

October 2025

# Slack On-Call Support Agent

## Capstone Project

# *Slack On-Call Support Agent*

## Problem

### On-Call

- Engineers need instant incident guidance
- System knowledge scattered across tools and team members
- Context switching inefficient and slows incident response time

# Slack On-Call Support Agent

## Solution

### On-Call Support Agent

- One-stop shop for application support within Slack
- Incident resolution knowledge base (RAG) informs agent responses
- GitHub repository exploration (MCP) provides system design and onboarding support

# Architecture



AI

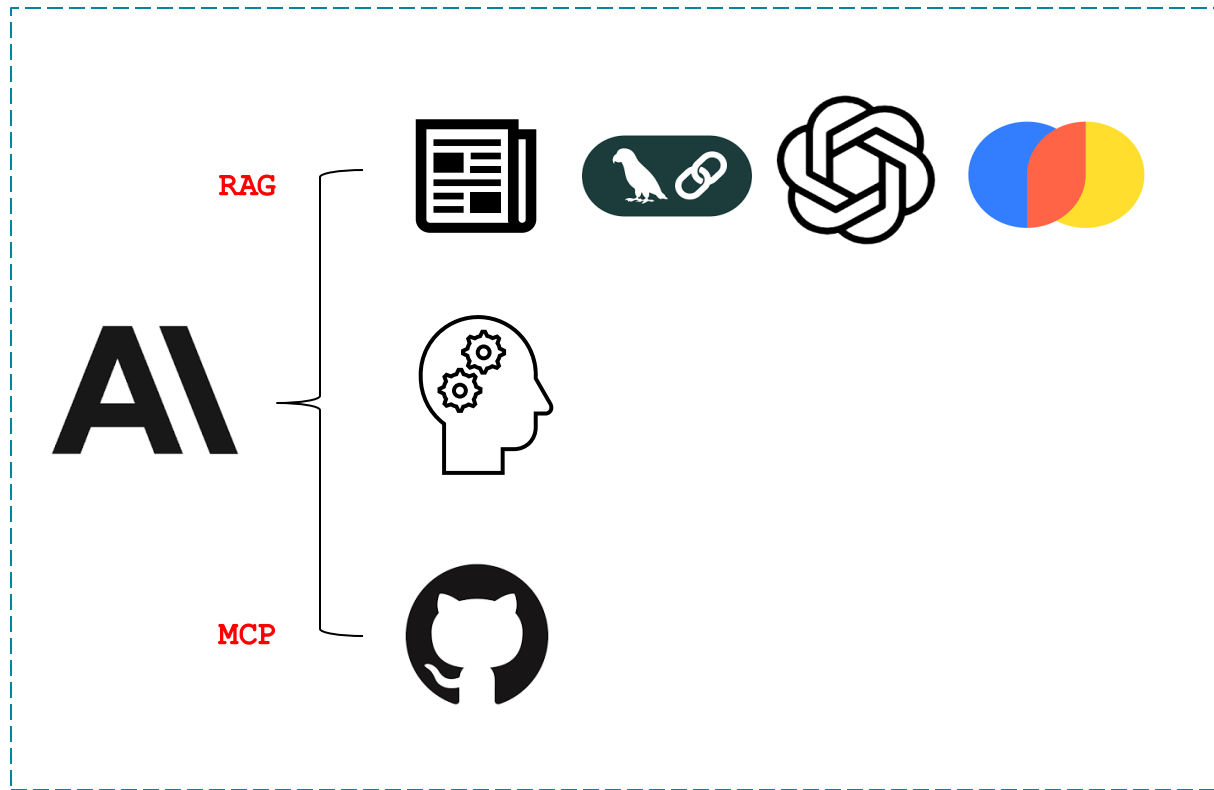
RAG



MCP



On-Call Support Agent



# Commands

## /ask

- Private direct message for general application support

## /incident

- Retrieve resolution steps from documented runbooks using RAG

## /code

- Explore codebase to answer system design questions using MCP

**Demo**