Genchi – Sentiment Analysis Compliance

1. Overview of Genchi's Sentiment Feature

Genchi helps teams achieve better outcomes by asking every team member one simple question regularly: "How confident are you that you will achieve [team goal] by [deadline]?" (1 = not at all → 5 = certain). By combining the "votes" of each team member we generate a "Confidence Score" score for each team, which provides a common metric across all technical and non-technical teams to show if they are on track, and how their confidence has changed over time.

These explicit 1–5 votes are the only sentiment data we collect — we never read, scan, or analyze any Slack messages, reactions, or other activity.

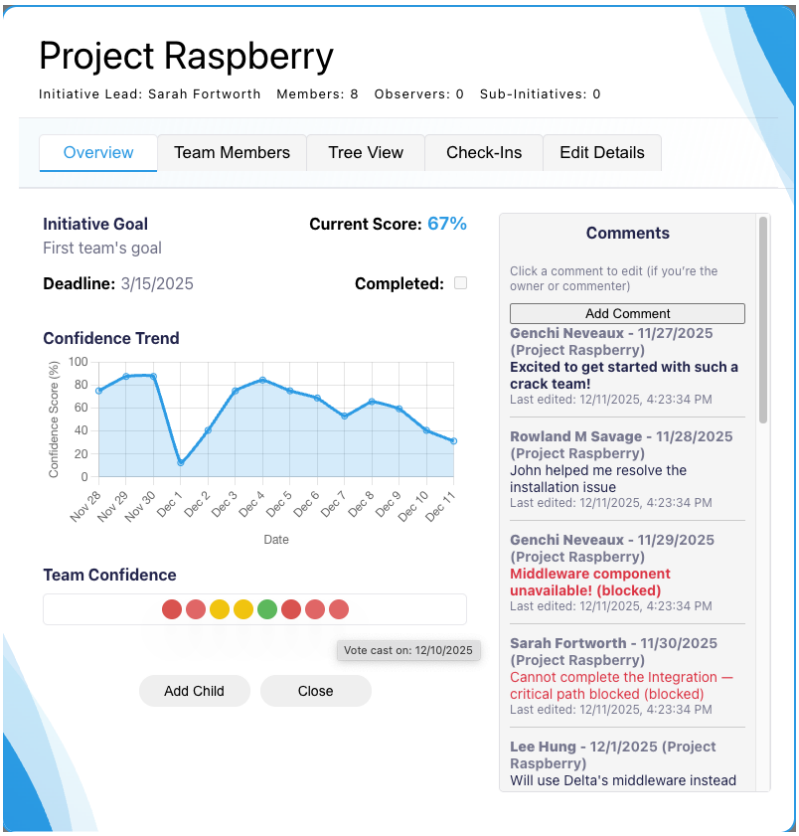
2. The Three Required Criteria — How Genchi Complies

Slack Requirement	Genchi Implementation	Evidence / Transparency
Insights provide **very clear value** to customers	Early detection of delivery risk. A falling team confidence score surfaces morale or blockage issues on average ~2 weeks before traditional status reports do.	Real-world outcome: Beta customers report 20–30 % improvement in successful project completion because issues are flagged early via data, not guesswork.
Insights are **limited to an aggregate level**	Individual votes are anonymized (to enhance transparency) and never exposed to anyone — not even admins. Only the individual values, the arithmetic mean (0–100 %) and trend line are shown.	Dashboard screenshots (attached) show only team-level scores. Backend query uses AVG() with no user identifiers in the result set.

It is **clear how the insights are determined**	Pure arithmetic, no AI/ML. Formula: **Team Confidence Score = average of latest vote from each eligible voter, normalized to 0–100 %** Exact calculation: ((vote – 1) / 4) × 100 then averaged.	Exact code snippet from slack-server.js (vote processing block): JavaScript
		`// Normalise 1→5 vote to 0–100 %`
		`avgNormalizedScore = votes.reduce((sum, v) => sum + ((v - 1) / 4) * 100, 0) / votes.length;`
		
		Same formula is used everywhere (Slack vote buttons, automated check-ins, dashboard).

3. Data Flow Summary

Step	What Happens	Visibility
User clicks 1–5 Vote button in DM	Vote stored in PostgreSQL with userid, initiativeid, vote, date	Private to user
New vote recorded	Old votes for that user on that day are ignored; only latest vote per user per day counts	Private
User optionally adds a comment	|User opens modal → types free-text comment (can mark as "Blocker")	Visible to entire team with author name
Score calculation	Server runs AVG of latest votes from owner + each team_members in the "Initiative" array	Aggregate only
Aggregate Result displayed	Aggregate daily vote, plus recent trendline are visible (and Initiative card is RAG color coded)	Aggregate only
Individual Vote values available	Individual vote values plus when the vote was made available, no indicate of which team member cast each vote.	No individual data
Comments	All comments (including blocker flag) displayed chronologically with author's name	Attributed to individual (standard collaboration)



4. Scopes Justification (Minimal & Necessary)

Scope	Why we need it	Used for
chat:write	Send check-in DMs, vote confirmations, comment receipts, blocker alerts, and ephemeral messages	Core product delivery
commands	Enable slash commands: /checkin, /comment, /initiatives, /help, /initiative_status	Core product delivery
users:read	Call users.list so admin can get workspace member roster during individual and bulk linking	One-time Slack ↔ Genchi account matching
users:read.email	Extract profile.email from users.list to link Genchi user accounts with Slack accounts	One-time linking only – never ongoing analysis
team:read	Read workspace name after OAuth to display "Connected to Acme Inc" in admin UI	UX only – workspace name display

No broad or monitoring scopes are requested.

5. Conclusion Genchi's sentiment capability is:

- Explicitly opt-in (users actively click 1–5 buttons to "vote")
- Votes are strictly anonymized (to encourage transparency) – the value is more important than the source a la "wisdom of crowds"
- Fully transparent (simple arithmetic formula, documented in code and UI)
- Optional free-text comments are explicitly authored and visible to the initiative team — standard collaboration behavior, not used for sentiment calculation
- Proven to deliver clear business value (early risk visibility)

We believe this fully satisfies Slack's "sentiment analysis/insight generation" exception clause in the Marketplace guidelines.

Happy to provide additional screenshots, a short loom video walkthrough, and live demo access is described later in the submission.

— Rowland Savage, Genchi Founder December 2025