



Slack Implementation Guide

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1 Overview

Ascendo also provides predictive services through its slack app. These services can be used with the help of simple slash commands on slack.

2 Purpose

This document gives the detailed description on how to install the ascendo slack app and use its functionalities.

3 How to add(For existing Ascendo customers)

3.1 Installing the app

3.1.1 Approach

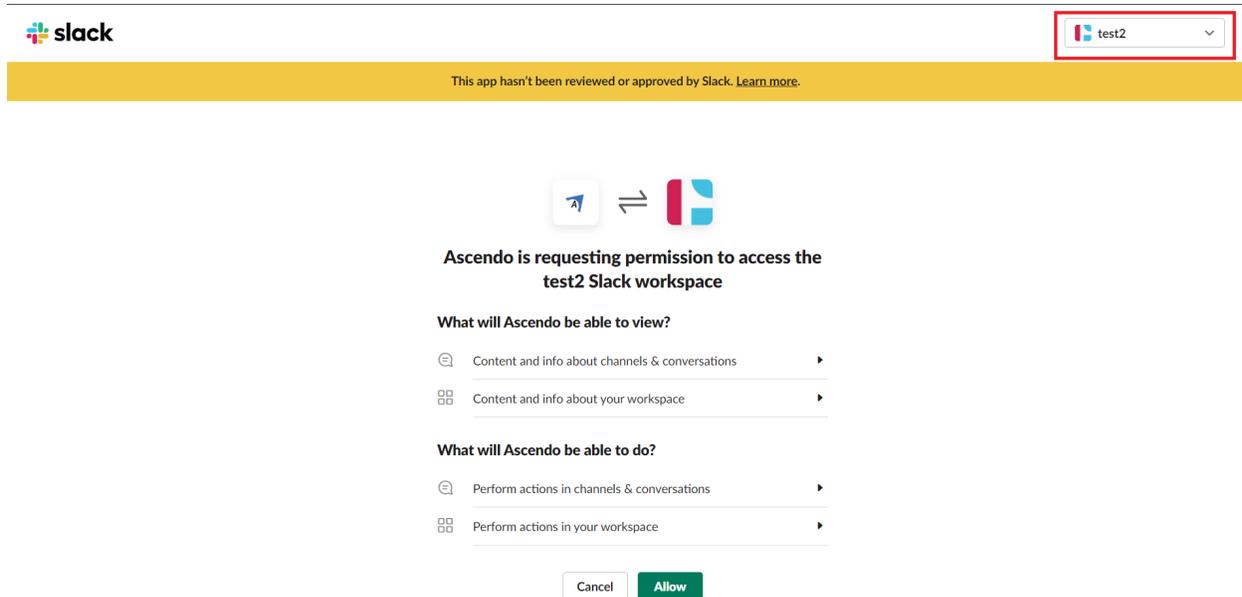
In order to install the app, go to <https://www.ascendo.ai/slack> and click on “Login to Ascendo to install slack app” button. You will be redirected to a page asking for your ascendo credentials, after successful user authentication you will be redirected to a slack default page which will ask permission to allow the app into the user’s workspace. After successfully allowing, the user will be taken to a page showing that the installation was successful and the user can start using the app in their workspace.

3.1.2 Installation Steps

- 1) Click on <https://www.ascendo.ai/slack> and click on “**Login To Ascendo to Install Slack App**” button
- 2) Upon clicking the link the login page will open. Enter your credentials to continue.

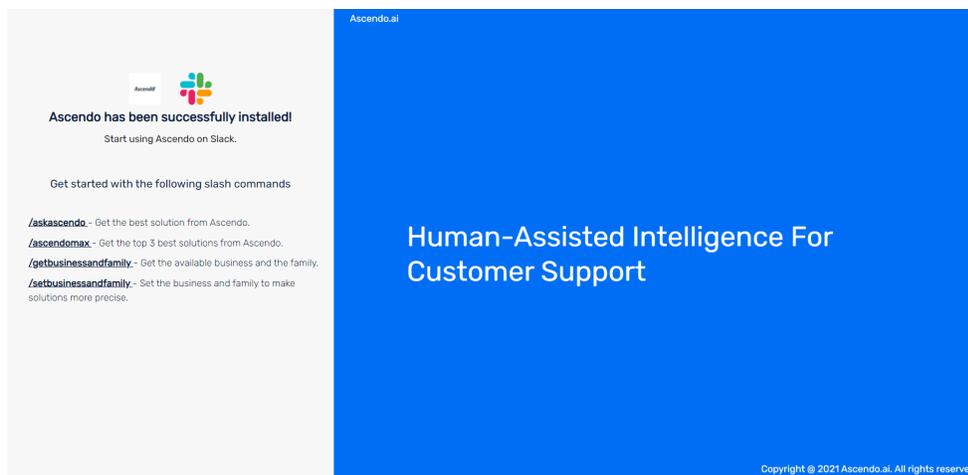
The image shows a login page for Ascendo.ai. On the left, there is a white login form with the heading "Welcome back!" and the instruction "Please login to your account to continue." The form includes input fields for "Organization Name", "Email", and "Password", a "Login" button, and a "Keep me Logged in" checkbox. Below the form, there are social login icons for Google and Microsoft. On the right, there is a blue banner with the text "Human-Assisted Intelligence For Customer Support" and "Ascendo.ai" in the top left corner. At the bottom right of the banner, it says "Copyright © 2021 Ascendo.ai. All rights reserved."

3) After a successful login the user will be directed to the slack default page asking for permission to install the app in the user's workspace. At the top right corner the user can see the option to install the app in the workspace of their choice (**test2** in this case). After deciding the workspace click on the **Allow** button.



Note-In case the user clicks the **cancel** button, they will be redirected to <https://www.ascendo.ai/slack> from where they can start the installation procedure again

3) After clicking the **Allow** button the user will be led to a page marking the successful installation of the app.



4 How to add(For new Ascendo customers)

4.1 Installing the app

4.1.1 Approach

In order to install the app,go to <https://app.ascendo.ai/signup> and signup by providing all the necessary details.After signing up got to Ascendo's admin portal and under AI

4.1.2 Installation Steps

- 1) Click on <https://app.ascendo.ai/signup> and fill all the details required for signup
- 2) After providing all the details,a verification email will be sent.



Verify your email address

Welcome to Ascendo.AI

Thanks very much for signing up with us. We're delighted to have you as part of our community. Get ready to explore the power of machine learning in customer support to find solutions, plan better, and increase customer experience. Click below to finish setting up your account

[CONFIRM EMAIL](#)

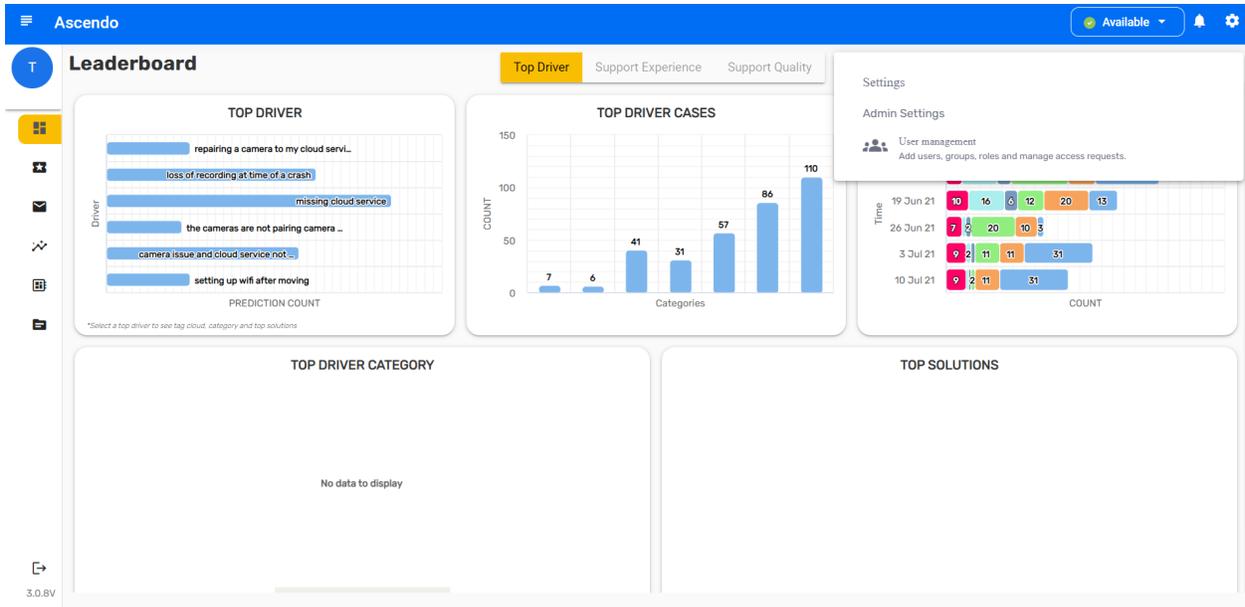
3) After clicking on the “CONFIRM EMAIL” button, you will be redirected to a page to provide additional details about your organisation.

The screenshot shows a registration form titled "Tell us More About Your Organization" on the Ascendo.ai website. The form is on a light gray background, and the right side of the page has a blue background with the text "Human-Assisted Intelligence For Customer Support". The form includes the following fields: "Organization Name *" (with a red border and a red error message below it: "Please enter valid organization name (only alphanumeric values allowed)"), "Country *", "City *", "Country Code", and "Phone number *". A yellow "Next" button is at the bottom of the form. The Ascendo.ai logo is in the top left corner of the blue area, and the copyright notice "Copyright © 2021 Ascendo.ai. All rights reserved." is in the bottom right corner.

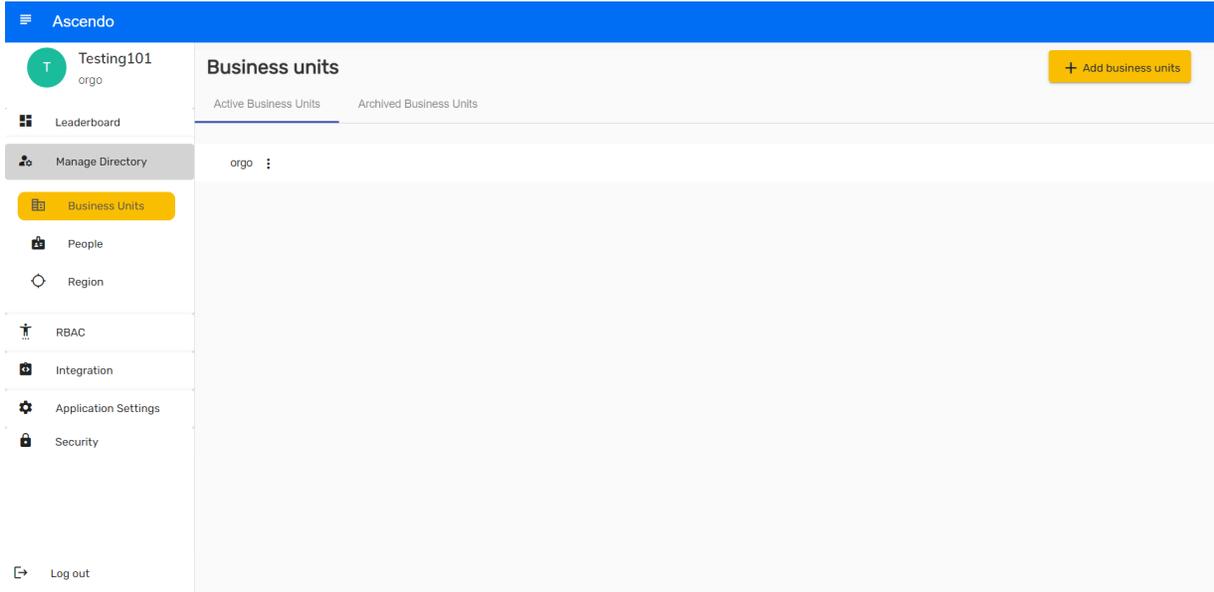
After providing you will be redirected to the login page where you can login using the credentials you just set.

The screenshot shows a login page titled "Welcome back!" on the Ascendo.ai website. The form is on a light gray background, and the right side of the page has a blue background with the text "Human-Assisted Intelligence For Customer Support". The form includes the following fields: "Organization Name" (with the value "orgo" and a checkmark icon), "Email", and "Password" (with an eye icon). There is a "Keep me Logged In" checkbox and a "Forgot Password?" link. A yellow "Login" button is at the bottom of the form. Below the button is the text "-OR-" and the Google logo. The Ascendo.ai logo is in the top left corner of the blue area, and the copyright notice "Copyright © 2021 Ascendo.ai. All rights reserved." is in the bottom right corner.

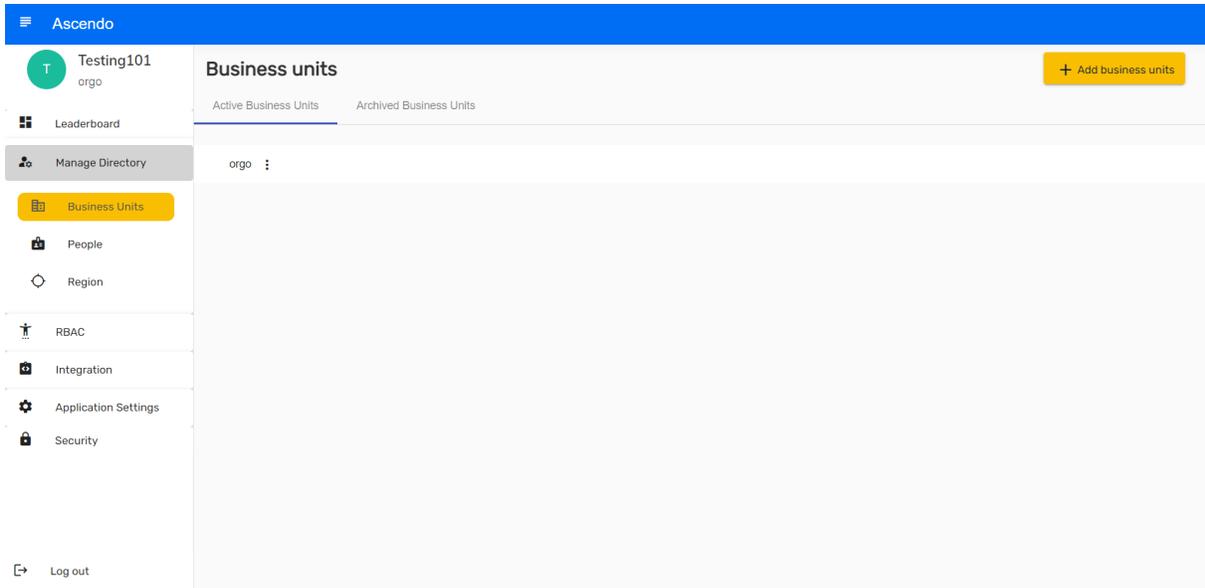
4) After logging in go to the admin portal by clicking on the settings icon on the top right corner and then clicking on “User management”.



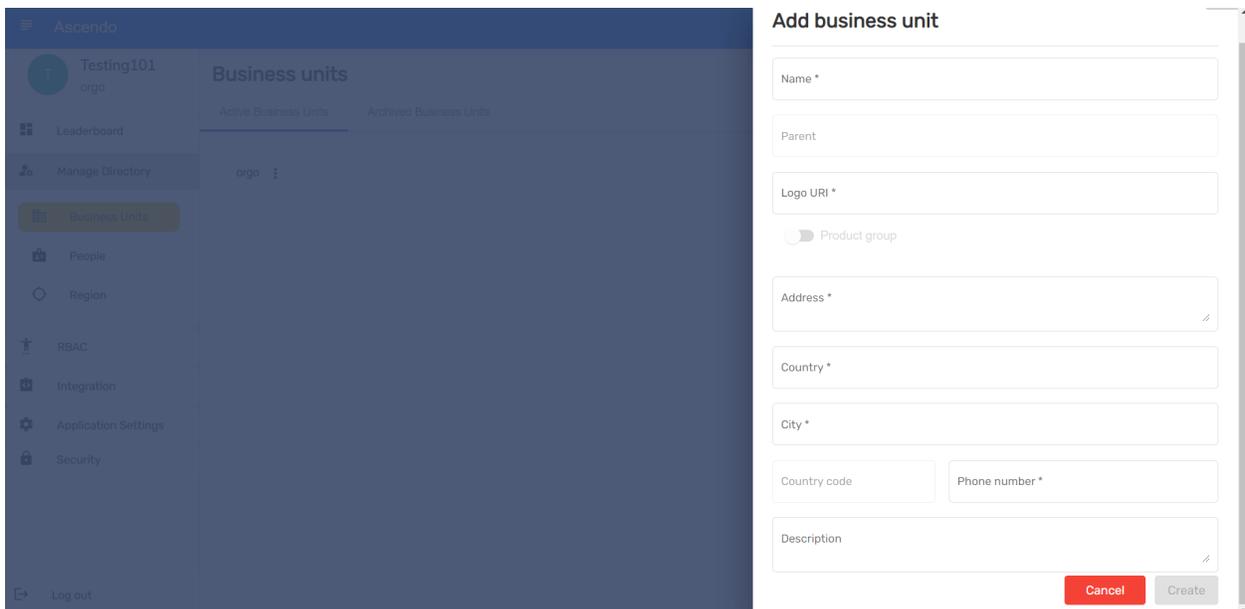
5) Go to **Manage Directory >> Business Units**.



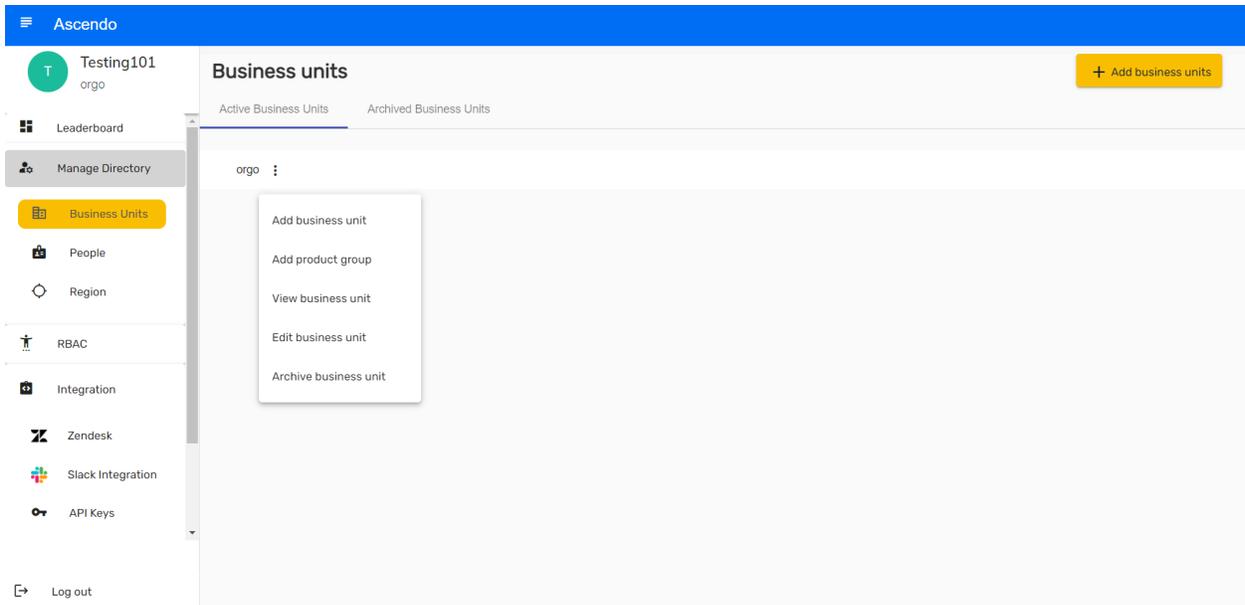
6) You will be provided with a default business unit that gets created on signup. You can create more business units with the add business units button on the top right corner



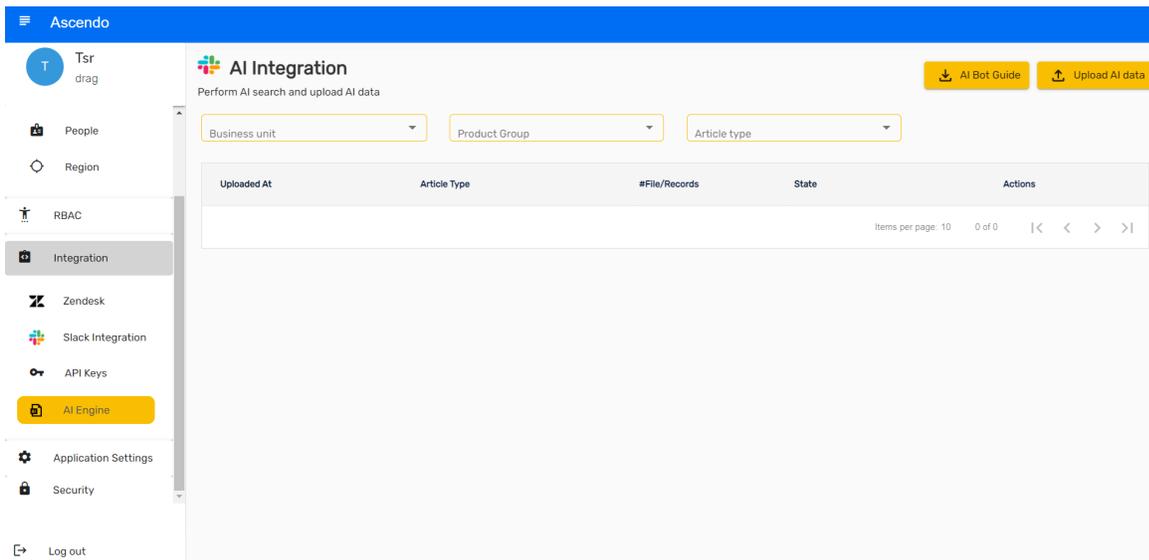
7) Fill in the required details to to create a new business unit



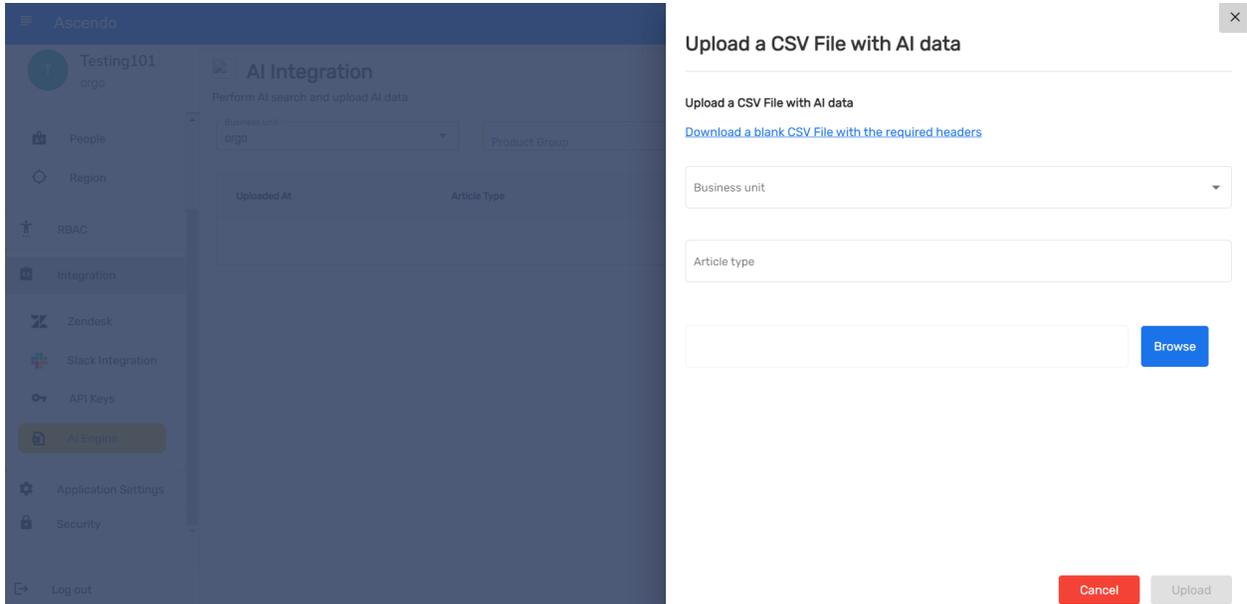
8) You can add a business unit under a business unit to create a hierarchy. At the very end you will have to add a product group corresponding to which you can upload the data and get prediction results from Ascendo's slack app based upon them. You can add a product group corresponding to a business unit by clicking on the 3 dots besides the business unit name and selecting **Add product Group** option. You can also add a business unit from the same options menu.



9) After creating the Product group under a business unit or a hierarchy of business units, go to **Integration >> AI Engine** where you will have to provide data in CSV format for all your product groups.

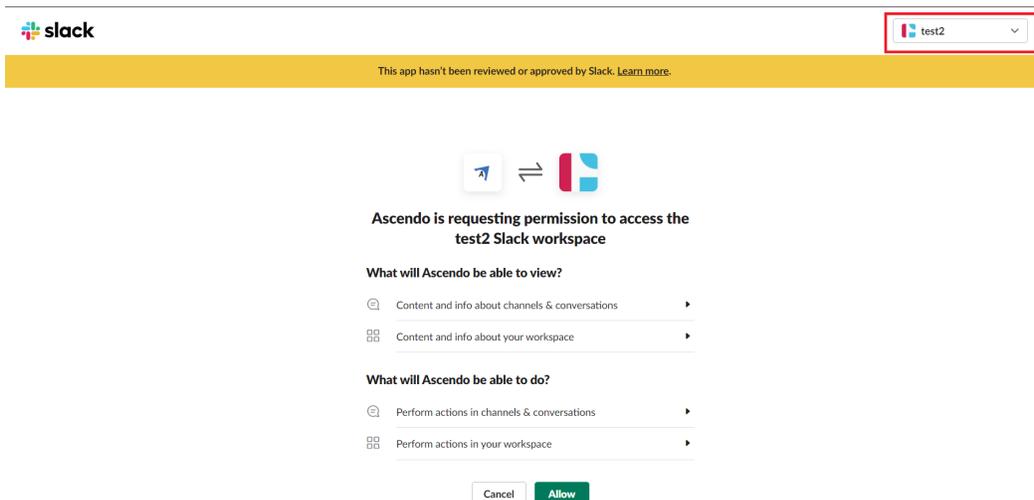


10)Click on **Upload AI data** button.You will be asked to upload a csv file corresponding to your product’s business unit.The CSV file should be certain mandatory headers.You can download a sample blank CSV file with the required headers to get an idea about what all headers are needed.You have classify your csv file to be uploaded in the **Article Type** field.

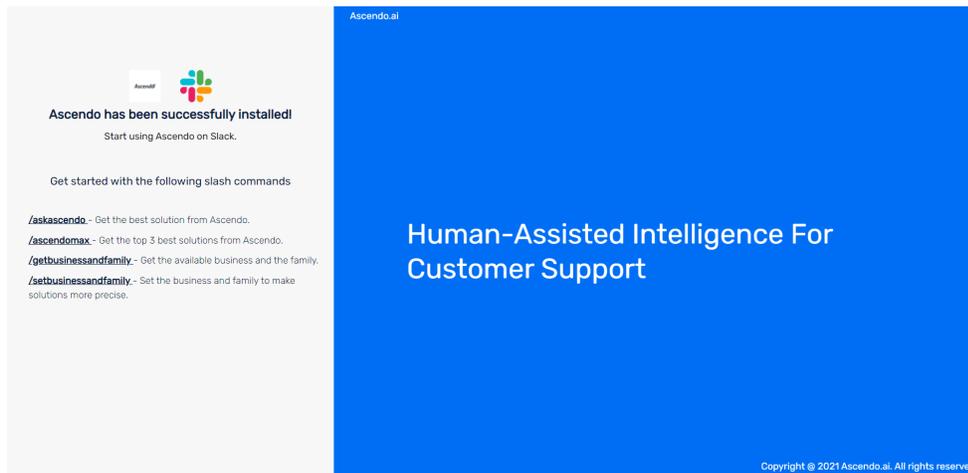


Note-Once a particular CSV file is uploaded under a certain Article type,you will have to upload CSV file with the same format if selecting the same Article Type

11)After uploading data go to **Integration>>Slack** and click on **Add to Slack** button.You will be will be directed to the slack default page asking for permission to install the app in the user’s workspace.At the top right corner the user can see the option to install the app in the workspace of their choice(**test2** in this case).After deciding the workspace click on the **Allow** button.



12)After clicking the **Allow** button the user will be led to a page marking the successful installation of the app.

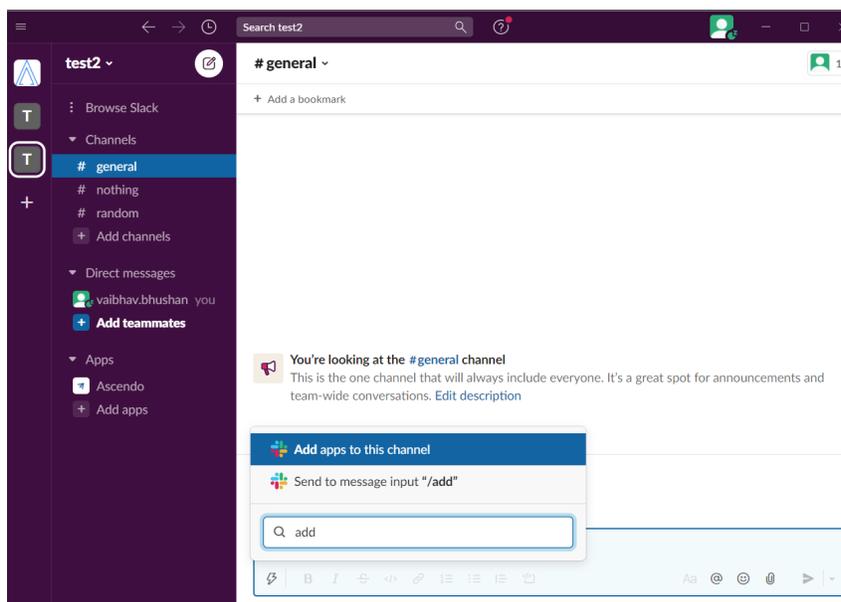


Note-In case the user clicks the **cancel** button,they will be redirected to <https://www.ascendo.ai/slack> from where they can start the installation procedure again

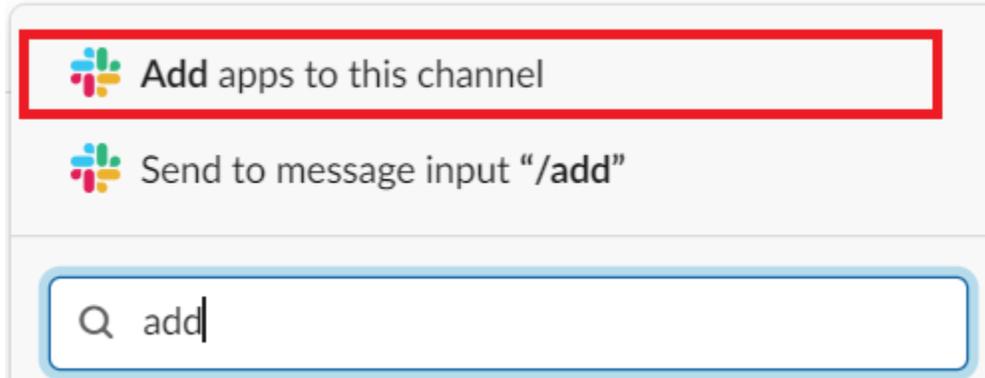
5 Adding the app in a slack channel

5.1 Adding the app in a slack channel

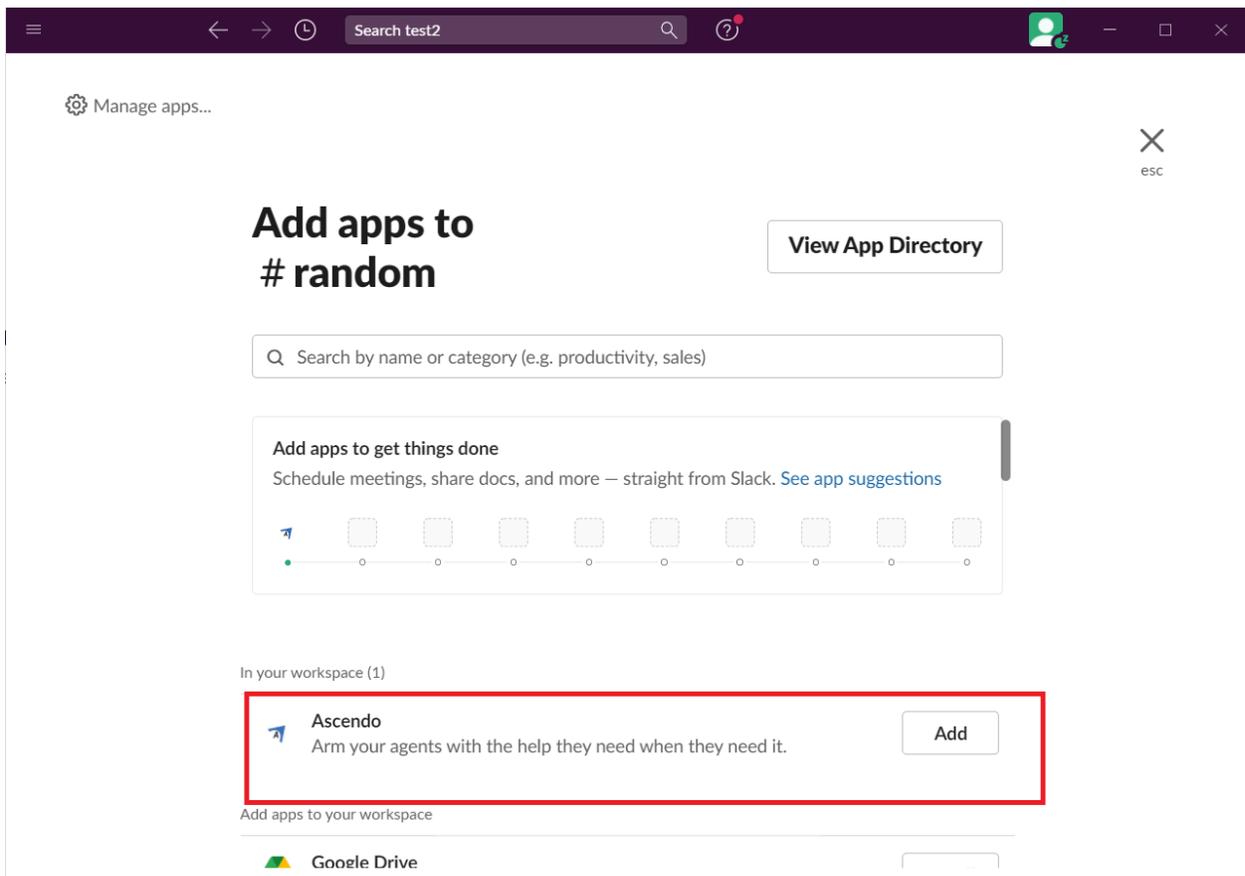
Once the app is installed,you can add it to any channel you want in your workspace.To add the app to a channel go to that channel and type **/add**.



Click on “Add apps to this channel”



Search “Ascendo” and add it.

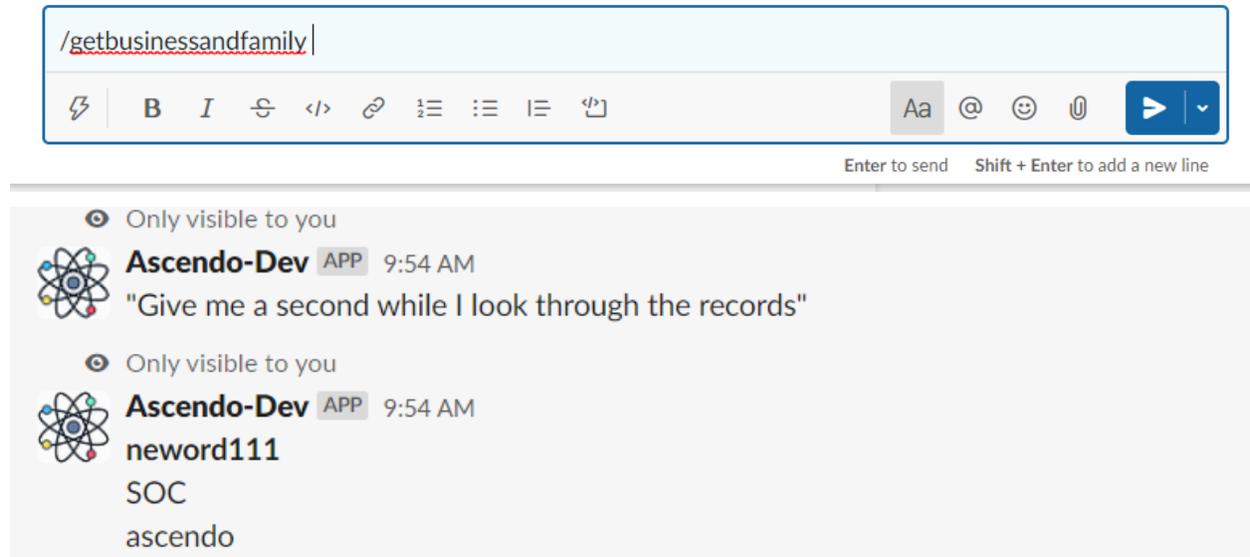


Once the app is added the user can start using it.

5.2. Using the app in a slack channel

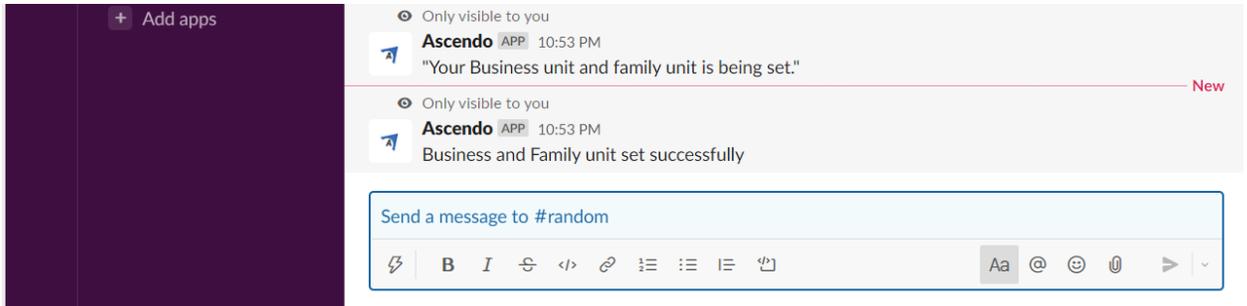
The app currently supports 4 slash commands-

/getbusinessandfamily-This command gives a list of the business and products affiliated with your company for which Ascendo is providing support.No other input is required.Things written in bold text are business units while the things listed under then which are not in bold text are the product families under the business unit.



- **/setbusinessandfamily**-This command is used to set the business and products affiliated with your company for which Ascendo is providing support.This command takes in two arguments, the business(neword111) and product (ascendo)for which the user will require Ascendo's predictive services.The two arguments(business and family) should be from the list of business and product provided by **/getbusinessandfamily** command since you cannot use Ascendo's predictive services for the products you have not subscribed for.You can't use Ascendo's predictive services unless you set your business unit and family

`/setbusinessandfamily neword111, ascendo`

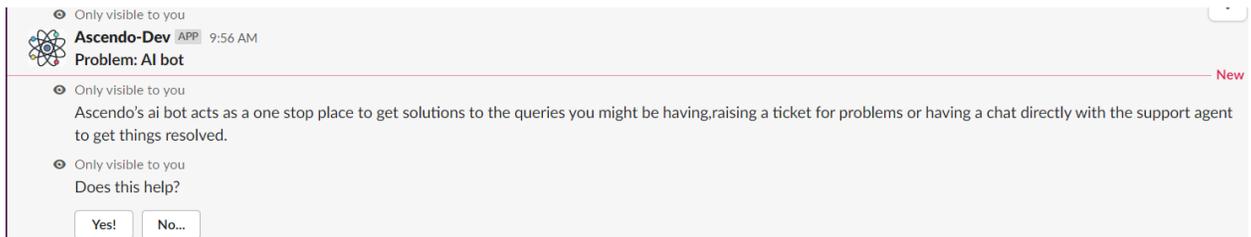


- **/askascendo**-This command takes in a problem statement and provides the best solution to the problem asked with the help of Ascendo’s prediction engine.

In the screenshot below “**ai bot**” is the problem statement



On sending the above the best solution will be provided like shown below-



- **/ascendomax**-This command is similar to the **/askascendo** command. It provides 3 best solutions for the problem statement given.The first solution is the recommended solution and the other 2 are alternative solutions.



Only visible to you



Ascendo-Dev APP 9:57 AM

"Command successful, wait for a while to get the top 3 best solutions..."

Only visible to you



Ascendo-Dev APP 9:57 AM

Problem: AI bot

New

Only visible to you

Recommended Solution

Ascendo's ai bot acts as a one stop place to get solutions to the queries you might be having,raising a ticket for problems or having a chat directly with the support agent to get things resolved.

Alternative Solution 1

The name and email is asked so that the next time you come to the ai bot you will not have to provide the name and email again,the ai bot will recognise your name based upon your email

Alternative Solution 2

The default queries that the ai bot are the most frequently asked questions.You don't have to necessarily select any one of them but can type out your own query and get the results.

Only visible to you

Does this help?

Yes!

No...

