PyconCZ 2019 Serverless Slack bot

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Project overview

We are going to build a serverless Slack application to simulate daily standup meeting.

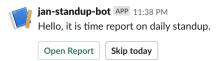
How is it going to work?

- 1. Application will be installed to our team's SLACK_CHANNEL
- 2. At time event (eg 8:30) (Time to ask questions) application will send Direct Messages to the users and collect the responses.
- 3. At time event (eg. 10:00) (Time to send report) application collects data from the database and send it back to the SLACK_CHANNEL

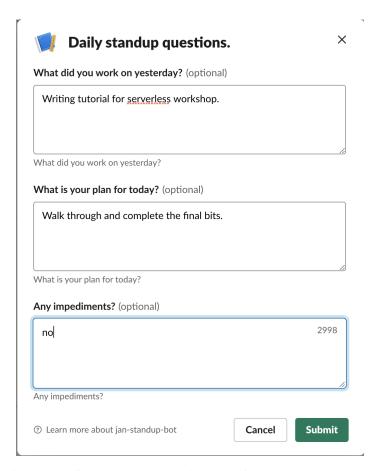
You can also look at the schema via draw.io

Users will interact with our app via Slack.

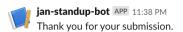
1. User receives a menu into direct message (private message)



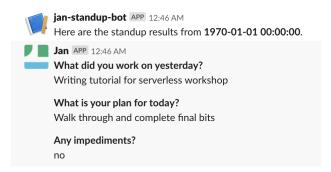
2. Click on Open Dialog button opens a dialog with questions



3. Application notifies user when dialog is successfully sent



4. Send a report after a given time



Basic setup

First we need to prepare our environment.

You will need:

- A terminal program (Powershell, xterm, etc...) and a directory (sls_workshop).
- Installed python3.6 or newer, nodejs with npm.
- AWS IAM user name (PyconCZ 2019 will receive this before the workshop)

This tutorial will make the best effort to support powershell on windows and any terminal with bash on Linux/Mac. If you are using git bash on windows you should be able to follow steps for Linux/Mac

- 1. Open your terminal
- 2. Create a project directory: mkdir sls_workshop
- 3. Change your current working directory to one we just created: cd sls_workshop
- 4. Create a virtual environment python -m venv slsenv
- 5. Activate virtual environment
 - Linux/Mac: . slsenv/bin/activate
 - Windows: . .\slsenv\Scripts\activate.ps1
- 6. Install following tools with pip: pip install cookiecutter awscli
- 7. Use cookiecutter to get server less app template cookiecutter https://gitlab.com/jans-workshops/pyconcz-2019-slack-bot-template.git
- 8. Enter your AWS IAM user name and press enter.

Cookie cutter will create a new directory with our serverless app.



- · serverless.yml configuration file for serverless.js framework, which describes our deployment
- example-data/ directory contains examples of data structures we deal with good reference once you are comfortable with theory behind it.
- standup_bot python module representing our application
- standup_bot/action_app.py Flask application processing responses from Slack deployed as slack-responses AWS Lambda function
- standup_bot/config.py contains some configuration used by both lambda functions
- standup_bot/models.py contains our database models
- standup_bot/msg_templates.py contains slack message blocks and templates (JSON objects)
- standup_bot/scheduled.py contains logic for scheduled events to send menu or report

Now you are ready to start building the Serverless Slack bot.

Your next step is to set up a Slack

Slack setup

We will be using Slack web client via your favorite web browser.

- 1. Join our Slack workspace slspyconcz2019 or invite yourself
- 2. Create a channel iam_username-team
- 3. Make a note with your CHANNEL_ID from your channel's url https://slspyconcz2019.slack.com/messages/<CHANNEL_ID>/

3.1 Slack app

- 1. Go to https://api.slack.com/apps
- 2. Click Create New App
- 3. Fill in appName (to keep it simple: iam_username-bot and select workspace slspyconcz2019 workspace
- 4. Click Features: Bot Users -> Add a Bot User, keep default values -> click green Add a Bot User
- 5. Go to oAuth & Permissions -> Install app to Workspace -> Authorize (this generates Bot Token)

Keep the Bot Token handy as you will need it later.

Now basic slack setup is finished, continue to set up the serverless framework

Serverless.js

If you did not install before then install serverless.js framework:

```
npm install -g serverless
```

You should have finished basic *slack setup* and have your AWS credentials.

- 1. In your terminal go to the sls_app directory you created before: cd sls_app.
- 2. Install python requirements plugin: sls plugin install -n serverless-python-requirements
- 3. Install AWS pseudo parameters plugin sls plugin install -n serverless-pseudo-parameters
- 4. Set environment variables in your terminal (in case you do not know how, check *How to set environment variables* section:

```
AWS_ACCESS_KEY_ID=<your key ID>
AWS_SECRET_ACCESS_KEY=<your secret key>
AWS_REGION=eu-west-1
AWS_DEFAULT_REGION=eu-west-1
SLACK_TOKEN=<your BOT token>
SLACK_CHANNEL="<your slack channel ID>"
```

4.1 serverless.yml

We are going to briefly describe serverless.yml file, please visit official page with full description. Most common feature used in our serverless.yml is dynamic variable replacement (reference). Example syntax of variables:

```
yamlKeyXYZ: ${variableSource}
# this is an example of providing a default value as the second parameter
otherYamlKey: ${variableSource, defaultValue}
```

There are many variable sources, please see the official documentation for more details.

This file describes our environment (cloud provider), *runtime*, *functions*, plugins, other cloud resources and the final package.

Listing 1: serverless.yml

```
service: user1
2
   provider:
     name: aws
     runtime: python3.7
     region: eu-west-1
6
     tags:
       user: ${self:service}
     environment: # global environment variables available to all functions within the
   → service
       SLACK_CHANNEL: ${env:SLACK_CHANNEL}
10
       SLACK_TOKEN: ${env:SLACK_TOKEN}
11
       DYNAMODB_TABLE: ${self:service}
12
     iamManagedPolicies:
13
       - "arn:aws:iam::#{AWS::AccountId}:policy/${self:service}-serverless-workshop-
   →policy"
```

- service Provides a namespace for our project
- provider Is the environment where are we going to deploy our application (in our case it's AWS). Some attributes can be set at different scopes service, provider, function. Everything we set within provider scope is common for all functions.
- provider.iamManagedPolicies IAM service role with permissions our functions require to run.

Note: if you are using this lab on your own account, you will need to define your own *role similar to this one*

Listing 2: serverless.yml

package - final zip file uploaded to S3 and deployed to AWS Lambda

Listing 3: serverless.yml

```
functions:
21
      # Lambda function with Flask application to handle Slack communication
22
     slack-responses:
23
       handler: wsgi_handler.handler
24
        events:
25
          - http:
26
              path: actions
27
              method: post
28
      # Lambda function triggered by CloudWatch events
29
     scheduled-events:
30
       handler: standup_bot/scheduled.lambda_handler
31
        events:
32
          - schedule:
33
              description: 'Send questions'
34
               rate: cron(0 8 ? * MON-FRI *)
                                                 # Mo-Fri 8:00
35
```

```
rate: rate(5 minutes) # For testing
36
             enabled: false
37
             inputTransformer:
38
                inputPathsMap:
                  eventTime: "$.time"
                  source: "$.source"
41
                inputTemplate: '{"source": <source>, "time": <eventTime>, "type": "send_
42
   →questions"}'
         - schedule:
43
             description: 'Send report.'
44
              rate: cron(0 10 ? * MON-FRI *) # Mo-Fri 10:00
45
             rate: rate(5 minutes) # For testing
             enabled: false
             inputTransformer:
48
                inputPathsMap:
49
                  eventTime: "$.time"
50
                  source: "$.source"
51
                inputTemplate: '{"source": <source>, "time": <eventTime>, "type": "send_
    →report"}'
```

- functions Properties and settings for AWS Lambda functions.
- functions.<fn-name>.handler-Path to python module containing lambda_handler function
- functions.<fn-name>.events-AWS Lambda function triggers

Listing 4: serverless.yml

```
plugins:
- serverless-python-requirements
- serverless-pseudo-parameters
- serverless-wsgi
```

• plugins - Serverless.js plugins (some are installed automatically, others must be installed with sls plugin install -n <plugin-name>

Listing 5: serverless.yml

```
custom:
61
     wsqi:
62
        app: standup_bot.action_app.app
63
       pythonBin: python3
     pythonRequirements:
65
        slim: true
66
        slimPatternsAppendDefaults: true
67
        slimPatterns:
68
          - "**/*.egg-info*"
          - "**/*.dist-info*"
```

• custom - Custom variables, which can be referenced as \${self:custom.<variableName>}

Listing 6: serverless.yml

```
resources:
Resources:
StandupDynamoDbTable:
Type: 'AWS::DynamoDB::Table'
```

```
DeletionPolicy: Retain
77
         Properties:
78
           AttributeDefinitions:
79
             - AttributeName: report_id
               AttributeType: S
             - AttributeName: report_user_id
82
               AttributeType: S
83
           KeySchema:
             - AttributeName: report_id
85
               KeyType: HASH
             - AttributeName: report_user_id
               KeyType: RANGE
           ProvisionedThroughput:
             ReadCapacityUnits: 1
             WriteCapacityUnits: 1
91
           TableName: ${self:provider.environment.DYNAMODB_TABLE}
```

• resources - definition of additional AWS CloudFormation resources (serverless.js docs, aws CloudFormation docs)

Slack messages

Before we start coding let's find out how Slack is composing the message. You can always refer to official documentation.

We are only going to cover parts we will use through out the guide, plase refer to full message documentation if needed.

Slack message is a simple JSON object.

```
{
   "text": "A message text",
   "blocks": [],
   "mrkdwn": true
}
```

Field	Туре	Required?	Description
text	String	Yes	Text of the message usually used inside notification popups. (not required when using blocks)
blocks	ocks Array No An array of layout blocks, in the same format as described in the layout block guide		

We are going to use a new Slack feature blocks to compose our messages.

Our main block components will be Section Block which is similar to the message. And Action blocks is used for interactive components like buttons and menus. Most important block attributes to understand are: type, block_id, fields and elements. Please go to the documentation and try it out using a block-kit-builder.

There are other Slack objects we are going to deal with

Sending questions

Let's write our first part of 1 of ours AWS Lambda functions. Now we are going to work with standup_bot/scheduled.py file which represents AWS Lambda function shecudeld-events from *schema*

```
#!/usr/bin/env python
   # -*- coding: utf-8 -*-
2
   Standalone lambda function triggered by CWE.
   import datetime as dt
   import json
   import logging
   from slack import WebClient
10
11
   from standup_bot.config import (
12
       SLACK_TOKEN,
13
       SLACK_CHANNEL,
14
       QUESTIONS,
16
   from standup bot.models import Report
17
   from standup_bot.msg_templates import standup_menu_block, report_block
18
19
   LOGGER = logging.getLogger(__name__)
20
   LOGGER.setLevel(logging.INFO)
21
22
   # synchronous slack client
23
   SC = WebClient (SLACK_TOKEN)
```

In highlighted lines above, we:

- import the functionality needed later,
- initialize logging
- initialize Slack client note that we are using synchronous client in order to keep the code beginner friendly. However you it is possible to make the function async using asyncio and asynchronous slack client.

Let's jump to the very bottom of the file and look at our lambda_handler.

We will pay more attention to 28-83 bit later.

```
def lambda_handler(lambda_event, lambda_context):
88
        """Main lambda handler"""
       LOGGER.debug(lambda_context)
       LOGGER.info(lambda_event)
       LOGGER.info("lambda_event starts:")
92
       LOGGER.info(json.dumps(lambda_event))
93
94
       # is it our CWE event?
95
       if {"type", "time", "source"}.issubset(lambda_event):
            report_id = dt.datetime.strptime(lambda_event["time"], '%Y-%m-%dT%H:%M:%S%z').

strftime("%Y%m%d")
           LOGGER.info("Report ID: %s", report_id)
99
           if lambda_event["type"] == "send_report":
100
                send_report(report_id)
101
           elif lambda_event["type"] == "send_questions":
                send_questions(report_id)
103
```

Event source (trigger) of our lambda function will be modified input from a *cloudwatch event*. We are going to deal with two event types send_questions and send_report.

Code breakdown:

- L90-93 Logging of input, so we can investigate what is going on via *CloudWatch Logs*.
- L98 generate report id in format YYYYMMDD
- Then trigger entry point function based on event type

We are going to start with Sending a daily menu to the members of our SLACK_CHANNEL. Implement functions: send_menu, send_menus and send_questions.

To send a menu to the user via private message, we need to first open the conversation, then we can send a message. Main body of our message will be a menu_block, which consists of 2 buttons. Where 1 button opens a dialog with questions and second button allows user to skip todays report.



jan-standup-bot APP 11:38 PM
Hello, it is time report on daily standup.

```
Open Report Skip today
```

```
def send_menu(user_id, menu_block):
    """Send menu as private message to the user."""

response = SC.conversations_open(users=[user_id])

post_response = SC.chat_postMessage(
    channel=response["channel"]["id"], text="Daily menu", blocks=menu_block
),

return user_id, post_response
```

On line 33 we are using pre-built layout block from standup_bot/msg_templates.

In function send_menus we ask slack to get a list of channel members and send_menu to each member.

```
def send_menus(menu_block):
    """Send menu to all users from the channel."""
```

```
members = SC.conversations_members(channel=SLACK_CHANNEL)

for user_id in members['members']:

yield send_menu(user_id, menu_block)
```

As a last step we define our entry-point function send_questions. Where we generate menu_block part of the slack message and gather the delivery status responses.

```
def send_questions(report_id):
    """Entry point for daily menu."""
    menu_block = standup_menu_block(report_id)
    results = list(send_menus(menu_block))
    LOGGER.info(results)
```

Our menu block is a function which generates message blocks

Listing 1: msg_templates.standup_menu_block

```
def standup_menu_block(report_id):
34
35
        Message block with the menu sent on daily basis.
37
        Contains Open Dialog and Skip buttons.
38
39
        n n n
40
       return [
41
42
                 "type": "section",
43
                 "text": {
44
                      "type": "mrkdwn",
45
                      "text": "Hello, it is time report on daily standup.",
46
47
                 },
            },
48
                 "type": "actions",
                 "elements": [
51
                      {
52
                          "type": "button",
53
                          "text": {
54
                               "type": "plain_text",
55
                               "emoji": True,
56
                               "text": "Open Report",
57
                          },
58
                          "style": "primary",
59
                          "value": report_id,
60
                          "action_id": "standup.action.open_dialog",
61
62
                      },
63
                          "type": "button",
64
                          "text": {"type": "plain_text", "emoji": True, "text": "Skip today
65
    " } ,
                          "action_id": "standup.action.skip_today",
66
                     },
                 ],
68
            },
69
```

Above we have generated 2 blocks with types section and actions. We have given a specific action_id to

each element in order to recognize which button was clicked by user. Processing of actions is further explained in the next section.

We can now test this part of our code and invoke our function locally with command: sls invoke local -f scheduled-events --path example-data/cwe-questions.json.

Make sure you are running this command from within same directory where serverless.yml is located. (sls_app)

If the invocation was successful, you should receive a private message from your application which looks similar to what you can see in a picture below.



Flask app - processing Slack requests

Now that we can send the menu to the user, we are going to learn how to store the data. Slack communicates with our app via interactive actions (actions, dialogs, message buttons, or message menus) via HTTP POST to URL we set in slack application settings.

But first let's write some code.

7.1 Flask app

We are going to write our code inside standup_bot/action_app.py

It will be a simple application POST processing requests via API Gateway triggering slack-responses Lambda function.

Listing 1: serverless.yml

```
functions:
    # Lambda function with Flask application to handle Slack communication
slack-responses:
    handler: wsgi_handler.handler
events:
    - http:
        path: actions
        method: post
```

To serve the flask app from within AWS Lambda we are going to use serverless-wsgi plugin. (Plugin is able to install itself, but you can do it as well: sls plugin install -n serverless-wsgi)

Listing 2: serverless.yml

```
plugins:
    - serverless-python-requirements
    - serverless-pseudo-parameters
    - serverless-wsgi
```

Our application will deal with multiple structures which you can look at inside the folder example-data

- 1. Requests from slack are sent to API Gateway, which triggers our function and passes event similar to what you can see inside example-data/apigw-block_action.json
- 2. Then serverless-wsgi and Flask transforms this event into Flask Request
- 3. We parse the request body and determine the request type: block_actions or dialog_submission

Let's break down the standup_bot/action_app.py file.

Listing 3: action_app.py

```
1     """
2     Main flask app file used to receive incoming http requests from Slack.
3     """
4     import logging
5     from urllib import parse
6     
7     from flask import Flask, request, json, make_response
8     from slack import WebClient
9     
10     from standup_bot.config import QUESTIONS, SLACK_TOKEN
11     from standup_bot.models import Report
12     from standup_bot.msg_templates import dialog_questions
```

- We are going to need urllib.parse to help us with url decoding.
- Then we import Flask items we are going to need
- And Slack web client from python-slackclient
- Next set of imports comes from our cookiecutter template
 - QUESTIONS is a dict of questions we are going to ask. { "question1" : "Question
 text?" }
 - SLACK_TOKEN so we can respond back to the user
 - dialog_questions is a Slack dialog containing QUESTIONS We simply iteratively build elements and so our result dialog looks similar to this

Listing 4: example-data/sample_dialog.json

```
"callback_id": "standup.action.answers",
2
       "elements": [
            {
                "hint": "What did you work on yesterday?",
                "label": "What did you work on yesterday?",
                "name": "question0",
                "optional": true,
                "placeholder": "What did you work on yesterday?",
                "type": "textarea"
10
11
12
                "hint": "What is your plan for today?",
13
                "label": "What is your plan for today?",
14
                "name": "question1",
15
                "optional": true,
16
                "placeholder": "What is your plan for today?",
```

```
"type": "textarea"
18
            },
19
20
                "hint": "Any impediments?",
21
                "label": "Any impediments?",
22
                "name": "question2",
23
                "optional": true,
24
                "placeholder": "Any impediments?",
25
                "type": "textarea"
26
27
       ],
28
       "state": "{\"container\": {\"channel_id\": \"DFK2PDRPT\", \"is_
    →ephemeral\": false, \"message_ts\": \"1558433489.000600\", \"type\
    →": \"message\"}, \"report_id\": \"19700101\"}",
       "title": "Daily standup questions."
30
```

- Report - is our DynamoDB database model created with pynamodb package. It is possible to access *DynamoDB* directly via boto3 however pynamodb friendlier API.

Listing 5: models.py

```
"""Dynamo db models."""
2
   from pynamodb.attributes import MapAttribute, UnicodeAttribute
   from pynamodb.models import Model
   from standup_bot.config import TABLE_NAME, AWS_REGION
   class Report (Model):
10
11
       Standup report model.
12
13
       class Meta:
           table_name = TABLE_NAME
15
           region = AWS_REGION
16
17
       report_id = UnicodeAttribute(hash_key=True)
18
       report_user_id = UnicodeAttribute(range_key=True)
19
       user_id = UnicodeAttribute()
20
21
       user_name = UnicodeAttribute()
       display_name = UnicodeAttribute()
22
       icon_url = UnicodeAttribute()
23
       answers = MapAttribute()
```

In our next step, we initialize our SlackClient (SC) and Flask app. When a Slack user use an interactive (click button, submit dialog) we configure our Slack application to send a HTTP POST request to our AWS API Gateway URL <APIGWID>.execute-api.<AWS-region>.amazonaws.com/actions. And define a route endpoint / actions.

Listing 6: action_app.py

```
# synchronous slack client
SC = WebClient(SLACK_TOKEN)
```

7.1. Flask app 19

```
16
   app = Flask(__name___)
17
   app.config["SECRET_KEY"] = "you-will-never-quess"
18
   app.logger.setLevel(logging.INFO)
19
20
21
   @app.route("/actions", methods=["POST"])
22
   def actions():
23
        n n n
24
        Endpoint /actions to process actions and dialogs.
25
26
        This method receives a request from API gateway.
27
28
        Example request: example-data/apigw-block_action.json
29
        We need to decode body and decide if requests is one of:
30
        - block_actions -> will trigger process_block_actions()
31
        - dialog_submission -> will trigger process_dialogs()
32
33
        Returns
34
35
        flask.Response
36
37
38
```

Inside function actions we are going to perform following operations:

- 1. Parse and unquote request body received from AWS API Gateway.
 - Received request is a URL encoded string which contains a prefix payload.

```
See line 119 inside a file example-data/apigw-block_action.json.
```

```
"body": "payload=%7B%22type%22%3A%22block_actions%22%2C%22team%...
```

- To find out how does the parsed action body looks like check file: sls_app/example-data/block_action.json
- 2. Determine Slack action type block_actions or dialog_submission
- 3. Process the action
- 4. Respond back to Slack (user)

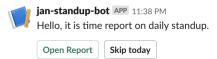
Listing 7: action_app.py

```
@app.route("/actions", methods=["POST"])
22
   def actions():
23
24
25
       Endpoint /actions to process actions and dialogs.
26
       This method receives a request from API gateway.
27
       Example request: example-data/apigw-block_action.json
28
29
       We need to decode body and decide if requests is one of:
       - block_actions -> will trigger process_block_actions()
31
       - dialog_submission -> will trigger process_dialogs()
32
33
       Returns
34
```

```
35
       flask.Response
36
37
       prefix = "payload="
40
       data = request.get_data(as_text=True)[len(prefix):]
41
       app.logger.info("req_data %s", data)
42
       # app.logger.info("dd %s", data[len(prefix):])
43
44
       # action body
45
       slack_req_body = json.loads(parse.unquote_plus(data))
       app.logger.info("Action body: %s", slack_req_body)
48
       slack_req_type = slack_req_body.get("type")
49
50
       action = {"block_actions": process_block_actions, "dialog_submission": process_
51
   →dialogs}
52
       response = action[slack_req_type](slack_req_body)
53
       app.logger.info("Response to Action: %s: %s", response, response.get_data())
54
       return response
```

Now we need to write appropriate functions to process our action types.

Our first function will be process_block_actions which triggered when user clicks on a button from the menu. Button triggers a Slack block action.



We will need to create simple logic inside our function process_block_actions, to process each action type correctly. So far we will deal with 2 types:

- standup.action.open_dialog When clicked on Open Dialog button
- standup.action.skip_today The idea is to signal that user decided to skip today's meeting. Implementation of this is left for you as a challenge.

Following example is a JSON (dict) data structure we get after successful parsing of slack_request in previous method actions().

Message itself contains a lot of data, however we will focus on highlighted parts.

- L15 container contains data we are going to need to uniquely identify the Slack dialog we create later
- L21 trigger_id is required to trigger the correct dialog
- L26 message contains original message with the menu
- L72 actions contains result value of user's action (click Open Dialog button)

Listing 8: example-data/block_action.json

```
"type": "block_actions",
"team": {
```

7.1. Flask app 21

```
"id": "TFE4ZTB3L",
        "domain": "jendaworkspace"
5
6
      },
      "user": {
        "id": "UFE4ZTC8J",
        "username": "loglop1",
        "name": "loglop1",
10
        "team_id": "TFE4ZTB3L"
11
12
      "api_app_id": "AFM36S3CN",
13
      "token": "uJLNkNPcUwaEzPceiCEFb9wC",
14
     "container": {
        "type": "message",
17
        "message_ts": "1555663294.000200",
        "channel_id": "DFK2PDRPT",
18
        "is_ephemeral": false
19
20
      "trigger_id": "601888012770.524169929122.23393cd981d2028028794396a1e104bf",
21
      "channel": {
22
        "id": "DFK2PDRPT",
23
        "name": "directmessage"
24
      },
25
     "message": {
26
        "type": "message",
27
        "subtype": "bot_message",
        "text": "Daily menu",
        "ts": "1555663294.000200",
30
        "username": "jan-standup-bot",
31
        "bot_id": "BFLN2CMST",
32
        "blocks": [
33
34
            "type": "section",
35
            "block_id": "dqz+G",
36
            "text": {
37
              "type": "mrkdwn",
38
              "text": "Hello, it is time report on daily standup.",
39
              "verbatim": false
40
            }
41
42
          },
43
            "type": "actions",
44
            "block id": "act",
45
            "elements": [
46
47
                 "type": "button",
                 "action_id": "standup.action.open_dialog",
49
                 "text": {
50
                   "type": "plain_text",
51
                   "text": "Open Report",
52
                   "emoji": true
53
                },
                "style": "primary",
                "value": "19700101"
56
              },
57
58
                 "type": "button",
59
                 "action_id": "standup.action.skip_today",
```

```
"text": {
61
                   "type": "plain_text",
62
                   "text": "Skip today",
63
                   "emoji": true
64
66
            ]
67
          }
68
        ]
69
70
      },
      "response_url": "https://hooks.slack.com/actions/TFE4ZTB3L/606986906385/
71
    →Fc2QQKdICRgBSKiWXVBAS5Qp",
72
     "actions": [
73
          "action_id": "standup.action.open_dialog",
74
          "block_id": "act",
75
          "text": {
76
            "type": "plain_text",
77
            "text": "Open Report",
78
            "emoji": true
79
          },
80
          "value": "19700101",
81
          "type": "button",
82
          "style": "primary",
83
          "action_ts": "1555663307.531487"
     1
86
   }
```

With the information above we can proceed with implementation of process_block_actions.

The logic is following:

- 1. Take the 1st action value from actions array
- 2. Create a state_data to match the dialog with a user.
- 3. Determine the action type
- 4. Fill dialog object with questions and other data
- 5. Send a request back to Slack to open a dialog
- 6. And respond 200 and empty body if successful

```
def process_block_actions(slack_request: dict):
       Slack Action processor.
60
61
       Here we are going to process decoded slack request "block actions"
62
       https://api.slack.com/reference/messaging/blocks#actions
63
       Example request: example-data/block_action.json
       We will present user with 2 buttons.
67
       1. Open dialog - which contains standup questions
68
       2. Skip today - to let user pass the meeting
69
70
       Returns
71
```

(continues on next page)

7.1. Flask app 23

```
72
       flask.Response
73
           Empty response 200 signifies success.
74
75
       action = slack_request["actions"][0]
77
       state_data = {"container": slack_request["container"], "report_id": action["value
78
       if action["action_id"] == "standup.action.open_dialog":
79
           questions = dialog_questions(json.dumps(state_data), QUESTIONS)
80
81
           app.logger.info(questions)
82
83
           slack_response = SC.dialog_open(
84
                dialog=questions, trigger_id=slack_request["trigger_id"]
85
86
           app.logger.info("Dialog Open: %s", slack_response)
87
           return make_response()
88
89
       if action["action_id"] == "standup.action.skip_today":
90
            # you can try to implement this yourself
91
           pass
92
93
       return make_response("Unable to process action", 400)
```

If impatient and would like to try out your partially implemented app, go ahead to second slack setup and deployment then come back!

Okay, we have successfully showed dialog to the user, now it's time to collect the data.

When user submits the dialog Slack sends a HTTP POST request to our endpoint /actions. But this time the slack_req_type type is dialog_submission.

Dialog submission message contains data about the user and values for the answers.

Note that questions are only represented with IDs question1, ...

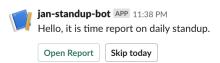
The important part is a callback_id field which helps us to identify dialog type. We then use the data previously stored in state to identify the user.

Listing 9: example-data/block_action.json

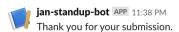
```
"type": "dialog_submission",
2
     "token": "uJLNkNPcUwaEzPceiCEFb9wC",
3
     "action_ts": "1558430192.474181",
     "team": {
        "id": "TFE4ZTB3L",
6
        "domain": "jendaworkspace"
7
8
     },
     "user": {
9
       "id": "UFE4ZTC8J",
10
       "name": "loglop1"
11
12
     "channel": {
13
       "id": "DFK2PDRPT",
14
        "name": "directmessage"
15
     },
```

```
"submission": {
17
       "question0": "2",
18
       "question1": "2",
19
       "question2": "2"
20
21
     "callback_id": "standup.action.answers",
22
     "response_url": "https://hooks.slack.com/app/TFE4ZTB3L/641451583301/
23
   →S10UQ9nERHjT2EbfxZNFqS7F",
     "state": "{\"container\": {\"channel_id\": \"DFK2PDRPT\", \"is_ephemeral\": false, \
24
   →"message_ts\": \"1558430180.000400\", \"type\": \"message\"}, \"report_id\": \
   →"19700101\"}"
```

Slack does not have implemented automated updates(answers) to actions. This means when user submits the dialog, the menu stays unchanged.



But we would like to inform the user about successful submission therefore we will do the trick and update the previous message using the timestamp to following:



For this purpose we are going to implement a function process dialogs as follows:

- 1. Examine callback_id to identify dialog type
- 2. Parse the state_data from string to dict
- 3. Get detailed information about the user from Slack
- 4. Create a report object represented by our database model Report
 - To uniquely identify the report for simple a simple query, our main identifier will be report_id. It's a simple execution timestamp, which comes from a scheduled event, converted into YYYYMMDD string with suffix of a slack user ID UFE4ZTC8J (assuming our meeting is once a day).

Example

```
time: 2016-12-30T18:44:49Z
user_id: UFE4ZTC8J
```

becomes:

```
20161230_UFE4ZTC8J
```

This way we can later query the database for a given day to get all reports.

- 5. Save data in the database
- 6. Inform user via updating a chat message.
- 7. Send empty response 200

7.1. Flask app 25

Listing 10: action_app.py

```
def process_dialogs(slack_dialog: dict):
97
        n n n
98
        Process Slack dialogs.
100
101
        Here we are going to collect data from dialog
102
        example dialog submission: example-data/dialog_submission.json
103
104
        Returns
105
106
        flask.Response
107
            Successful dialog submission requires empty response 200.
108
109
110
111
        if slack_dialog["callback_id"] == "standup.action.answers":
112
113
             # add one field to answers
            state_data = json.loads(slack_dialog["state"])
             # prepare DB record
115
116
             # get more user data
117
            user_info = SC.users_info(
118
                 user=slack_dialog["user"]["id"]
119
121
            app.logger.info("UserInfo: %s", user_info)
122
123
            display_name = (
124
                     user_info["user"]["profile"]["display_name"]
125
126
                     or user_info["user"]["profile"]["real_name"]
127
                     or slack_dialog["user"]["name"]
128
129
            user_report = Report (
130
                 state_data["report_id"],
131
                 f'{state_data["report_id"]}_{slack_dialog["user"]["id"]}',
132
                 user_name=slack_dialog["user"]["name"],
133
                 user_id=slack_dialog["user"]["id"],
134
                 answers=slack_dialog["submission"],
135
                 display_name=display_name,
136
                 icon_url=user_info["user"]["profile"]["image_48"],
137
138
            )
             # Write to database.
139
            user_report.save()
141
             # Respond to user
            SC.chat_update(
142
                 channel=state_data["container"]["channel_id"],
143
                 ts=state_data["container"]["message_ts"],
144
                 text="Thank you for your submission.",
145
                 blocks=[],
146
                 as_user=True, # reason specified in slack docs
148
149
            app.logger.info("Adding new answer: %s", user_report._get_json())
150
            return make_response()
151
```

152 153

return make_response("Unable to process dialog", 400)

This concludes 2/3 of our application, you can now try to deploy and play around. To deploy check out *the second slack setup and deployment* page!

If you are not deploying or you have finished the investigation, please proceed to the last part sending the report from all users

7.1. Flask app 27

Meeting Report

Last step of our application is to report all collected data back to the SLACK_CHANNEL

This is going to be again the scheduled event but this time called send_report. We will schedule this event after send_questions and give users enough time to respond $(30m \sim 2h)$.

Implementation will take place again inside standup_bot/scheduled.py file.

Where we are going to write 3 functions in a style that is easy to convert into asynchronous code.

- one_report Send report of 1 user to the SLACK_CHANNEL
- ullet all_reports Iterate through all reports collected that day and send them to the <code>SLACK_CHANNEL</code>
- send_report Our entry point function, which starts the whole orchestra.

8.1 Sending one report

In this case we assume we already have our report object available. And all we need to do is to send a request to the Slack and return response.

```
def one_report(report):
       """Show report of one user."""
       user_id = report.user_id
55
56
       response = SC.chat_postMessage(
57
           channel=SLACK_CHANNEL,
58
           username=report.display_name,
59
           icon_url=report.icon_url,
           text=f"*{report.display_name}* posted and update for stand up meeting.",
61
           blocks=report_block(QUESTIONS, report.answers)
62
63
       return user_id, response
```

8.2 All reports

In method all_reports we are going to query for all reports from a given day and apply one_report on each.

```
def all_reports(report_id):
       """Show reports of all users."""
       reports = Report.query(report_id, Report.report_user_id.startswith(report_id))
70
71
       SC.chat_postMessage(
72.
           channel=SLACK_CHANNEL,
73
           text=f"Here are the standup results from *{dt.datetime.strptime(report_id, '%Y
74
   →%m%d')}*.",
       )
75
       for report in reports:
76
           yield one_report (report)
```

Using a generator is very similar to asynchronous programming in Python. So if you are interested into async python but not yet familiar with generators, I strongly suggest to start there.

8.3 Send report

Now we have everything ready and all we need to do is to call function all_reports.

```
def send_report(report_id):
    """Entry point for sending reports."""
    results = list(all_reports(report_id))
    LOGGER.info("Sent report log: %s", results)
```

Now we can let lambda_handler decide what is the appropriate entry point (send_report or send_questions)

Note that explanation of sending report and question took a bottom up approach. Where we first implemented a single (atomic) operation and in next steps we simply run this in a loop. You can use this approach in asynchronous version of this application and run all_reports at the same time, instead iterating through each.

Final deployment

To deploy our app we need to go through few steps:

- 1. cd sls_app (you should be already there)
- 2. sls deploy this will deploy our app to AWS and output API Gateway endpoint

endpoints:

POST - https://jvb1c6tyd6.execute-api.eu-west-1.amazonaws.com/dev/actions

3. Enable Slack Interactive Components

9.1 Enabling Slack Interactive Components

- 1. Navigate to https://api.slack.com/apps
- 2. Click on your application
- 3. Features -> Interactive Components
- 4. Set interactive components to On

Interactive Components Interactivity Any interactions with actions, dialogs, message buttons, or message menus will be sent to a URL you specify. Learn more.

5. Fill in the endpoint URL

Interactivity

On

Any interactions with actions, dialogs, message buttons, or message menus will be sent to a URL you specify. Learn more.

Request URL

https://<api-gw-ID>.execute-api.<region>.amazonaws.com/dev/actions

We'll send an HTTP POST request with information to this URL when users interact with a component (like a button or dialog).

6. Hit the Save Changes button

9.2 Local invocation

Because our Cloud Watch events are disabled to prevent unwanted executions before the production/test stage.

```
scheduled-events:
30
       handler: standup_bot/scheduled.lambda_handler
       events:
32
         - schedule:
33
             description: 'Send questions'
34
               rate: cron(0 8 ? * MON-FRI *) # Mo-Fri 8:00
35
             rate: rate(5 minutes) # For testing
36
             enabled: false
37
             inputTransformer:
                inputPathsMap:
                  eventTime: "$.time"
40
                  source: "$.source"
41
                inputTemplate: '{"source": <source>, "time": <eventTime>, "type": "send_
42

    questions"}'

         - schedule:
             description: 'Send report.'
               rate: cron(0 10 ? * MON-FRI *) # Mo-Fri 10:00
45
             rate: rate(5 minutes) # For testing
46
             enabled: false
47
             inputTransformer:
48
                inputPathsMap:
49
                  eventTime: "$.time"
                  source: "$.source"
51
                inputTemplate: '{"source": <source>, "time": <eventTime>, "type": "send_
52
   →report"}'
```

You may have noticed that rate is set to rate which is CloudWatch scheduled event expression and this is also not correct for production, however it's a good way to observe behaviour triggered by AWS.

For now we invoke our scheduled functions locally and manually via serverless framework commands.

To send_questions run

```
sls invoke local -f scheduled-events --path example-data/cwe-questions.json
```

Then take some time to collect the data and once you are ready. Trigger send_report using the command

sls invoke local -f scheduled-events --path example-data/cwe-report.json

9.2. Local invocation 33

AWS CloudWatch

- 10.1 CloudWatch Logs
- 10.2 CloudWatch Events

AWS DynamoDB

DynamoDB is a no relational database in AWS. This will only cover the part required for the workshop but feel free to refer to the official documentation.

In this workshop, we need a way to store our state, this mean we need the questions and answers of our users in a database so we can publish the results to the chat when the time comes.

To do so, at serverless.yml we create a table with two items:

Listing 1: serverless.yml

```
StandupDynamoDbTable:
         Type: 'AWS::DynamoDB::Table'
76
         DeletionPolicy: Retain
77
         Properties:
           AttributeDefinitions:
              - AttributeName: report_id
                AttributeType: S
81
               AttributeName: report_user_id
82
                AttributeType: S
83
           KeySchema:
84
              - AttributeName: report_id
85
                KeyType: HASH
87
              - AttributeName: report_user_id
                KeyType: RANGE
88
           ProvisionedThroughput:
89
             ReadCapacityUnits: 1
             WriteCapacityUnits: 1
91
           TableName: ${self:provider.environment.DYNAMODB_TABLE}
```

- report_id: incremental ID of every report
- report_user_id: the user ID that submitted the dialog

After submitting the questions, this table will be updated with:

• answers: dictionary with every question number as a key and the answer as value

When the standup time comes, scheduled.py will trigger all_reports functions.

IAM

IAM provides identity management in AWS. It can create users, roles and policies. For more information please refer to the official documentation.

For this workshop, every user will have an IAM user with access to the console and API credentials so it can bootstrap the serverless deployment.

Every user will only have access to its own resources. In order to do so, a separate Cloudformation stack creates all users according to its policy.

Here there are the policies that the user will have. Please note some AWS services won't fully provide fine grained permission access level as of this time of writing.

```
IAMUserPolicy{{ loop.index }}:
Type: AWS::IAM::ManagedPolicy
Properties:
 ManagedPolicyName: user{{ loop.index }}-serverless-workshop-policy
 PolicyDocument:
   Version: '2012-10-17'
   Statement:
      - Action:
          - ec2:CreateNetworkInterface
          - ec2:DeleteNetworkInterface
          - ec2:DescribeNetworkInterfaces
          - dynamodb:List*
          - dynamodb:DescribeReservedCapacity
          - dynamodb:DescribeLimits
          - dynamodb:DescribeTimeToLive
          - cloudformation:DescribeStackEvents
          - cloudformation: Validate Template
          - cloudformation:ListStacks
          - s3:GetEncryptionConfiguration
          - s3:PutEncryptionConfigurations
          - s3:PutBucketAcl
        Effect: Allow
        Resource: "*"
```

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```
- Action:
         - s3:*
       Effect: Allow
       Resource: "arn:aws:s3:::user{{ loop.index }}-dev*"
     - Action:
         - cloudformation:DescribeStacks
         - cloudformation:CreateStack
         - cloudformation:DescribeStackResource
         - cloudformation:DeleteStack
         - cloudformation: UpdateStack
         - cloudformation:ListStackResources
       Effect: Allow
       Resource: !Sub "arn:aws:cloudformation:${AWS::Region}:${AWS::AccountId}:stack/
→user{{ loop.index }}-dev/*"
     - Action:
         - iam:ChangePassword
       Effect: Allow
       Resource: !Sub "arn:aws:iam::${AWS::AccountId}:user/user{{ loop.index }}"
     - Action:
         - iam:GetRole
         - iam:CreateRole
         - iam:DeleteRole
         - iam:PassRole
         - iam:PutRolePolicy
         - iam:DeleteRolePolicy
         iam:AttachRolePolicy
         - iam:DetachRolePolicy
       Effect: Allow
       Resource: !Sub "arn:aws:iam::${AWS::AccountId}:role/user{{ loop.index }}-dev-$
→ {AWS::Region}-lambdaRole"
     - Effect: Allow
       Action:
         - dynamodb:Query
         - dynamodb:Scan
         - dynamodb:Get*
         - dynamodb:PutItem
         - dynamodb:UpdateItem
         - dynamodb:DeleteTable
         - dynamodb:CreateTable
         - dynamodb:DeleteItem
         - dynamodb:DescribeTable
         - dynamodb: TagResource
       Resource: !Sub "arn:aws:dynamodb:${AWS::Region}:${AWS::AccountId}:table/user{
→{ loop.index }}"
     - Effect: Allow
       Action:
         - lambda:GetFunction
         - lambda:GetFunctionConfiguration
         - lambda:CreateFunction
         - lambda:DeleteFunction
         - lambda:AddPermission
```

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```
- lambda:ListVersionsByFunction
        - lambda:AddPermission
        - lambda:RemovePermission
        - lambda:PublishVersion
        - lambda:UpdateFunctionCode
        - lambda: UpdateFunctionConfiguration
      Resource: !Sub "arn:aws:lambda:${AWS::Region}:${AWS::AccountId}:function:user{
→{ loop.index }}*"
     - Effect: Allow
      Action:
        - events:PutRule
        - events:DeleteRule
        - events:DescribeRule
        - events:RemoveTargets
        - events:PutTargets
      →loop.index }}-dev*"
     - Effect: Allow
      Action:
        - apigateway:*
      Resource: "*"
     - Effect: Allow
      Action:
        - logs:List*
        - logs:Describe*
        - logs:CreateLogGroup
        - logs:DeleteLogGroup
      Resource: "*"
     - Effect: Allow
      Action:
        - logs:*
      Resource: "*"
      Condition:
        StringLike:
          "logs:ResourceTag/user": "user{{ loop.index }}"
```

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AWS Lambda

AWS Lambda is a function as a service in AWS Cloud, we will cover only necessary parts but you can always refer to the official documentation.

We are going to use these terms throughout the guide: Function, Runtime, Event source and Log streams. Please make yourself familiar with basic concepts of AWS Lambda.

13.1 Function as a service (FAAS)

With FAAS you only need to provide your code and select the runtime (interpreter). We are going to use python3.7 runtime.

AWS Lambda can either be a simple python file or entire module. We need to specify a handler to tell lambda where to execute our code.

More details about python in AWS Lambda

13.2 Handler

Handler is usually a function lambda_handler which accepts 2 arguments.

Name of handler function can be anything, you just need to point the handler to the function, which accepts 2 arguments.

```
def lambda_handler(event, context):
    pass
```

event - Contains data from Event Source usually a Python dict type. It can also be list, str, int, float, or NoneType type. context - Contains runtime information to your handler. This parameter is of the LambdaContext type.

If needed visit more detailed handler documentation

13.3 Technical details

AWS Lambda function is a amazon linux container running python interpreter.

First invocation of your lambda function starts the whole container, which loads all your code into memory and executes lambda_handler. Then container stays idle for some time until amazon reclaim it's resources. During the idle time, your code stays loaded and only lambda_handler is executed. This behaviour cold and hot start of AWS Lambda function.

Cold - invocation starts new container and executes lambda_handler Hot - invocation executes lambda_handler only Check this article for more information about lambda container lifetime.

You can use this feature to preserve open sessions by declaring them outside lambda_handler.

One example for thousands words.

Listing 1: session_not_reused.py

```
import boto3

def lambda_handler(event, context):
    session = boto3.Session()
    client = session.client('iam')
    client.get_user(UserName=event['iam_username'])
```

In this example the session object is created every time our lambda is called, which can lead to api throttling or different side effects.

We can fix this by declaring our session outside lambda_handler therefore it will be created only when lambda function is invoked from a cold state.

Listing 2: session_reused.py

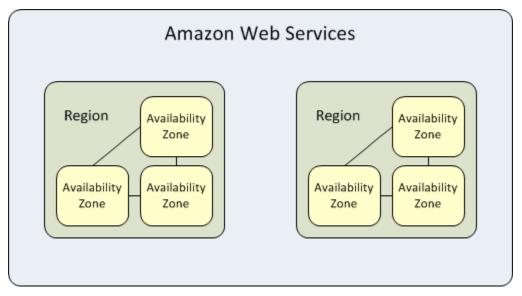
```
import boto3

session = boto3.Session()
client = session.client('iam')

def lambda_handler(event, context):
    client.get_user(UserName=event['iam_username'])
```

Amazon Web Services

These locations are composed of Regions and Availability Zones. Each Region is a separate geographic area. Each Region has multiple, isolated locations known as Availability Zones.



Underlying AWS services

- *IAM* AWS Identity and Access Management (IAM), With IAM, you can centrally manage users, security credentials such as access keys, and permissions that control which AWS resources users and applications can access.
- S3 (Simple Storage Service) is storage for the internet. Designed for durability of 99.999999999 of objects across multiple Availability Zones
- Lambda Function as a service
- Cloud Watch Amazon CloudWatch provides a reliable, scalable, and flexible monitoring solution
- API Gateway Amazon API Gateway enables you to create and deploy your own REST and WebSocket APIs at any scale.
- DynamoDB Amazon DynamoDB is a fully managed NoSQL database
- CloudFormation AWS Infrastructure as a Code

How to set environment variables

16.1 Mac/Linux (Bash)

```
export AWS_ACCESS_KEY_ID=<your key ID>
export AWS_SECRET_ACCESS_KEY=<your secret key>
export AWS_REGION=us-east-1
export AWS_DEFAULT_REGION=us-east-1
export SLACK_TOKEN=<your BOT token>
export SLACK_CHANNEL="<your slack channel ID>"
```

16.2 Windows

Powershell

```
$env:AWS_ACCESS_KEY_ID = "<your key ID>"
$env:AWS_SECRET_ACCESS_KEY = "<your secret key>"
$env:AWS_REGION = "us-east-1"
$env:AWS_DEFAULT_REGION = "us-east-1"
$env:SLACK_TOKEN = "<your BOT token>"
$env:SLACK_CHANNEL = "<your slack channel ID>"
```

Git-bash

```
export AWS_ACCESS_KEY_ID=<your key ID>
export AWS_SECRET_ACCESS_KEY=<your secret key>
export AWS_REGION=us-east-1
export AWS_DEFAULT_REGION=us-east-1
export SLACK_TOKEN=<your BOT token>
export SLACK_CHANNEL="<your slack channel ID>"
```

CMD (not recommended)

PyconCZ 2019 Serverless Slack bot

```
setx AWS_ACCESS_KEY_ID "<your key ID>"
setx AWS_SECRET_ACCESS_KEY "<your secret key>"
setx AWS_REGION "us-east-1"
setx AWS_DEFAULT_REGION "us-east-1"
setx SLACK_TOKEN "<your BOT token>"
setx SLACK_CHANNEL "<your slack channel ID>"
```

Iam Role

Workshop apps hosted inside our environment are protected via managed policy. If you are going through this in your own environment, please use following service role for lambdas.

```
provider:
     # Lambda function's IAM Role
2
     iamRoleStatements:
3
       - Effect: Allow
4
         Action:
5
           # Allow lambda to create network interface in vpc
6
           - ec2:CreateNetworkInterface
8
           - ec2:DeleteNetworkInterface
           - ec2:DescribeNetworkInterfaces
9
           # Allow lambda to write logs
10
           - logs:CreateLogGroup
11
           - logs:CreateLogStream
12
           - logs:PutLogEvents
13
         Resource:
           _ " + "
       - Effect: Allow
16
         Sid: AllowDynamoDBAccess
17
         Action:
18
           - dynamodb:Query
19
           - dynamodb:Scan
20
           - dynamodb:GetItem
21
           - dynamodb:PutItem
22
           - dynamodb:UpdateItem
23
           - dynamodb:DeleteItem
24
           - dynamodb:DescribeTable
25
         Resource: "arn:aws:dynamodb:${opt:region, self:provider.region}:*:table/$
   →{self:provider.environment.DYNAMODB_TABLE}"
```

Remove the section provider.iamManagedPolicies from our *original serverless.yaml* and insert iamRoleStatements section from above.