



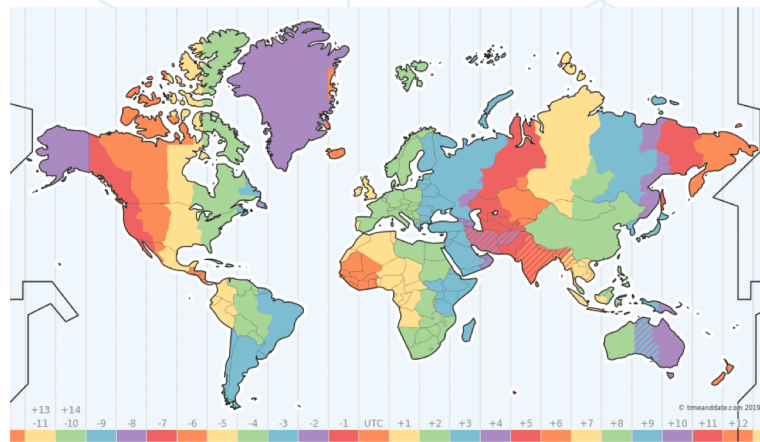
Lessons learned building software with a fully remote team

March, 2020

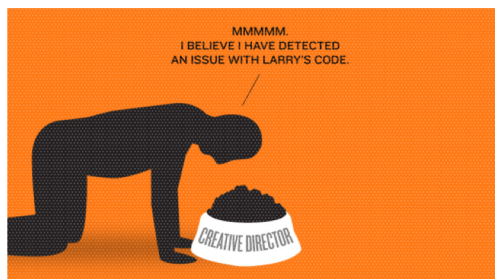
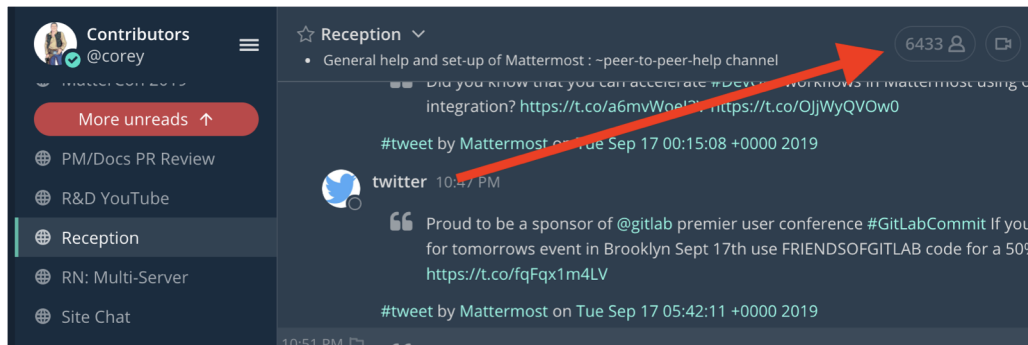
Corey Hulen / Co-founder and CTO, Mattermost, Inc.

Why did we build a fully remote development team?

Why



Why Cont.



<https://community.mattermost.com>
<https://community-daily.mattermost.com>

What are the benefits of a fully remote development team?

Benefits

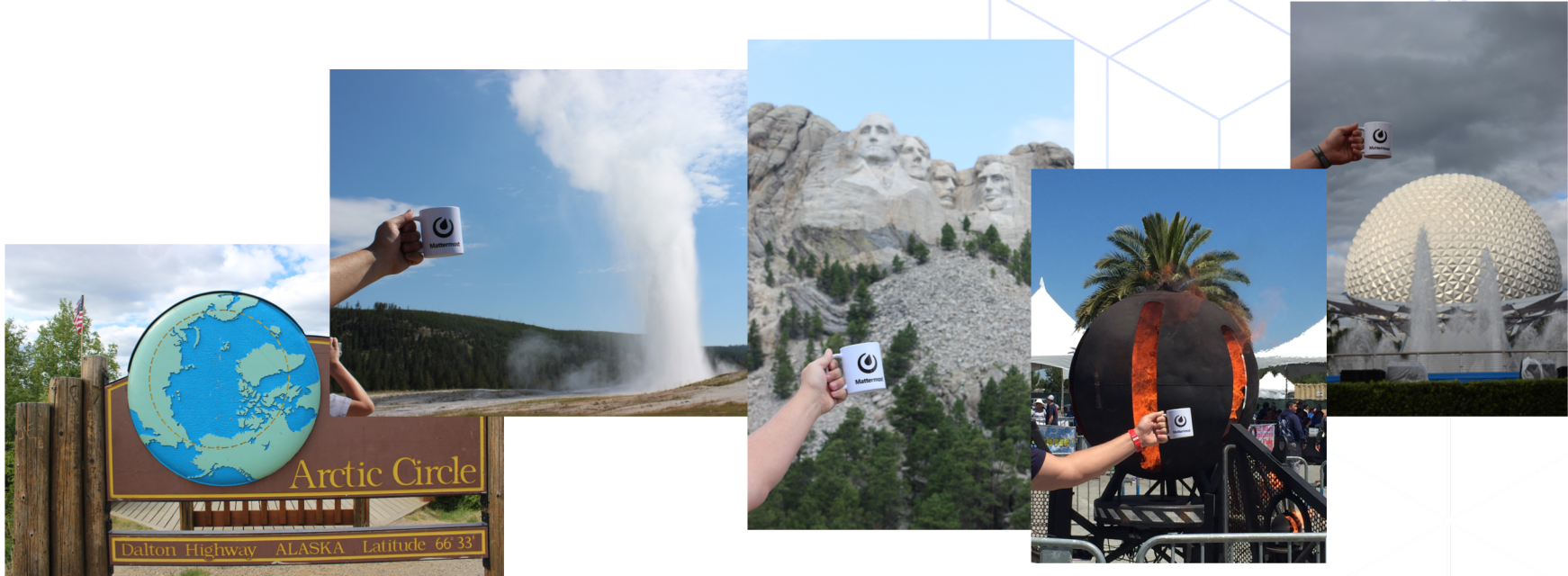


Benefits Cont.



Benefits Cont.

- We offer a digital nomad lifestyle most only dream about



What are the drawbacks of fully remote?

Drawbacks



Online

Away

Do Not Disturb

Disables Desktop and Push Notifications

Offline

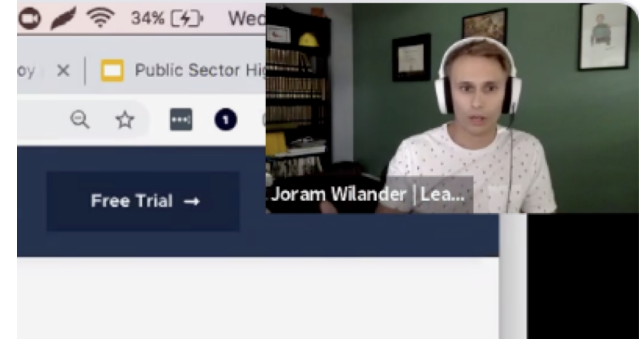
Drawbacks Cont

- Human face-to-face time*



**What does good
communication look like?**

The Good



The Good Cont.



The Good Cont.



- 🌐 Social: Animals
- 🌐 Social: Education
- 🌐 Social: Gaming
- 🌐 Social: Photography
- 🌐 Social: Reading
- 🌐 Social: Vroom

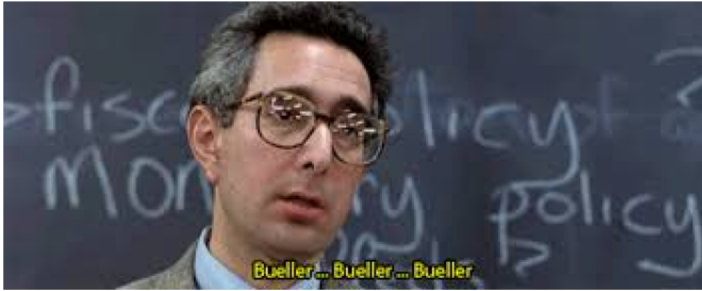


The Good Cont.

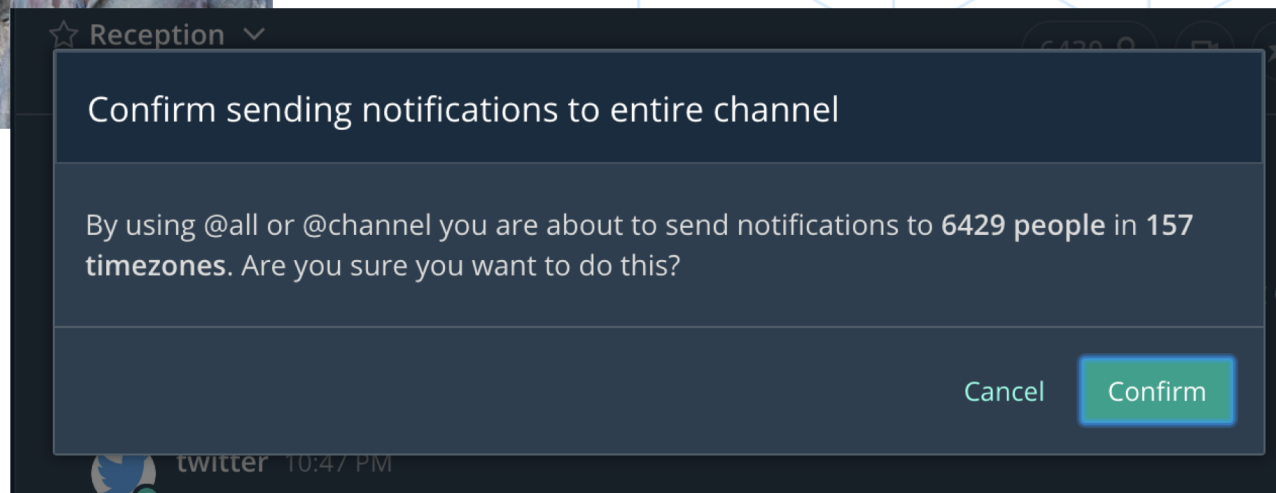
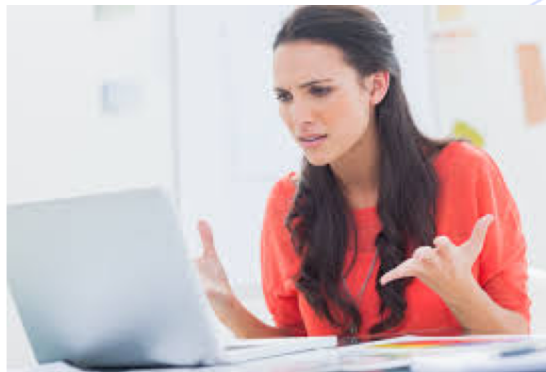
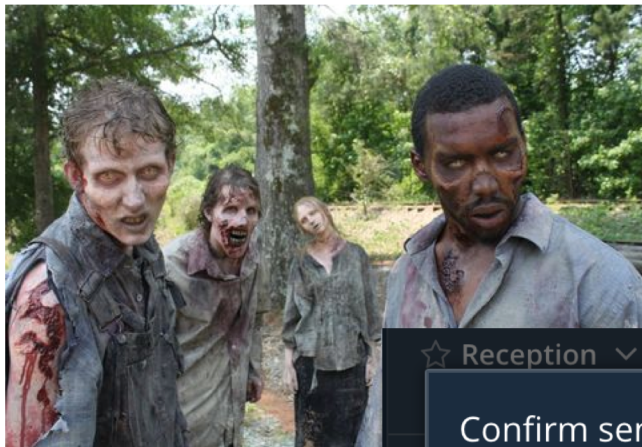


What does suboptimal communication look like?

The Bad

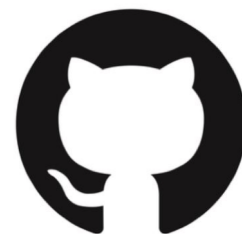
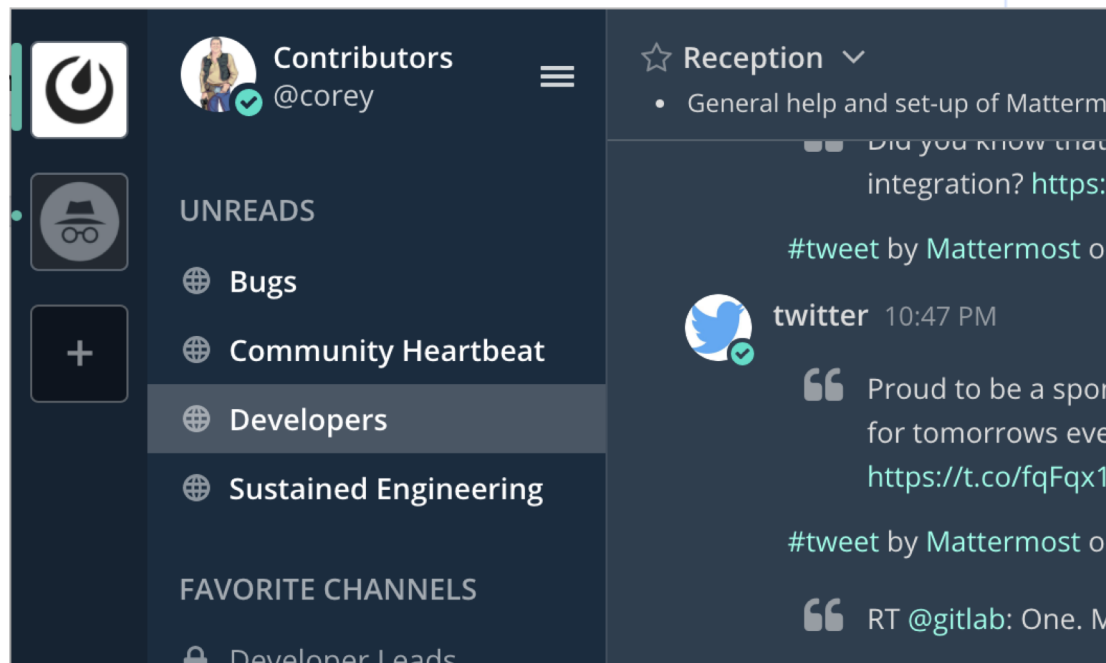


The Bad Cont.



What tools do we use to be effective?

Tools We Use



How do we work with customers?

Customer Communication

PUBLIC CHANNELS

Ask R&D

Authentication

Bot Accounts

Bugs


Community Heartbeat

Community Post Morte...

Developers

Developers: Performan...

pursuing this in the near future, at least for now.



Paul Rothrock

7:15 PM

Errors when using WebSocketUrl

I have a customer who's trying to configure Websocket traffic to go thro and they're getting this error (which I'm able to replicate):

```
{ "level": "debug", "ts": 1568334983.5005293, "caller": "app/w  
{ "level": "debug", "ts": 1568334983.5016837, "caller": "app/w
```

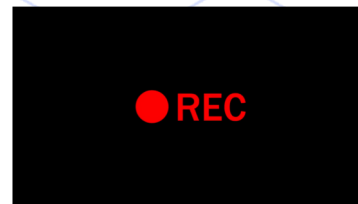
Things to note:

- Going to `http://ws.localhost:8000` directs r



What are we trying to improve?

Upgrade Needed



Questions?

How to reach me?

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Mattermost: @corey on <https://community.mattermost.com>

