

CCSQ QualityNet Slack Channel Naming Guide

Channel Naming Conventions

Purpose of Channel Naming Conventions

- Organizes channel sidebar
- Makes discoverability and searching easier
- Prevents channel duplicates

Default channels

New workspace members are automatically made members of specific default channels. Members can leave private or public channels anytime they choose. Private channel members can also be removed by other members in the same private channel. However, public channel members can only be removed from those channels by an owner or admin.

Current QualityNet Slack Default Channels:

- #announcements-cms-qnet
- #announcements-slack
- #help-slack
- #help-service-center-sos
- #help-servicenow
- #qnet-planned-activities
- #qnet-unplanned-service-interruption

Channel Name Parameters

- Letters, numbers, dashes, and underscores only
- Lowercase with no spaces or periods
- International (non-Latin) channel names are supported
- Limit of 80 Characters

Channel Naming Conventions

With the **exception of #help and #announcement channels**, channel names should **begin with the prefix of either the team, project, or contract name**. That prefix should be followed by a further identifying word(s).

EXAMPLES OF UNACCEPTABLE & ACCEPTABLE CHANNEL NAMES

UNACCEPTABLE	ACCEPTABLE
#private-channel	#lucid-private-channel
#team-ideas	#mailer-ideas
#questions	#hcd-questions
#star-of-the-day-sog	#sog-star-of-the-day
#analysis-project	#rpa-analysis-project

Best Practices

Add channel topic

- The channel topic appears in the channel header (communicates current information). It's a quick way to let the community know what members in the channel are working on or important dates like project deadlines.

Add channel purpose

- A channel's purpose is a short description of the channel's intended use (overall long-term purpose of the channel). On desktop, it appears when members browse channels as well as in the channel details pane.

Be strategic in creating new public channels

- Browse existing channels before you create a new channel. Check whether something exists that is similar.
- Do a thorough job. Clearly state the intent in the channel name, purpose, and topic to make your channel discoverable. Drive good conversation by inviting the right users to join.

Confirm business reason to create private channels

- Private channels should be used rarely and only when confidential information needs to be shared amongst a select group of people.