

Chat Commands Are Not Working Properly in the MSPbots App in Slack

The Attendance Manager commands **help** or **nt** are not working properly in Slack. When this happens, check if you are using the most recent version of the MSPbots app. This guide shows how you can ensure you have the latest MSPbots app version and start using the commands successfully in Slack.

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Issue Description

Due to an update of MSPbots, Slack users with the older version of the MSPbots app are experiencing issues with the **help** and **nt** commands. To resolve the issue, remove and reconnect the MSPbots app in Slack to ensure the latest version is used.

Applications and Permissions

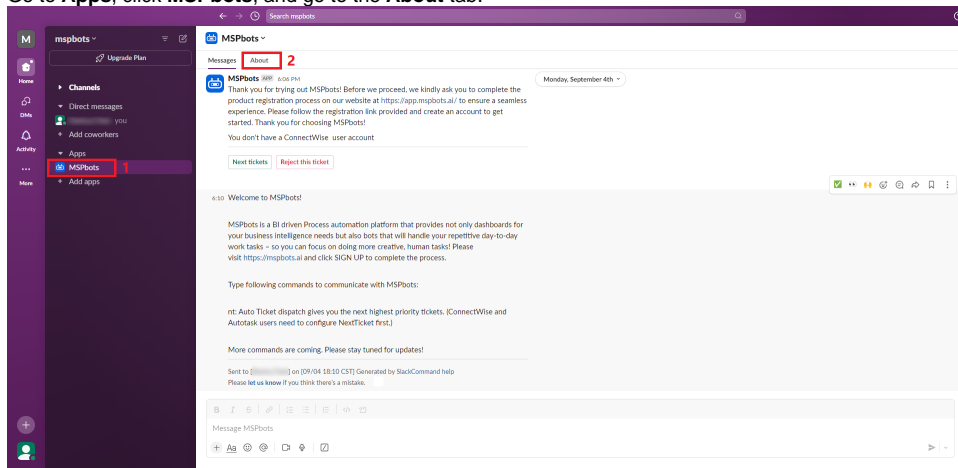
This issue may be encountered only by users with the MSPbots app installed in Slack. Only administrators can connect MSPbots to Slack and update the MSPbots app in Slack.

Resolution

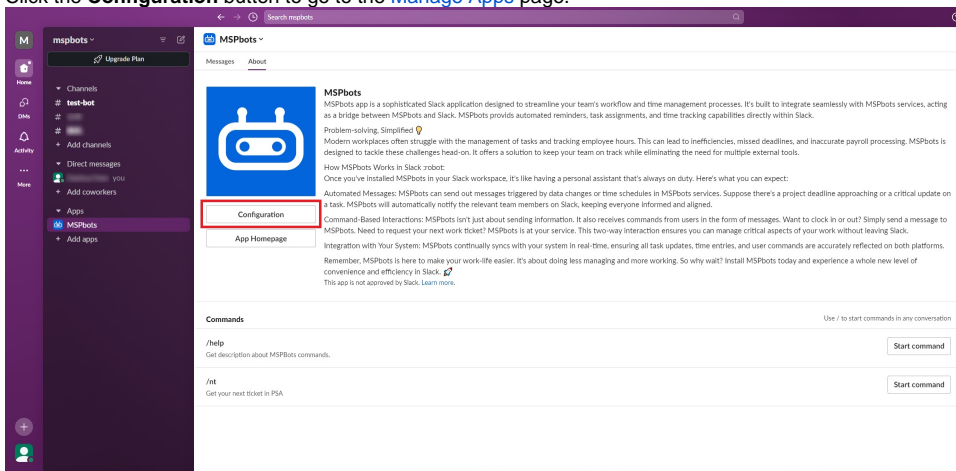
Do the following steps to fix the issue:

1. Remove the MSPbots app from Slack.

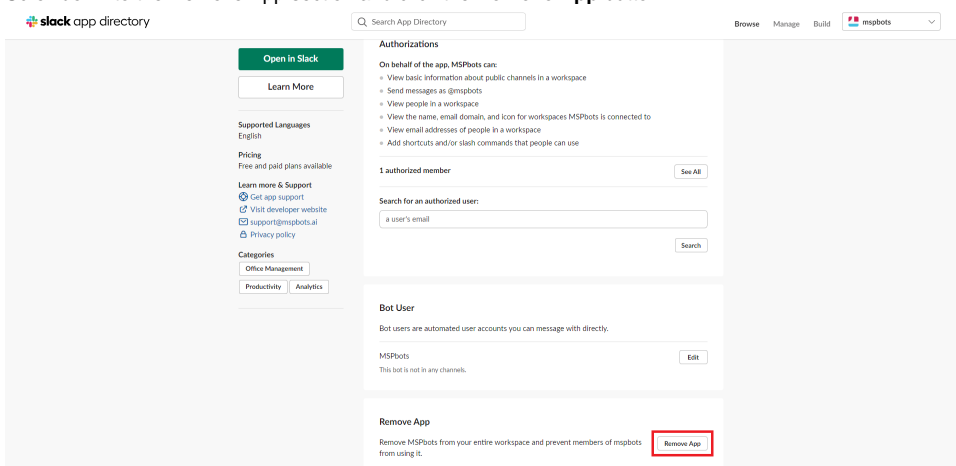
- a. Log in to [Slack](#).
- b. Go to **Apps**, click **MSPbots**, and go to the **About** tab.



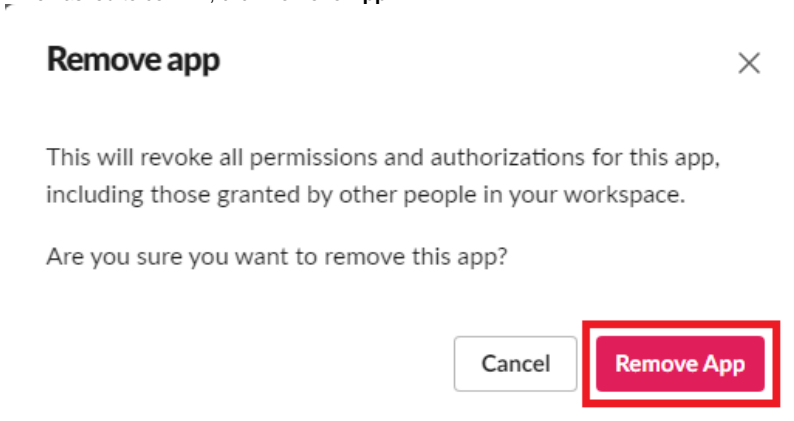
c. Click the **Configuration** button to go to the [Manage Apps](#) page.



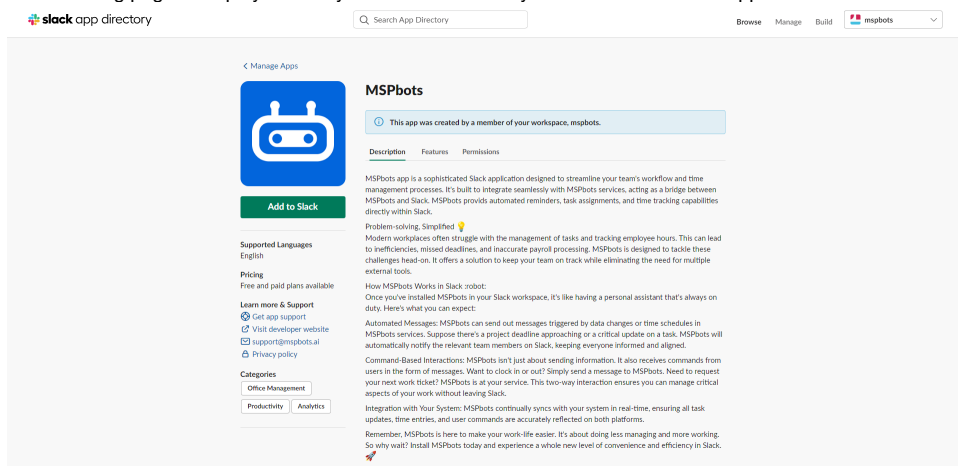
d. Scroll down to the Remove App section and click the **Remove App** button.



e. When asked to confirm, click **Remove App**.

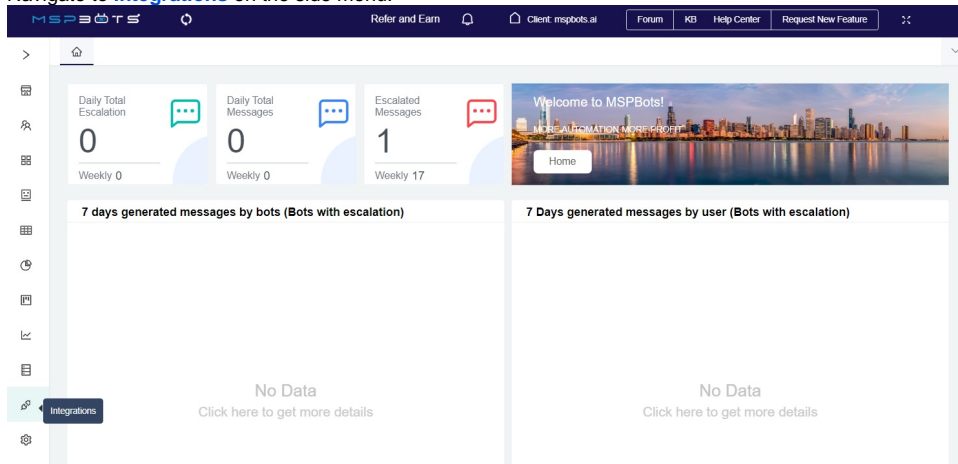


f. The following page is displayed after you have successfully deleted the MSPbots app.

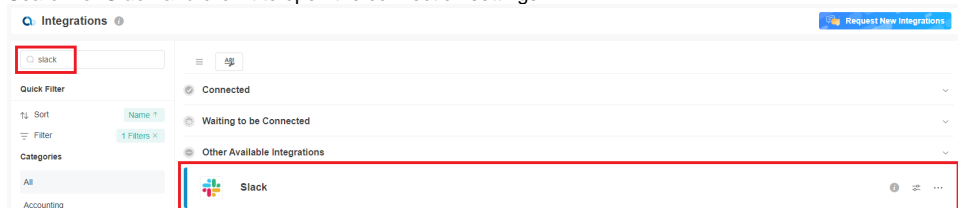


2. Sync to reconnect MSPbots to Slack.

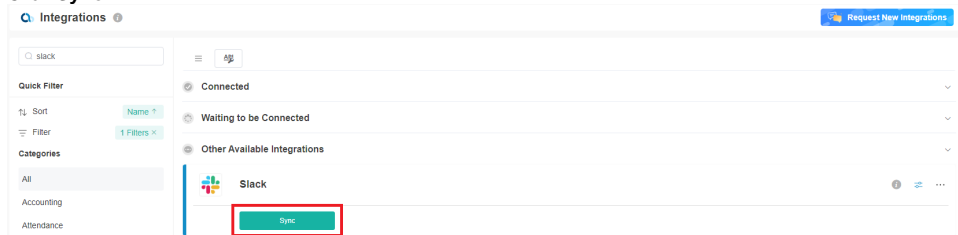
- Open the [MSPbots app](#).
- Navigate to [Integrations](#) on the side menu.



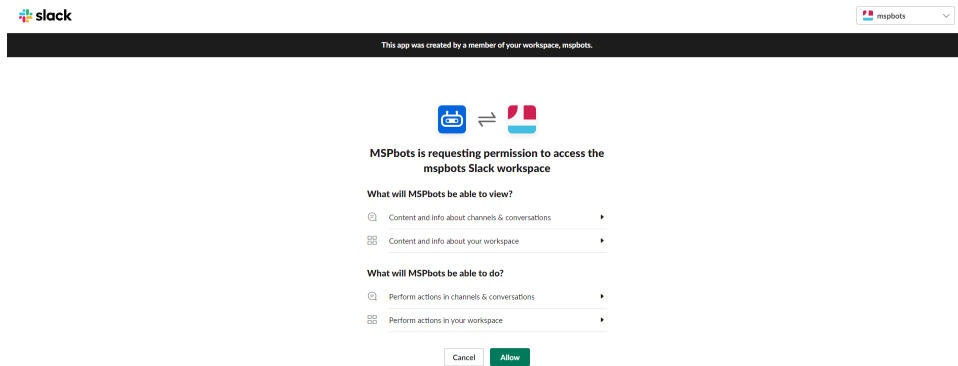
- Search for **Slack** and click it to open the connection settings.



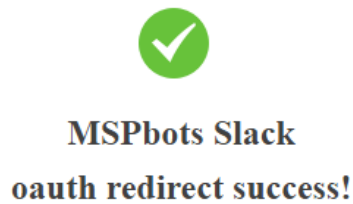
- Click **Sync**.



- e. On the page where MSPbots is requesting access to Slack, click **Allow**.

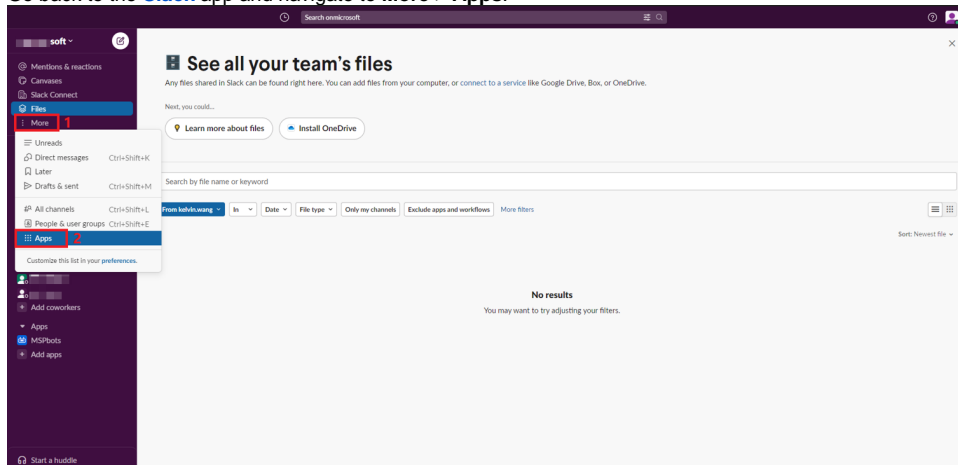


- f. A redirect success window opens and shows that MSPbots has successfully connected to the MSPbots Slack workspace.

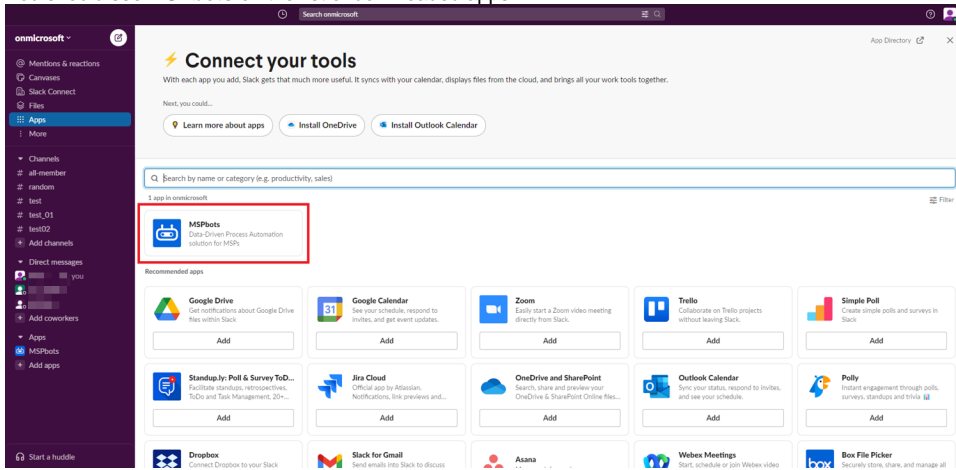


3. Verify the installation of the MSPbots app in Slack and test the commands.

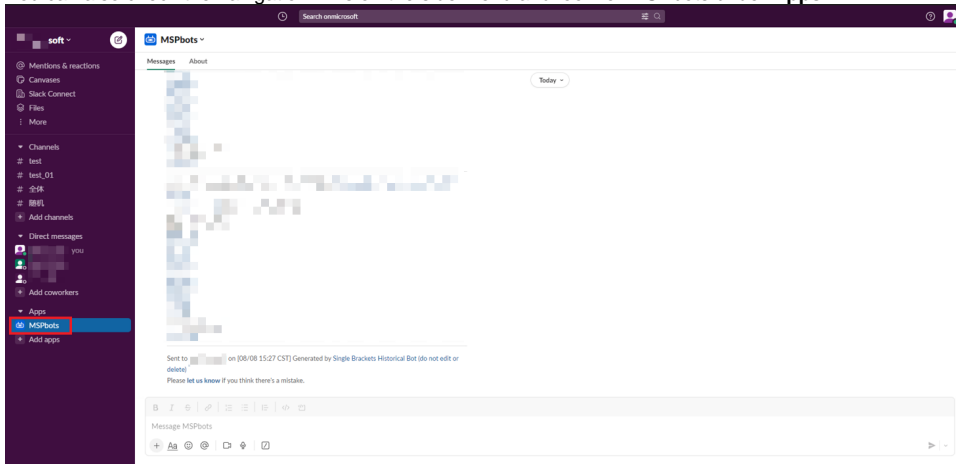
- a. Go back to the [Slack](#) app and navigate to **More > Apps**.



b. You should see **MSPbots** on the list of downloaded apps.



You can also check the navigation links on the side menu and look for **MSPbots** under **Apps**.



c. Enter the **help** or **nt** command. MSPbots should now return the correct responses like the example below.

- Agreement: Chicago Computer Club Corp Managed Service - T2
- Predecessor:
- Estimated Start Date:
- Due Date:
- Duration:
- Impact: Low
- Urgency:
- Priority: Priority 4 - Low
- SLA Status:

Company Details

- Company: Chicago Computer Club Corp
- Contact Name: Proactive Tasks
- Phone:
- Email: mspbots.ai@[redacted].com
- Site: Main
- Address 1:
- Address 2:
- City: Chicago
- State:
- Zip:

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[Reject this ticket](#)

Related Topic

- [Slack Service Integration Setup](#)