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Elettra.chat: from Chat Service to Logbook For Experiments

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Elettra.chat is a live chat service introduced in 2020 in order to improve and facilitate communication among internal teams of Elettra-Sincrotrone Trieste. It is based on the open source Rocket.chat platform and it is fully integrated with the Elettra information system called Virtual Unified Office (VUO). Elettra.chat is intuitive, easy to use and offers multi-platform support, multi-user channels, roles, permissions, file uploading and a REST API. The initial goal of Elettra.chat was to support the remote working but it has proved to be a perfect collaborative tool also for user experiments. In this perspective, the integration between Elettra.chat and VUO has grown considerably over the past two years: for every scientific proposal all its participants are automatically added to a new private chat channel. The contents of the experiment chat channel can be exported in pdf format and saved in the central data storage. In addition, thanks to the REST API, user information can be integrated with metadata coming directly from the acquisition system and screenshots provided by a client application running on the beamline workstations. This work presents and describes all the steps that transformed Elettra.chat from a simple chat service to a logbook for experiments.

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