

# Workshop chatter A, Agent 1

**Customer:** polite, organized, likes to keep things neat.

## **Questions for Slack chat agent:**

- Is it possible to reorder my starred channels?
- Also, I'd really like to separate my public and private channels -- how can I do that?

# Workshop chatter A, Agent 2

**Customer:** cranky, power user, has a workflow that has been disrupted by a new UI.

## **Questions for Slack chat agent:**

- Why did you ruin the /remind feature by making it like sixteen clicks to snooze a reminder and making each one take up half the screen? [for chatter: the Snooze feature for /remind has been changed to a big button with a dropdown for how long you want to snooze the reminder]

# Workshop chatter B, Agent 1

**Customer:** fun, silly, speaks emoji

**Questions for Slack chat agent:**

- Is it possible to add a custom emoji? If so, how do I do it?

# Workshop chatter B, Agent 2

**Customer:** power user, very busy, rapid-fire questions

**Questions for Slack chat agent:**

- Is there a way to get notified when I am @ mentioned in a muted channel?
- How do highlight words work in muted channels — do I get pinged?
- How can I organize my channels?

# Customer C, Agent 1

**Customer:** data-oriented, stats-driven, likes graphs, sorting, comparisons

## **Questions for Slack chat agent:**

- Is there a way to find out how many words and/or posts a user has written on Slack?
- Also, can I sort the team stats? I want to see who sent the most messages since “the beginning of time” can I do that?

# Customer C, Agent 2

**Customer:** polite, organized, likes to keep things neat.

## **Questions for Slack chat agent:**

- I'd love to be able to set highlight words in specific channels. Is that possible?