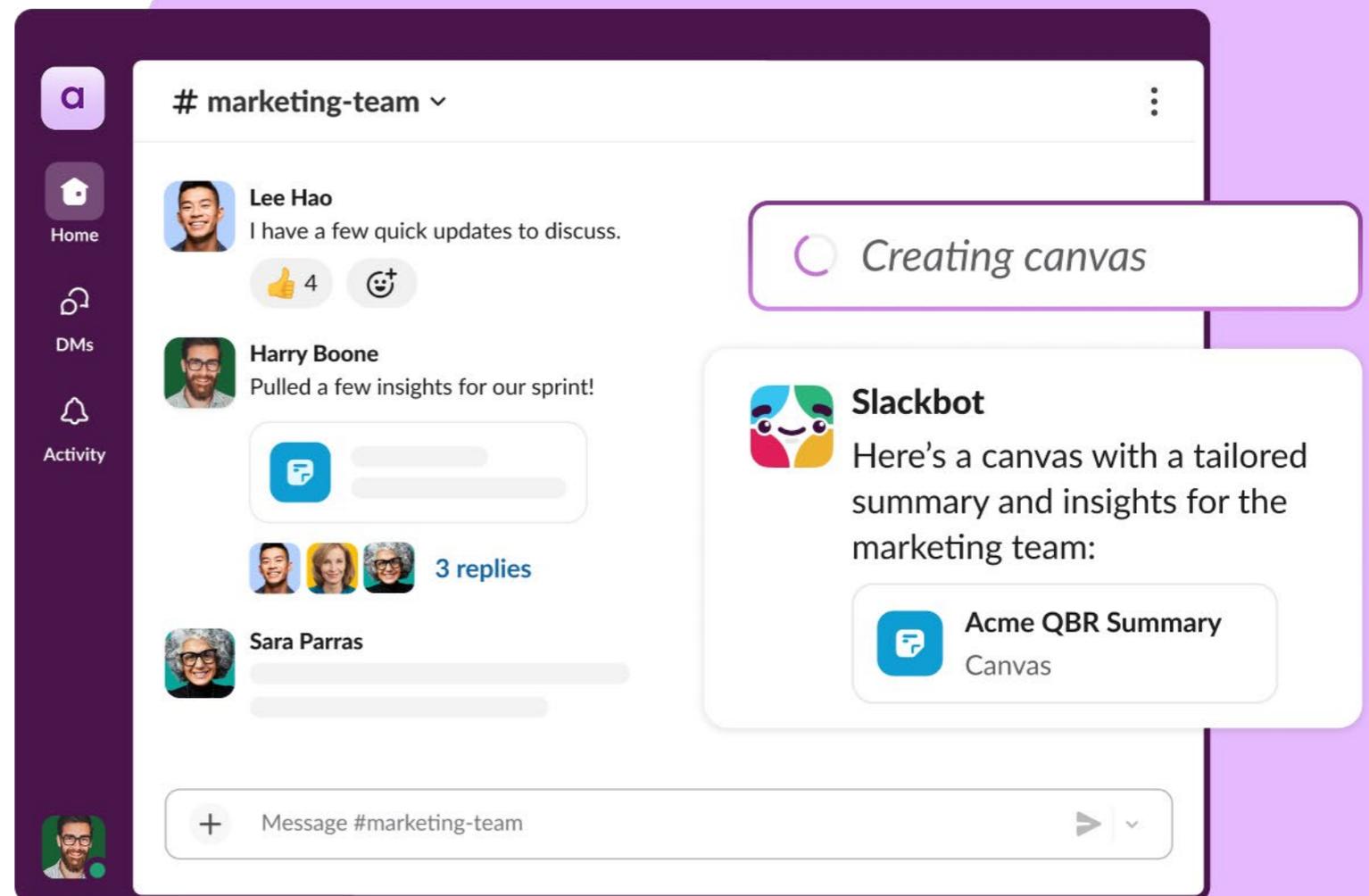




10 Ways to Make Your Work Life Better with Slack

Learn how to get the most out of every feature on the Slack platform



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Learn how to get the most out of every feature on the Slack platform

Growing companies can't afford to hit the brakes, yet tool overload forces a tradeoff between moving fast and staying aligned. Between emails, messages, meetings, and a dozen tools all demanding your attention, it's easy to spend more time managing work than actually doing it. On top of that, everyone is talking about using AI but with a myriad of apps and agents, it can be difficult to determine where to get started.

Modern teams require more than a patchwork of solutions – they need a unified work operating system where conversations, data, AI and workflows come together.

If you're only using Slack for messaging, you're missing out on all the ways it can make your work life better.

Over 90% of companies that adopt Slack see a positive ROI¹ because it centralizes information, integrates seamlessly with existing tools, and gives every employee AI superpowers. Over time, Slack evolves into a living knowledge base and shared history of the organization, allowing employees to search and find useful information and context is always within reach.

COMMUNICATION

5.3B

messages sent weekly²

REAL-TIME DATA

6.4M

Salesforce records shared in Slack monthly²

EMBEDDED TOOLS

77K+

AI-powered apps deployed in Slack²

Let's explore 10 ways you can make your work life more productive and enjoyable with Slack.

¹ FY25 Slack internal data, product usage analysis.

² 2025 Salesforce Success Metrics Global Highlights. Data is aggregated from 1,754 customers across 10 countries.

1

**Ground every
conversation in open,
connected channels**



01

Ground every conversation in open, connected channels

Slack organizes work into channels, which are flexible and searchable conversations with data, apps, and workflows embedded right where people are having important discussions.

Slack channels are:

- **Flexible:** Easily go from direct message, to multi-person direct message, to private channel to public channel without losing information or creating duplication
- **Discoverable:** Public channels and some private channels can be found with a simple search, making it easy to find and join channels relevant to your work
- **Open:** Search across Slack in the search bar and have results surface from channels that are relevant, without having to be in all those channels yourself
- **Connected:** Bring your favorite apps and agents into channels to view and act on data right where the conversations are happening
- **AI Powered:** Channels are filled with recaps, translation, and agentic capabilities making them the richest way for your teams to collaborate and stay aligned.

2

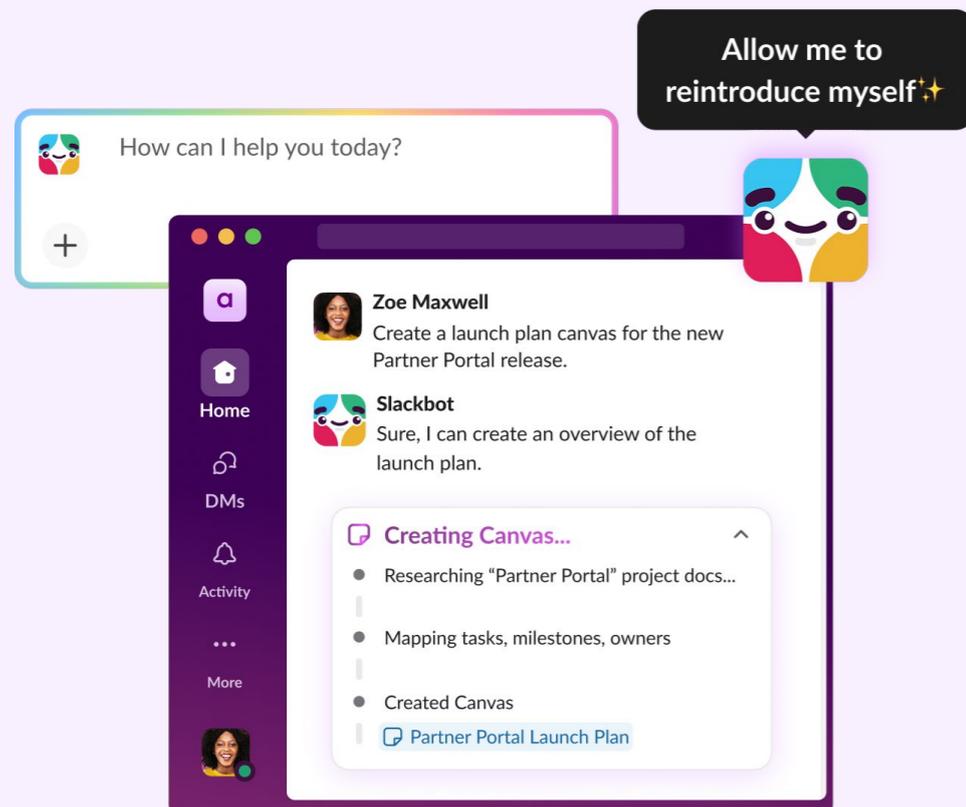
**Tap into Slackbot, your
always-on personal
agent for work**



02

Tap into Slackbot, your always-on personal agent for work

Slackbot is your personal agent that never takes a coffee break. Slackbot is built directly where you are already working, and it deeply knows your specific conversations, files, channels and people you work with.



Slackbot is:

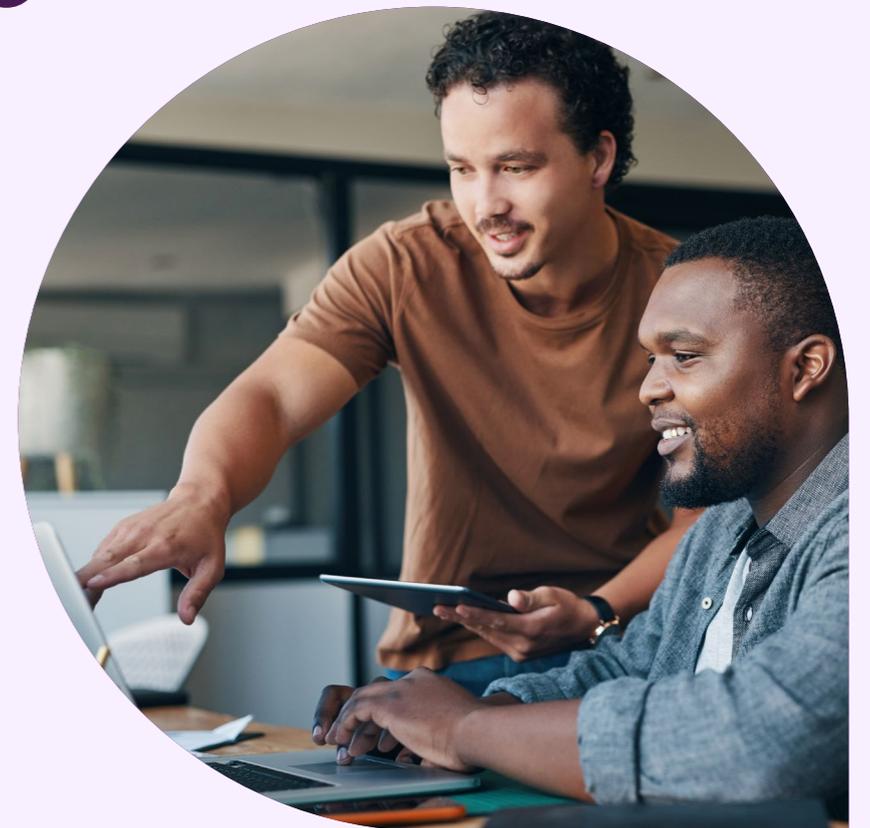
- **In the flow of work:** Slackbot lives where collaboration already happens, right inside Slack. No tab switching, no context-shifting, no extra tools to learn.
- **Contextually Relevant:** Because it understands your Slack workspace – conversations, files, people, and connected sources – Slackbot delivers answers and actions that are relevant and personalized to you.
- **Conversational:** Slackbot feels natural to interact with. You can ask questions in your own words, follow up with clarifying prompts, and keep multi-turn conversations going until you get what you need. It is approachable, pleasant to use, and gets smarter over time – more like a personalized assistant than just another tool.
- **Action oriented:** Slackbot not only retrieves information but also helps move work forward. It can create canvases, update records across systems, draft content, and guide you to the right specialized Agentforce agent when the task requires it.
- **Built for trust:** Every interaction respects Slack's enterprise security and access controls. Slackbot only surfaces information you already have permission to see, so it is both powerful and safe to use.

Slackbot helps you find answers, analyze documents, manage your calendar, draft content, take action across Slack and Salesforce and more.

[Learn about how Slackbot can help you maximize your workday here.](#)

3

**Collaborate smarter
with your teammates**



03

Collaboration in Slack feels effortless, Take back your day instead of spending it in meetings

Huddles and clips

Need quick alignment or fast feedback? Start a huddle right in Slack for impromptu discussions – audio, video, or screen share – just like walking over to a teammate’s desk. Plus, Slack’s AI note taker brings your collab session to a whole new level. It provides:

- **Key takeaways**
- **Action items for each teammate**
- **A record of who said what**

Now you can hit the ground running when the huddle ends. And if you don’t need a live meeting, record a clip instead to share updates or walkthroughs asynchronously. Everyone can watch, replay, comment, or reply when it fits their schedule.



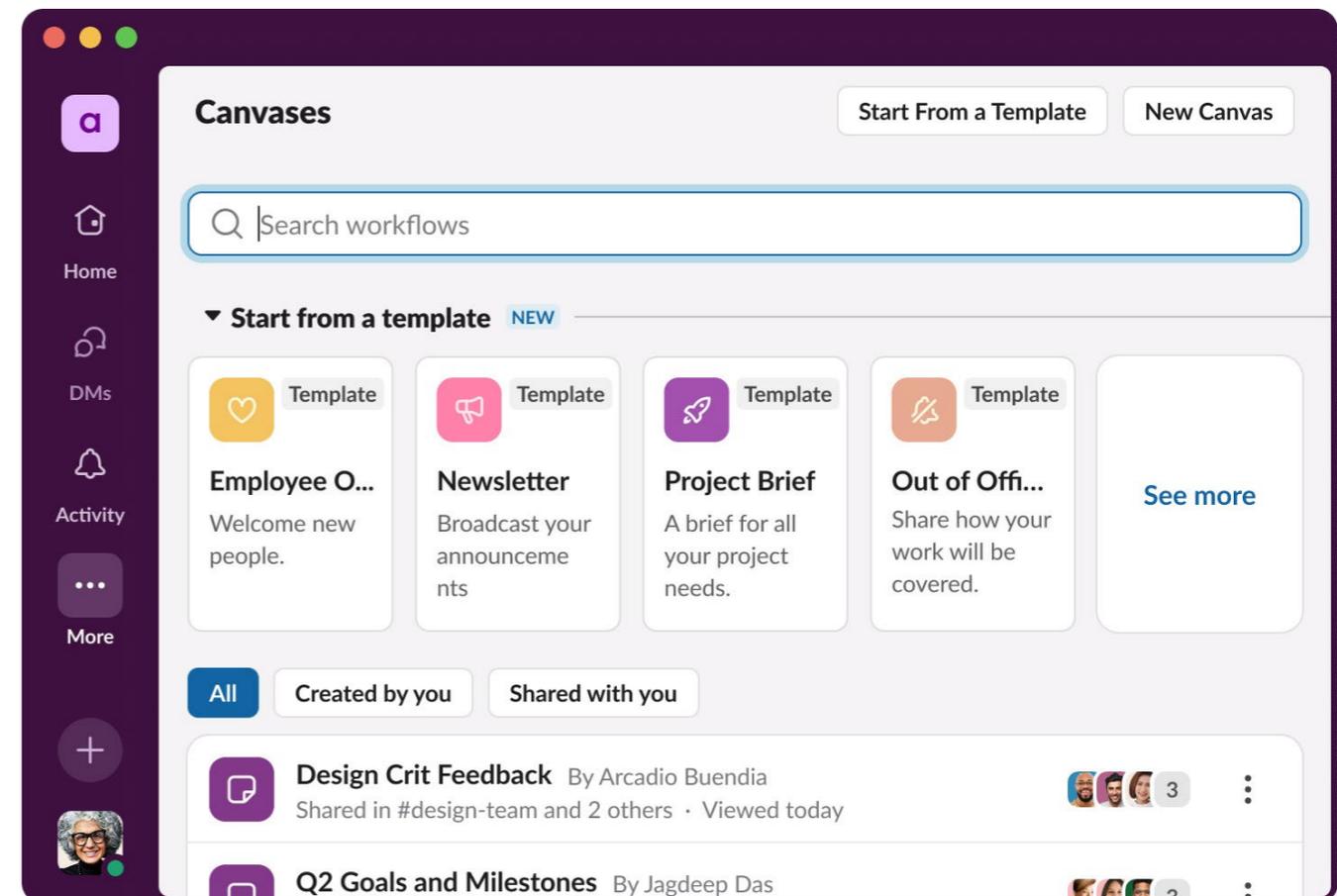
03

Canvases and lists

Canvases are your digital whiteboard that lives right inside Slack – perfect for capturing meeting notes, project plans, or briefs.

- **Turn conversations into structured docs:** Add headings, bullet lists, checklists, images, files, links – whatever you need to capture the work
- **Bring in real-time context:** Use workflows to populate a canvas with CRM details, incident reports, or account activity, so everyone joins the conversation fully informed and ready to act
- **Build a living knowledge base:** The entire team can make updates as needed – think monthly team briefings or tracking a client’s writing rules

You don’t have to build canvases from scratch either. [Use templates](#) to create one in just a few minutes. You can also pair canvases with lists to turn plans into actions. Shared to-dos make it easy to see what’s next, who’s responsible, and when it’s due.



4

**Collaborate with
customers and
vendors as easily
as your coworkers**



04

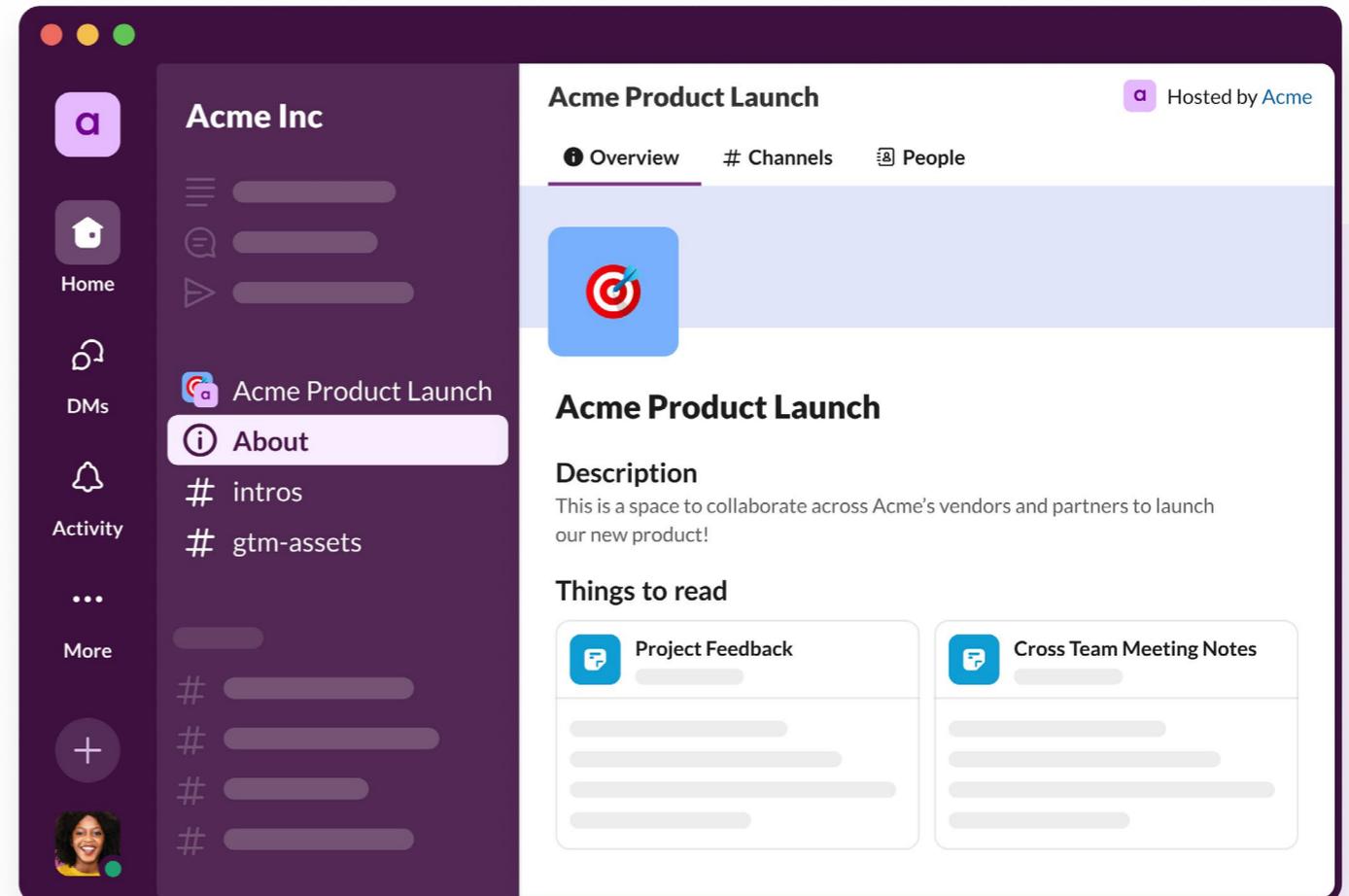
Collaborate with customers and vendors as easily as your coworkers

Whether you're launching a campaign with an agency, resolving an issue with a vendor, or closing a deal with a customer, Slack Connect makes those collaborations feel just as seamless as chatting with your teammate. It's more secure than email, and you can send messages, share files, and make decisions together in real time. [Get started with Slack Connect.](#)



“With Slack, the customer can pull in more people, we can pull in more people, and it becomes a collaborative discussion to solve a problem or answer a question.”

KAMI RACHEY
DIRECTOR OF CUSTOMER EXPERIENCE, [FASTLY](#)



5

Boost productivity with AI everywhere

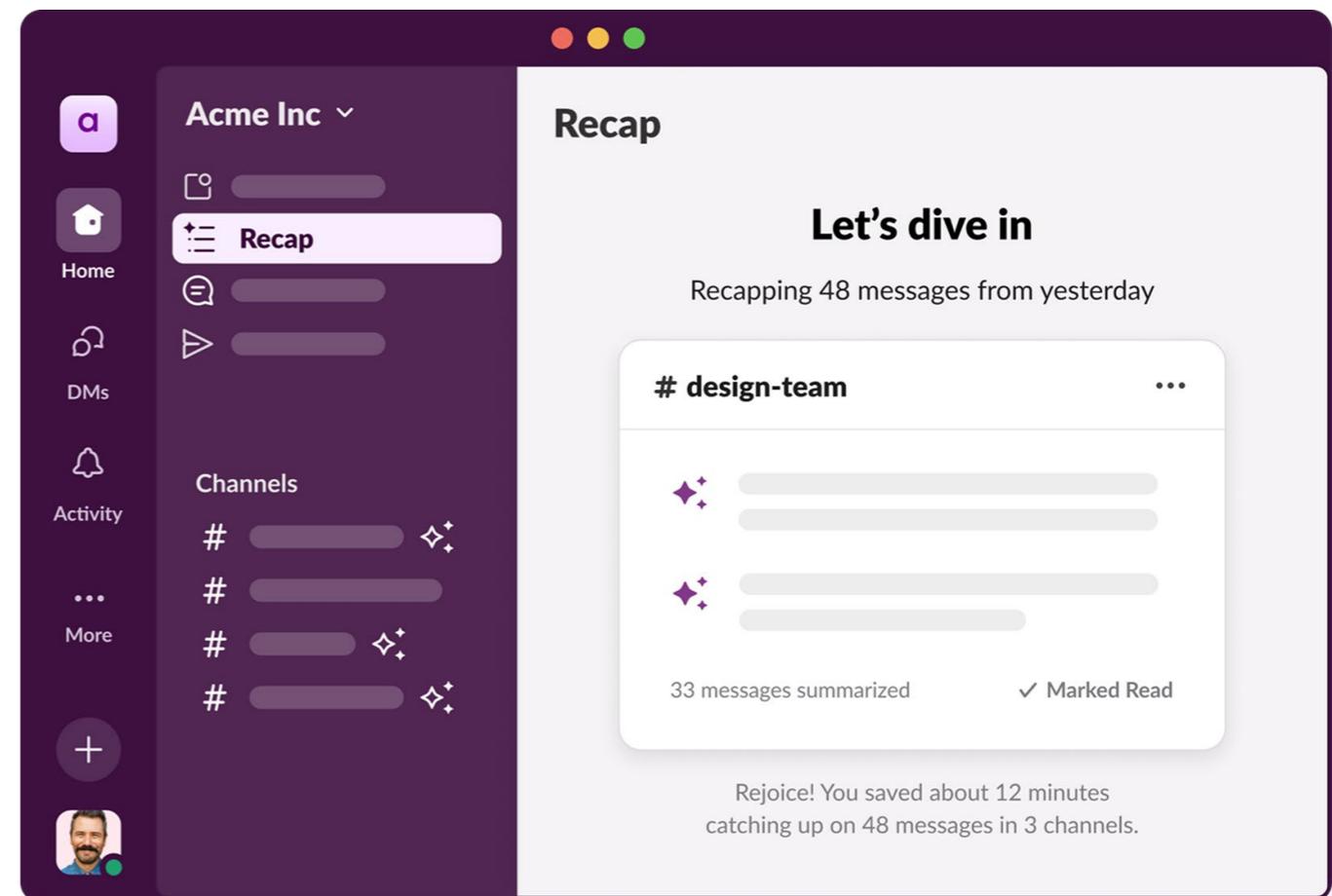


05

Boost productivity with AI everywhere

AI isn't a separate app. It's built right into Slack to make your day flow smoother and faster. Here's how to tap into it:

- **Priority Activity:**
Get an auto-generated snapshot of what matters most today. Surface your top items so you don't lose time figuring out your to-do list
- **AI Explain:**
Hover over terms or trends that don't make sense and ask Slack to explain the context – perfect for when you join a channel or get assigned to a project late
- **Profile & Thread Summaries:**
Generate a summary of conversations or a quick profile of someone in seconds. No more digging through long threads or trying to find the company directory
- **Canvas + AI:**
When you create **canvases** inside Slack, AI can help you draft content, structure documents, or refine updates – using the context of your conversation



6

**Find answers instantly
from a Channel
Expert Agent**



06

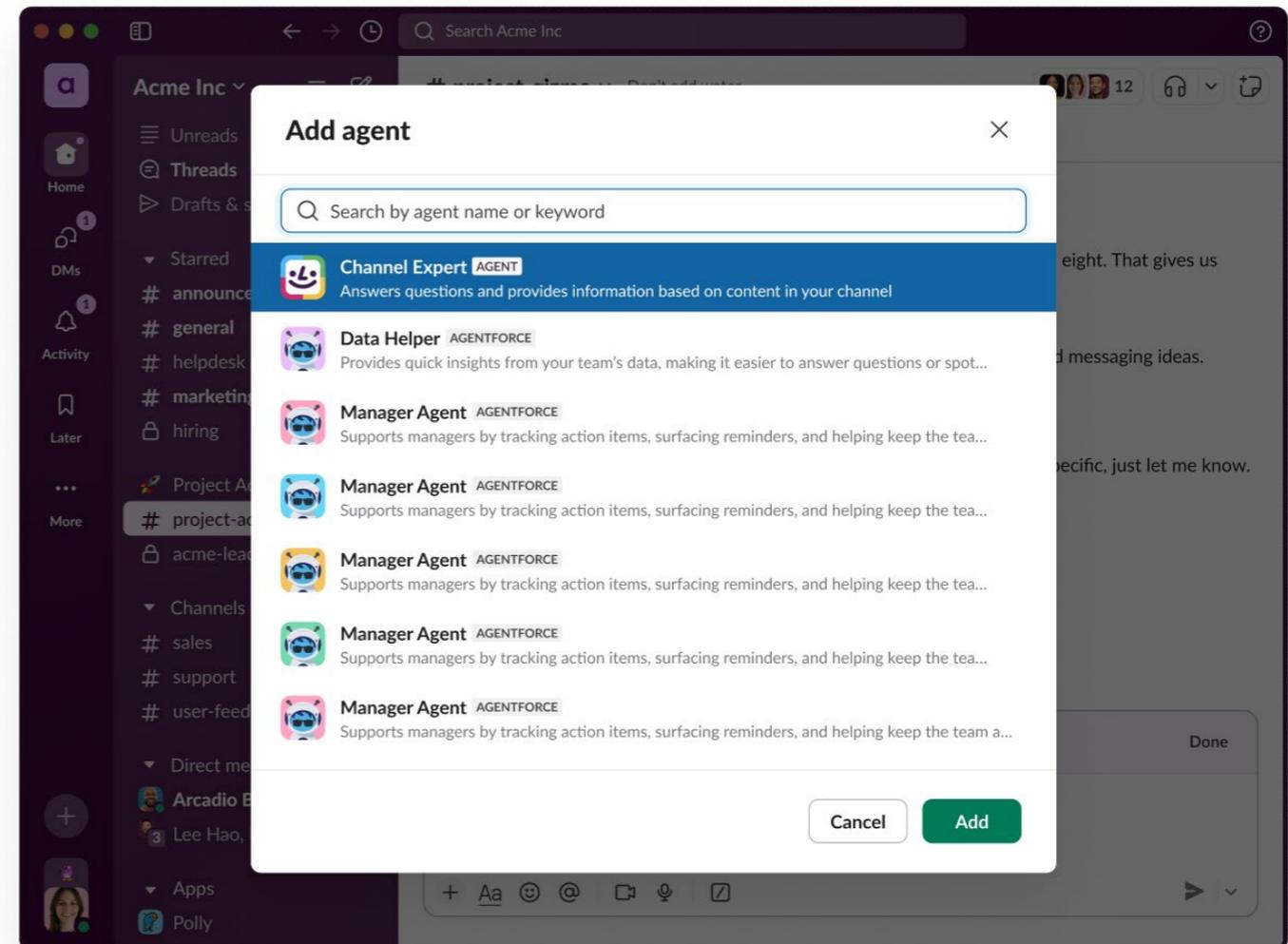
Find answers instantly from a Channel Expert Agent

You know that go-to person who knows everything about a project, client, or process? Now, Slack gives every channel its own version of that expert. Channel Expert Agent is a ready-to-use agent from Agentforce that can be deployed immediately. Channel Expert can answer questions FAQs, pulling from past conversations, files, and canvases.

Try this:

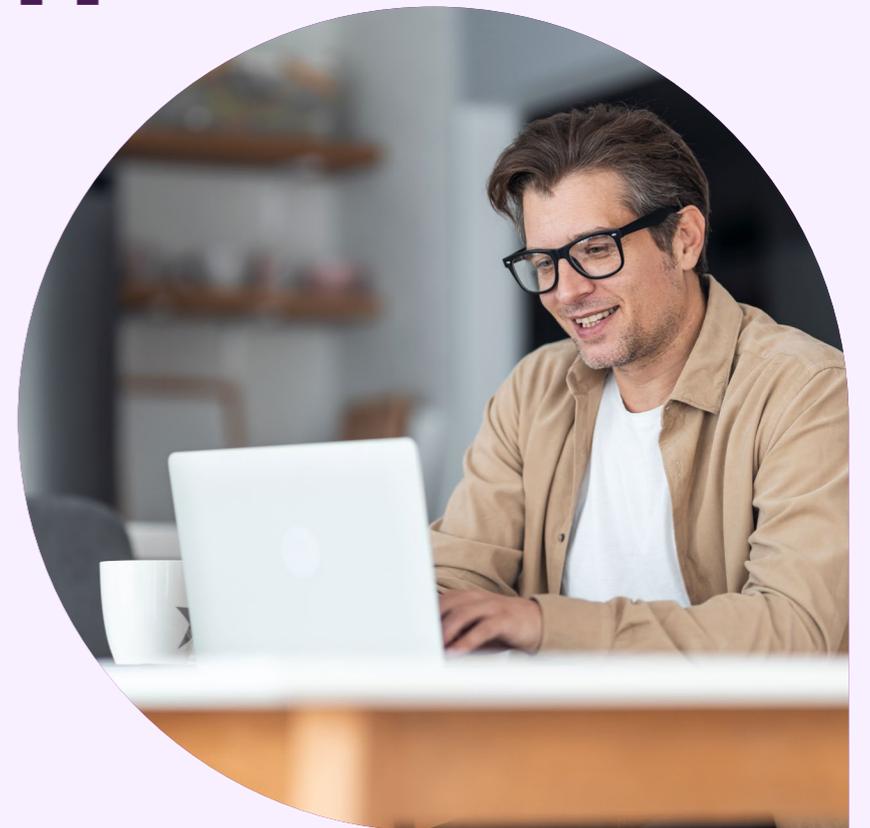
- If you're a channel manager, you can configure and launch an agent in seconds – no setup or admin support required
- @Mention an agent in any channel to ask a question or get quick context
- Use it to surface key insights, locate files, or summarize discussions in threads in seconds

[Get started launching a Channel Expert in our guide.](#)



7

**Bring digital coworkers
into every workstream**

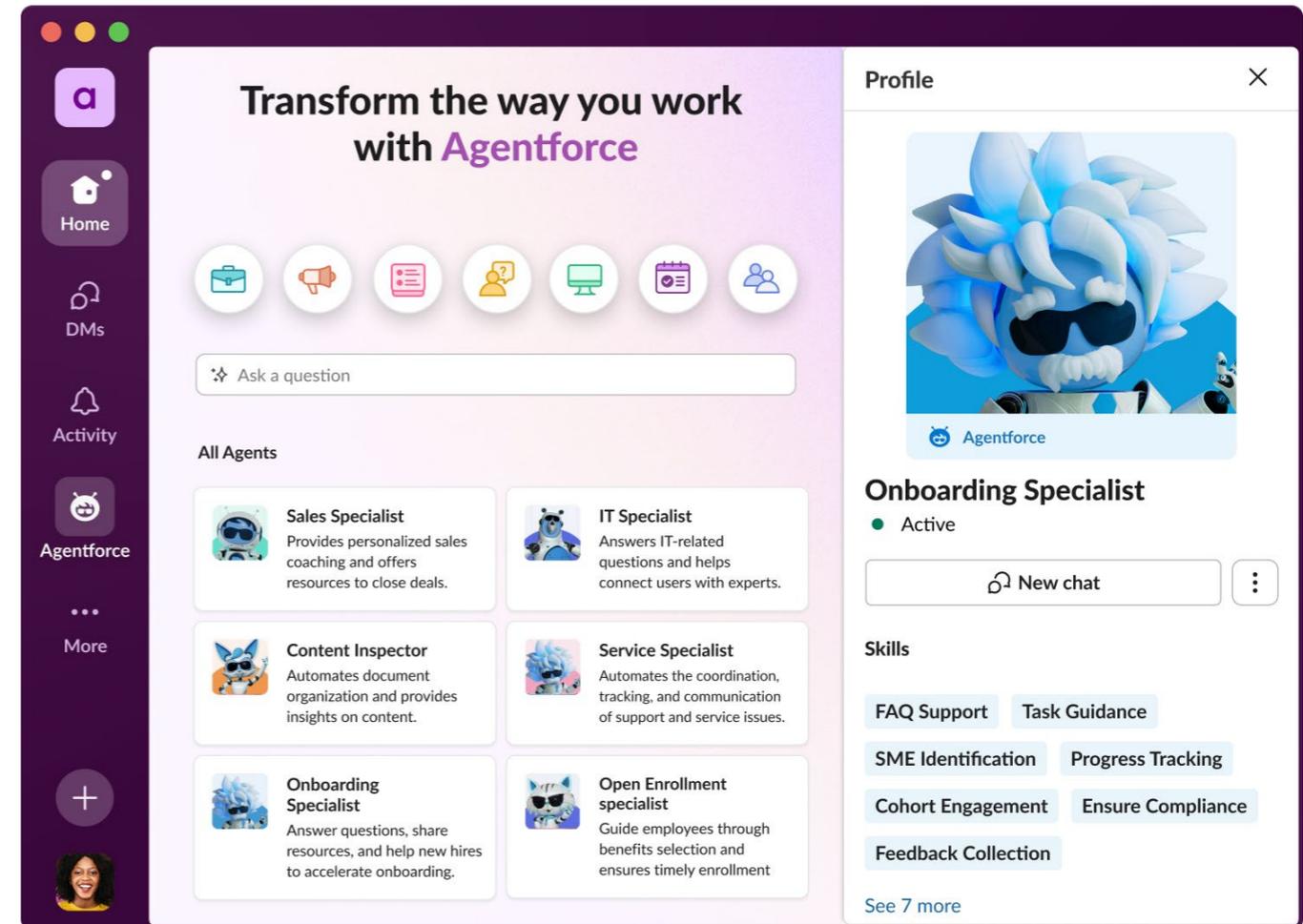


07

Bring digital coworkers into every workstream

Agentforce enables you to bring digital co-workers right into Slack to handle repetitive, everyday tasks so you can focus on strategic and creative work that moves the business forward.

- Automate everyday work:**
 Use agents to onboard new team members, triage support requests, and coordinate projects – tracking progress, flagging blockers, and surfacing updates automatically
- Explore your Agentforce Library:**
 Search the library your IT or admin teams have set up to discover approved agents, see what each one does, and use built-in prompts to get started faster
- Share smart prompts:** When you find an agent conversation or prompt that works well, share it with your teammates. It helps others learn what to ask and accelerates adoption



You go to a single, conversational interface in Slack and you can interact with humans and AI. Agents are doing the work, and we've dreamt of that for decades in computing and now we're finally seeing it."

AARON LEVIE
CEO, BOX

8

**Eliminate the toggle
tax with your favorite
tools in one place**



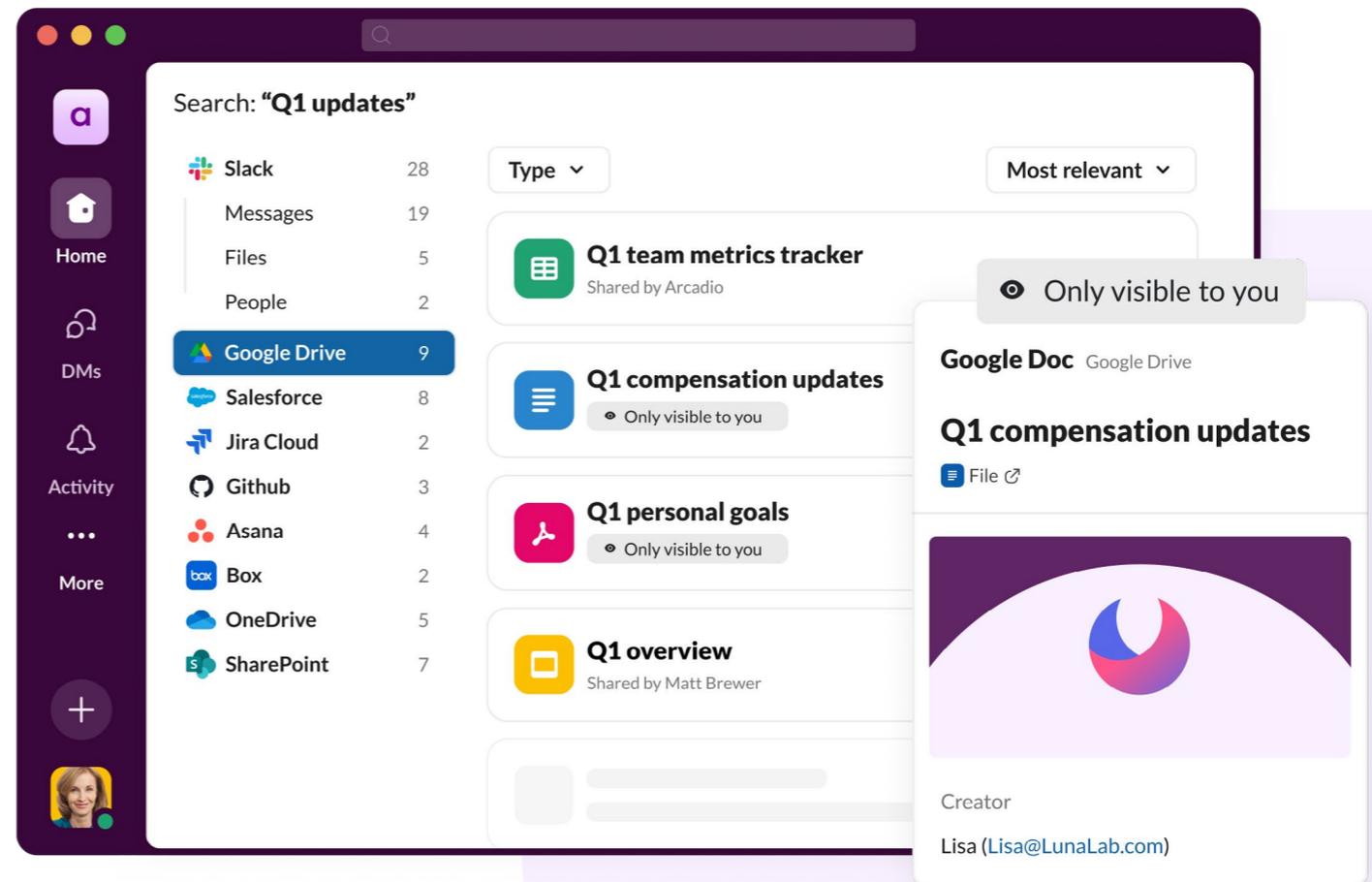
08

Eliminate the toggle tax with your favorite tools in one place

Switching between tabs breaks your focus and slows your flow. Slack eliminates that by bringing your tools together in one workspace. With more than 2,600 apps, you can connect the tools you rely on every day.

Get started by integrating the essentials, like [Google Calendar](#), [Google Drive](#), [Asana](#), and [Microsoft Teams Calls](#).

Explore the full [app library](#) to customize Slack to fit your needs.



09

**Search and find what
you need across
your organization**



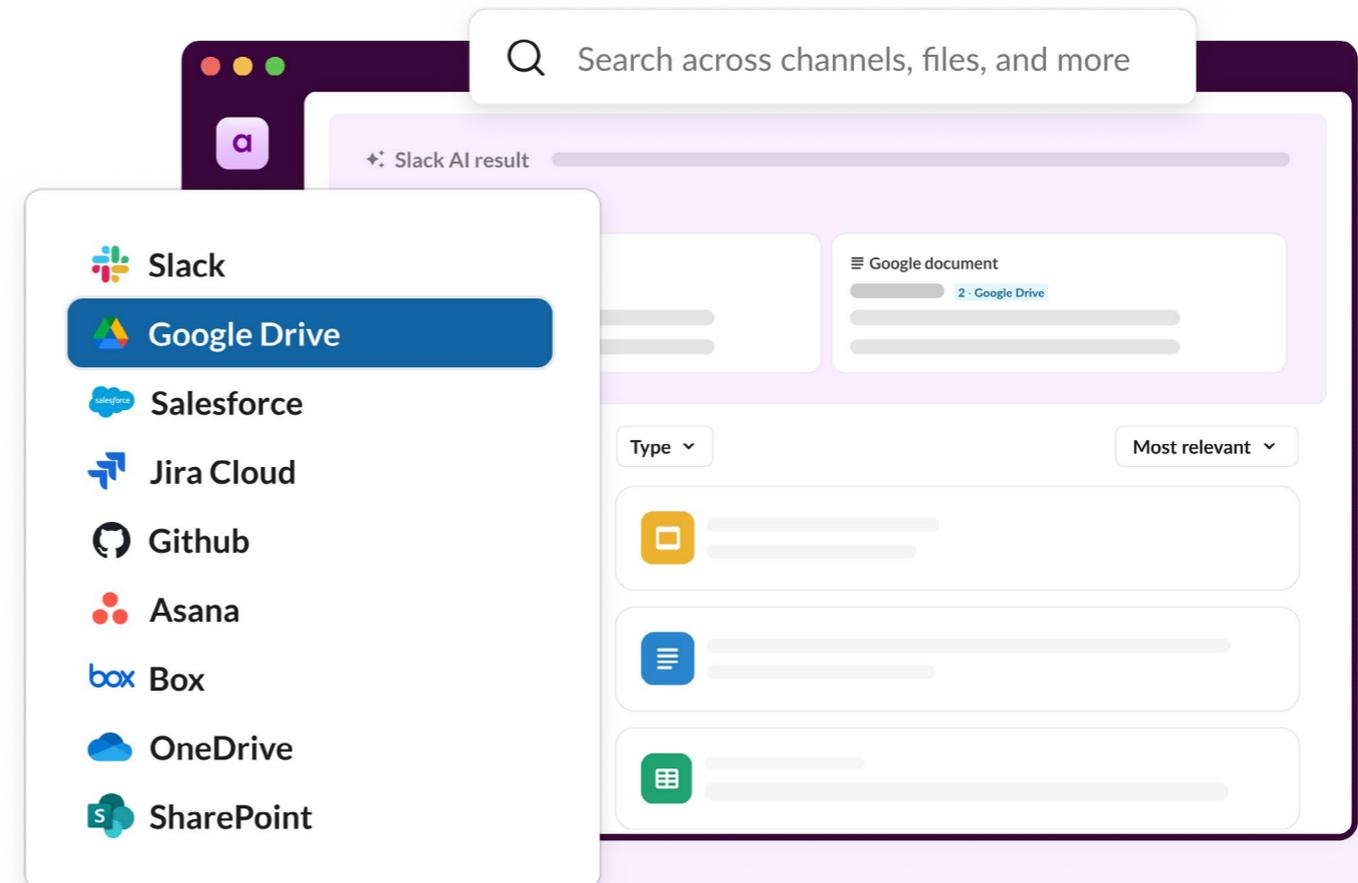
09

Search and find what you need across your organization

Enterprise Search in Slack is an intelligent search bar that surfaces results from not only your conversations but also connected apps, such as Google Drive, Box, and even Microsoft 365. Whether you're looking for a deck, a document, or a discussion, you can find it in seconds.

- Use search filters to narrow results by people, connected apps, channel, or dates to zero in fast
- Star key results or save searches to revisit important files later
- Set up VIP preferences to elevate messages and updates from your most important contacts to keep critical conversations front and center

And now, with **work objects**, you can do more than just find. You can preview, comment, and engage with files directly inside Slack.



10

**Turn repetitive steps into
seamless workflows**



10

Turn repetitive steps into seamless workflows

This is where everything comes together – automation. Developers aren't the only ones creating the best workflows. Anyone who wants to save time and simplify work can easily create one with Workflow Builder. With prompt-based workflows, you can tell Slack what you want – like “remind my team to post updates every Monday at 9:30” – and it builds it for you automatically.

- **Do nearly anything:**
Automate daily standups, onboard new teammates, route approvals, or triage incidents
- **Use conditional branching:**
Create smarter, dynamic workflows that adapt with your team's needs – no coding required. [Get started](#)
- **Connect to your favorite apps:**
Trigger actions in tools like Salesforce, Google Drive, or PagerDuty directly from Slack to keep everything in sync

The Verizon logo, featuring the word "verizon" in a lowercase, sans-serif font with a red checkmark above the "i".

Verizon uses Slack workflows to simplify processes and strengthen collaboration across departments. In help channels, emoji-triggered automations route messages to the right queue or surface knowledge base articles instantly, while standardized response templates ensure every customer gets the same high-quality answer. Verizon's even automated user provisioning, with Slack pinging managers for approvals and automatically initiating backend requests.



Slack is not just a chat app – it's where our engineering, support teams, and even leadership align.

We use it to solve incidents faster, keep communication transparent, and frankly, make work more human.”

SCOTT PATTON
PRINCIPAL ENGINEERING CONSULTANT, VERIZON



Recap: Transform your work

Let's recap the 10 powerful ways you can make your work life better with all of Slack's intelligent features.

By embracing these capabilities, you can:

- Cut through the noise and focus on what matters most each day
- Simplify your workflows and spend less time managing tools
- Automate repetitive tasks so you can focus on strategic work
- Stay connected and informed without constant meeting fatigue

01

Ground every conversation in open and connected Slack channels, which are searchable and discoverable making context accessible for everyone.

02

Accelerate your work with your personalized agent, Slackbot

03

Work smarter and accelerate collaboration with your teammates using huddles, clips, canvases, and lists

04

Securely collaborate and share files with customers and vendors with Slack Connect

05

Boost productivity with AI, embedded everywhere you already work

06

Find answers, right when you need them, with Channel Expert Agent

07

Bring digital co-workers into every workstream with Agentforce in Slack

08

Integrate your favorite tools and apps using Slack Marketplace

09

Search and interact with your files, without ever leaving Slack, with Enterprise Search and work objects

10

Eliminate repetitive steps and create seamless workflows with Workflow Builder



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