

Walkabout.Chat User Guide

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I'm *Walkabot*.
How may I help?



Walkabout.Chat User Guide

Channels

Conversations in Walkabout.Chat occur in **channels**. Channels are chat rooms with useful features designed to increase communication and collaboration.

There are four kinds of channels: public channels, public rooms & offices, private groups, and direct (1-on-1) messages.

Public channels

Public channels (also called **channels** for short) act as a base for all channel types. Use channels for conversations that are open to your entire team. Anyone on your team can join a channel.

Channels make it easy to find what's going on with your team. New team members can join a channel and read all the information previously shared by other users.

When in doubt, create a channel. Public conversations help you build a knowledge base of your organization with minimal effort. For example, create a channel for a company department or to discuss a specific programming language.

Public room & office channels

Public rooms and offices are like public channels. They are open to everyone on the team.

This room or office channel is the "chat room" for the specific room or office you are in. These channels are used with you are meeting in a room or office and you want to chat to the entire group.

If you want to chat with only one person while you are in the meeting, you will use a direct message channel.

Public room and office channels are a great for taking notes in a meeting or asking questions in a meeting with lots of participants.

Walkabout.Chat User Guide

Private groups

Private groups are closed channels. They are visible only to their members. Use private groups for subjects that are sensitive, confidential, or limited to a small group of team members. Private groups are joined through invitation only. The administrator sets the permissions that determine who can invite others to a private group. By default, only administrators, room owners, and moderators can invite others to private rooms.

Direct Messages

Direct messages (DMs) are a private 1-on-1 conversation between team members. They can be sent to any user on your server.

Listing channels

Find public and private channels that you are watching in the left sidebar under the **Channels** sections.

Public channels are represented by a hash symbol next to the channel name, and private channels by a lock. Public channels appear first above private channels below them and alphabetically ordered.

Unread messages

Channels with new messages appear bolded.

When using the **Unread Mode**, a new section called **Unread** appears on the left sidebar. All channels with unread messages move to this new section until the messages have been reads.

To activate Unread Mode, go to **My Account** > **Preferences**. Change the **Sidebar channel list mode** setting to **Unread Rooms Mode**.

Mentions

When someone mentions you with `@username`, `@all` or `@here`, a symbol or a number will appear alongside the channel name. When mentioned, an `@` symbol appears next to your name. If someone

Walkabout.Chat User Guide

mentions `@all` or `@here` a number will show up showing the number of times the mention is specific to you.

Notifications Preferences

There are several notification settings a user can customize to channels. To find notification settings for a specific channel, go to the channel and click the **More** symbol at the top-right of the chat view. Then, select **Notification Preferences**.

- **Mute/Receive alerts:** Receive or mute any notifications from a channel.
- **Mute/Receive mentions:** Receive or mute notifications for mentions while receiving notifications for messages in a channel.
- **Hide/Show counter:** Show the number of unread messages for a channel.
- **Notification sound:** Choose a sound for notifications besides the alerts default **Desktop**. Mobile currently supports only the alerts inside your mobile device. You can also select when to play the alert, duration of the alert, and the alert itself.

Joining new channels and starting direct messages

There are three ways of joining a public channel; through search, invites, or mentions.

For starting a direct message, you can either search the user you want to talk or click on that user's avatar and click on the **Conversation Button**.

To search for channels and users, use the search bar under your account box. Alternatively you can press `Ctrl/Cmd + k` to access the search bar quickly.

A search will find channels (including the ones you are part of) and users. You can not search inside private channels.

When you click on a search result, the following can happen:

- If the result is a channel, and you already aren't part of it, you will join that channel;
- If the result is a user, you will start a direct message with that user;

Leaving channels

There are two options for leaving a channel:

Walkabout.Chat User Guide

1. **Hide:** Remain a member of the channel but remove it from your list of channels on the left-hand pane.
2. **Leave:** Remove the channel your list of channels and abdicate membership.

Every channel has an **owner**, and the owner of a channel cannot leave a channel until setting someone else as the owner of that channel.

To leave a channel, enter the command `/part` or `/leave` in the message window. Alternatively, hover your mouse over the channel in the list of channels on the left-hand side and click on the **leave channel** button.

To hide a channel, hover your mouse over the channel in the list of channels on the left-hand side and click on the **hide channel** button.

Creating Channels

To create a channel, you need to click on the plus **+** button that is alongside the channel search bar.

A pop-up opens. You can set the name of that channel, choose if the channel is public or private, set the channel to read-only, broadcast the channel, and invite users.

In read-only channels, messages can only be sent by users with write permissions. All users can react to messages in this channel. Read-only channels are most suitable for announcements and voting.

Walkabout.Chat User Guide

Search, Directory, Sort

The screenshot shows the Walkabout.Chat interface. On the left is a dark sidebar with navigation options: Favorites (anton (you), bryanbradley), Channels (app-development, general, help-desk, helpoffice, news_and_announcements, office-antons, office-bens, office-bryans), Private Groups (chatquestions, financial-budgeting), and Direct Messages (ben, chaz, puppers, toniportmann, walkabot). A green circle highlights the search, home, list, sort, and compose icons at the top of the sidebar. The main chat area shows a message from anton (9:29 PM) with a file named 'walkabot (1).png'. Below it is another message from anton (9:29 PM) with a file named 'emojis.png'. Green arrows point from text labels on the right to these messages and the Direct Messages section.

Messages Appear Here

Favorites – Pin to the Top

Channels – Public Rooms or Group Chats

Private Group Chats

Direct 1-to-1 Messages

Walkabout.Chat User Guide

Walkabot



“You don't have to thank me, I'm your loyal servant.”

Walkabout.Chat has a great helper we call **Walkabot** that can help you throughout your workday. Here are just a few things you can do:

- **Want to know the time?** walkabot time
- **Looking for someone?** walkabot seen <user>
- **Is it someone's birthday?** walkabot birthday quote for <user>
- **Want to celebrate someone?** walkabot congratulate <user> with an inspirational greeting
- **Need a reminder?** walkabot remind me in <time> to <action>
 - (set a reminder in <time> to do an <action>. <time> is in the format 1 day, 2 hours, 5 minutes etc. Time segments are optional, as are commas)
- **Want the full list of what walkabot can do for you?** walkabot help

Full List of walkabout commands:

walkabot birthday quote for <user> -- congratulate <user> with a random birthday quote

walkabot celebrate me <user> -- congratulate <user> with an inspirational greeting

walkabot echo <text> - Reply back with <text>

walkabot happy birthday me <user> -- congratulate <user> with a humorous greeting

walkabot links list [<number>] - Returns the last 5 (or <number> if specified) links shared

walkabot ping - Reply with pong

walkabot remind me in <time> to <action> - Set a reminder in <time> to do an <action> <time> is in the format 1 day, 2 hours, 5 minutes etc. Time segments are optional, as are commas

walkabot seen <user> - show when and where user was last seen

walkabot seen in last 24h - list users seen in last 24 hours

walkabot time - Reply with current time

Walkabout.Chat User Guide

Messages

This page explains the ins and outs of messaging in Walkabout.Chat.

Compose messages

To compose a message in Walkabout.Chat, go to the channel or user you want to send a message. Type in the message box and press `Enter` or the **Send** Button.

If you want to add new lines of text, press `Shift + Enter` to add a new line.

Cursor movement

While writing or editing messages, you can move the cursor using the arrow keys. Where the cursor moves depends on the wrapping of the text.

Hold `Alt` or `Command` while pressing the right or left arrow keys to move the cursor to the beginning or end of the message.

Notify other team members

To get the attention of a specific team member in a channel, type `@` followed by their username, for example, `@username`. The mentioned user sees a red badge on the channel or is notified via email or their mobile device if they're not online.

You can also notify everyone in a channel by typing `@all`. We recommend using `@all` sparingly. Although notifying everyone in the channel is useful for announcements, not every message requires this.

Send attachments

You can send a variety of attachments on your messages, like files, audio, links, videos, and many more.

Walkabout.Chat User Guide

To access the attachment menu you can, click on the **plus (+)** icon on the message input.

Files

You can select files using three methods:

- By choosing the **Select Files from Computer** option from the attachment menu
- By dragging and dropping the file on Walkabout.Chat
- By pasting an image from the clipboard
- After selecting the file, add a name and a description of the file and press **Send**.

Remember that the server administrator can block certain file types from being uploaded.

Links

URL's to other sites automatically generate a preview of that site's content. Copy and paste the link into the message box to create the preview.

Location

To share your location, click **Share My Location**. A message generates a link to a Google Map of your location.

Emoji

To insert an emoji, click the **smiley face icon** in the message box. Browse through emoji using the icon categories or through the search box.

You can also insert emojis by inputting an [emoji code](#).

Emoticons

Walkabout.Chat changes common emoticons, or symbols used to represent emoji, to the equivalent emoji. For example, `:)` converts to the `:smiley:` emoji.

Walkabout.Chat User Guide

Be sure to check out our Walkabout Emojis.



Formatting

Use the following symbols to format text as desired:

- Bold: ***Lorem ipsum dolor***
- Italic: *_Lorem ipsum dolor_*
- Strike: ~~~Lorem ipsum dolor~~~
- Inline code: ``Lorem ipsum dolor``

Walkabout.Chat User Guide

Message Actions

Message actions allow you to interact with messages that you've already posted.

Open message actions

To open the message actions menu, place your mouse over the message and click the **actions menu** on the left.

Edit messages

To edit a message, click on the **edit** option on the message actions menu. You can also place your cursor in the message box and press the **Up arrow** to edit your last message.

The administrator of the Walkabout.Chat server sets the permissions for who can edit messages from other users. By default, only administrators, moderators, and owners of the channels can edit messages from other users.

Draft messages

Walkabout.Chat saves drafts of all message edits so you can return to edit later. When drafting a message, press **Escape** to discard the draft.

Delete messages

To delete a message, click **Delete** in the message actions menu.

Star messages

Star messages to make the message easier to find it later. To star a message, click **Star** option in the message actions menu. If you want to remove the star from an already starred message, click **Remove Star**.

Walkabout.Chat User Guide

Find starred messages by going to the channel actions menu and clicking **Starred Messages**. Starred messages are per chat room and are not global; each room has its list of starred messages.

Pin messages

Pin a message to a channel to make that message easily accessible to all user's on the channel. To pin a message, select the **Pin Message** option in the message actions menu. Remove already pinned messages by selecting **Remove Pin**.

The administrator of a Walkabout.Chat team sets the permissions for who can pin messages in a channel. By default, only administrators, moderators, and owners of the channel can pin messages .

Reactions

You can react to messages with emoji.

To add a reaction to a message, go to the message, click on the **smiley face icon** on the right of the message and then choose an emoji.

You can see other user's emoji reactions beneath the message. To react with the same emoji as another user, click the emoji. You can also remove your reaction by clicking on your emoji.

Link a message

'Get a Link' a message to create a URL directly to that message in the chat.

Click on the **Get a Link** option in the message actions menu. This copies the message into your clipboard. You can then paste the URL in another message, email or document to link back the message.

Copy a message

To copy the contents of a message to your clipboard, click on the **copy** option on the message actions menu.

Reply to a message

Reply to a message to quote a message from another user. The reply automatically triggers a notification sent to the message's original author.

There are two options for replies:

Use **Reply in Thread** to start a new thread underneath the original message. Threads create a string of messages that quote the original.

Use **Reply in Direct Message** to quote the original message in a direct message to that user.

Quote a message

Quote a message to respond to another user's message without notifying the user directly. Select **Quote** in the message actions menu.

Walkabout.Chat User Guide

Channel Actions

Inside channels, you can also do more than post messages and upload files. Increase your interaction with messages through Channel actions.

Find channel actions

To find channel actions, go to the right of the channel title and click the menu.

Favorite

To help organize and prioritize your communications, you can **favorite** (or **star**) channels, private groups, and DMs.

To favorite a channel, click the **star** icon to the left of the channel header.

Favoriting a channel moves it to a **Favorites** section on the channels list, making it easier to access and find.

Channel Info

Here you can see all kinds of information about the current channel. If you have admin permissions, you can edit this information. These are the channel info options:

- **Channel Name:** The name of the channel, how users see the title and find the channel via search.
- **Topic:** The topic shows next to the title on the channel header. Great for giving more info about the channel.
- **Announcement:** Announcements post in a bar under the channel header.
- **Description:** The description of the channel.
- **Private:** Tells whether a channel is private and can set the channel to private or public.
- **Read Only:** Tells whether a channel is read-only and toggles the read-only status on the channel. In read-only channels, only people with admin permissions can post messages. Good for announcements channels.
- **Archived:** Tells if a channel is archived and toggles the archived status of a channel. Nobody can post messages in an archived channel, and channel search will not find that channel.

Walkabout.Chat User Guide

- **Password:** Tells whether a channel has a password and let you set the password. If a channel has a password, other users need to enter the password to become a member of the channel.

If a [retention policy](#) is active on this channel, a red warning box appears saying when messages or files are deleted.

Search Messages

Walkabout.Chat search supports basic search commands which work like Gmail search.

Power User Tip: Walkabout.Chat also supports the use of “[regular expressions](#).” Regular expressions provide flexibility and the ability to search chat entries in any language, even ones which are traditionally a challenge like “CJK” languages (Chinese, Japanese, Korean).

Basic Search Commands

You can use these commands before or after entering search terms:

- [from:me](#) to search for messages only created by the current user.
- [from:user.name](#) to search for messages created by a specific user. The username entered must be the format without spaces (i.e., “john.doe” and not “John Doe.”) Search for any mentions of a user by searching for their username.
- [has:star](#) returns messages that are starred by the current user.
- [is:pinned](#) or [has:pin](#) returns messages that pin in the current channel.
- [has:url](#) or [has:link](#) returns messages that contain a link.
- [has:location](#) or [has:map](#) returns messages that have a location attached.
- [before:dd/mm/yyyy](#), [after:dd/mm/yyyy](#) and [on:dd/mm/yyyy](#) return message that were created before, after, or on the provided date.
- Dashes [dd-mm-yyyy](#) or dots [dd.mm.yyyy](#) can be used instead of slashes. [order:asc](#), [order:ascend](#), or [order:ascending](#) sorts messages by ascending timestamp.
- [order:desc](#), [order:descend](#), or [order:descending](#) sorts messages by descending timestamp.
- You can also jump to where a message is located by hovering the mouse over the search result and selecting [jump to message](#).

Walkabout.Chat User Guide

Members List

Here you can see all the users on the channel and see more information about them. If you have the proper permission, you can manage them on your channel.

At first, the list only shows currently active users. To see all users, click the **show all**. To see more information on a user, click their name on the list.

The user preview screen shows their name, username, any role tags they might have, and their current time zone. From there, you can:

- Start a direct conversation with the user by clicking the [conversation](#) option
- Set the user as channel owner
- Set the user as a channel's moderator
- Mute the user
- Remove the user from the channel

Notifications

You can change the behavior of notifications for channels where you are a member. By default, a channel notifies you whenever someone mentions you or uses the [@all](#) mention.

These options are on the channel notifications tab:

- **Disable Notifications:** Disable all notifications for the channel.
- **Audio:** Select whether the channel will emit a sound whenever someone mentions you or posts a message in that channel. The sound played can be customized.
- **Desktop:** Controls notification behavior when using any desktop app or browser.
- **Email:** Set whether an email sends whenever someone mentions you or posts a message or disable email notifications.
- **Unread Room Status:** Control whether the channel on the channel list highlights when there is a new message or mention.
- **Unread Tray Icon:** Controls whether the tray icon highlights when there are new messages or mentions on the current channel.

Message list options

This section details a list of all different types of lists specific to channels:

Walkabout.Chat User Guide

- **Files List:** A list of all the files uploaded to the current channel.
- **Mentions:** All messages that mentioned you on the current channel.
- **Starred Messages:** All messages that you have starred in the current channel.
- **Pinned Messages:** All messages pinned to the current channel.

FOR ADMINISTRATIVE USERS ONLY: Prune Messages

Walkabout.Chat will retain posts and attachments on a rolling 12-month basis. You can request a longer storage period.

If you are a server admin, or your admin has given you the **clean-channel-history** permission, the **prune messages** option allows you to delete messages from a channel swiftly.

Note: Messages and files deleted with this option are deleted forever and cannot be recovered. Be careful and double-check your arguments before pressing Prune.

Use the following parameters to delete specific messages:

- **Newer than:** Deletes all messages posted **after** a particular date.
- **Older than:** Deletes all messages posted **before** a particular date.
- Fill dates for both the **Newer than** and **Older than** fields to delete all messages.
- **Users:** Allows you to specify any users to delete the content. When filled with a username, that user's messages deleted.
- Refine the parameters above with the following options. Check each to enable:
 - **Inclusive:** Deletes all messages that land on the exact start/end times you have specified in the **Newer than** and **Older than** fields.
 - **Exclude pinned messages:** Do **not** delete pinned messages.
 - **Only remove the attached files, keep messages:** Removes files but not the messages themselves