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.

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			Type following commands to communicate with MSPbots: nt: Auto Ticket dispatch gives you the next highest priority tickets. (ConnectWise and		
			Autousis users need to compare reactificer insci More commands are coming. Please stay tuned for updates!		
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	÷ 2		Message MSPbots		▶ ~

c. Click the Configuration button to go to the Manage Apps page.

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	mspbots ~ 🖙 🕑	🛅 MSPbots ~		
	🖋 Upgrade Plan	Messages About		
Home GI DMS Activity More	Channels Hore-bot # tex-bot # Add channels Oticic messages You You You You Add convolten Add southers Add southers Add southers	Configuration App Homepage	MSPboss MSPboss applies a sophisticated Sack application designed to travenine your team's workflow and three management processes. It's built to 'hetegrate seamelessly with MSP as a high perform Address and Sack. Application designed to travenine your team's workflow and three management processes. It's built to 'hetegrate seamelessly with MSP as a high perform and Sack. Application designed to travenine your team's workflow and three management processes. It's built to 'hetegrate's seamelessly with MSP as a high perform and the management of tables and tracking employee hours. This can lead to inefficiencies, mixed exaculters, and inaccurate payroll processes. The short MSP and 'built's field and 'built's application's application's signation's approximate of the management of tables and tracking employee hours. This can lead to inefficiencies, mixed exaculters, and inaccurate payroll processes. The short MSP and 'built's field and 'built's approximate and tracking and the estimate and the entities external tools. How MSP and 'built's field and 'built's approximate and the and the entities and tracking and the estimate and the estimate and the estimate and the short MSP and 'built's field and the and the estimate and the and the estimate and the estimate and the short MSP and 'built's tracking and the management of tables and the and tracking and the estimate and the and the short MSP and the short MSP and the management and the and the short MSP and the short MSP and the management's the short MSP and the short MSP and the management and the short MSP and the short MSP and the management and the short MSP and the short	oots services, acting cessing, MSPbots is sr a critical update on y send a message to ng Slack. i on both platforms. new level of
		Commands	Use / to start comm	ands in any conversation
		/help Get description about MSPBots comm	and.	Start command
		/nt Get your next ticket in PSA		Start command

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

‡ slack app directory	Q Search App Directory	Browse Manage Build 🐫 mspbots 🗸
Open in Slack Learn More Supported Larenages English Pricing Freiding Freiding Girl vis support Girl vis support Categoris	Authorizations Debailed of the app. MSPbets care: - View basic Information about public channels in a workspace - Serie missages as groupsot - View regular in a workspace - View regular doesnot a mail content workspaces MSPbets is connected to - View regular doesnot a public channels that people can use - Add solvictud and/or situation that people can use - Lasthorized member - Search for an authorised user: - a sort's email	
Preducthity Analytics	Bot User Bot users are automated user accounts you can message with directly. MSPools Table for its wet harmshill.	
	Remove App Remove MSRots from your entitie workspace and prevent members of motpotes from using it.	

e. When asked to confirm, click Remove App.

Remove app

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This will revoke all permissions and authorizations for this app, including those granted by other people in your workspace.

Are you sure you want to remove this app?



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

💠 slack app directory	Q Search App Directory	Browse	Manage	Build	the mapbots	~
< Manage Apps	MSPbots					
	① This app was created by a member of your workspace, mspbots.					
	Description Features Permissions MSPbots app is a sophisticated Slack application designed to streamline your team's workflow and time management processes. It's built to integrate seamlessly with MSPbots services, acting as a bridge between					
Add to Slack	MSPbots and Slack MSPots provide automated reminders, task assignments, and time tracking capabilities directly within Slack. Problem:sching, Simplified Modern workplaces often struggle with the management of tasks and tracking employee hours. This can lead					
English Pricing Free and paid plans available	to inefficiencies, missed deadines, and inaccurate payrod processing. MSPbods is delagined to tackle these challenges head-on. It offers a solution to keep your team on track while eliminating the need for multiple external tools. How MSPbots Works in Slack :robot:					
Learn more & Support ③ Get app support ② Visit developer website ③ support@mspbots.al	Once you've installed MSPotols in your Stack workspace, It's like having a personal assistant that's always on duty, Here's what you can expect: Automated Messages: MSPbots can send out messages triggered by data changes or time schedules in MSPbots services. Suppose there's a project deadline approaching or a critical update on a task. MSPbots will achieve site hild finds inclusions theme anymore and inclusions provide the output of the outp					
△ Privacy policy Categories Office Management	actuationation in your your even and the minimum so on stack, hereing over your minimum and any exit. Command-Based Interactions: Visiobos init i yust advante seeding information to the over exitees commands from users in the form of messages. Want to clock in or out? Simply send a message to MSPbots. Need to request your next work tibet? MSPbots is at your service. This two-way interaction ensures you can manage critical aspects of your work without leaving Stack.					
Productivity Analytics	Integration with Your System: MSPbots continually syncs with your system in real-time, ensuring all task updates, time entries, and user commands are accurately reflected on both platforms.					
	Remember, MSPbots is here to make your work-life easier. It's about doing less managing and more working. So why wait? Install MSPbots today and experience a whole new level of convenience and efficiency in Slack.					

2. Sync to reconnect MSPbots to Slack.

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

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d. Click Sync.

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e. On the page where MSPbots is requesting access to Slack, click $\ensuremath{\textbf{Allow}}.$

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.

	() Search onmicrosoft	₩Q (0)
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@ Mentions & reactions	See all your team's files	
Carwases	Any files shared in Slack can be found right here. You can add files from your computer, or connect to a service like Google Drive, Box, or Or	eDrive.
Slack Connect Files	Next, you could	
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Direct messages Ctrl+Shift+K		
➡ Later Drafts & sent Ctrl+Shift+M	Search by file name or keyword	
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MSPbots		
 Add apps 		

- b. You should see MSPbots on the list of downloaded apps.
 - <complex-block>

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@ .com
- Site: Main
- Address 1:
- Address 2:
- City: Chicago
- State:
- Zip:

Next tickets Reject this ticket

Related Topic

• Slack Service Integration Setup