - Step 3 → Validating

2

5. Review the Peritus Connector **configuration**
6. Validate the **list of channels** where you have previously added Peritus Connector (step 2)



Bot User

Bot users are automated user accounts you can message with directly.

Peritus Connector

This bot is in `#ask-peritus-acme`, `#stuff`, `#random`, `#general`, `#technical_questions`

You are ready to start using Peritus Assistant and Connector via your Slack workspace. Enjoy!

Any questions? help@peritus.ai and <https://community.peritus.ai>