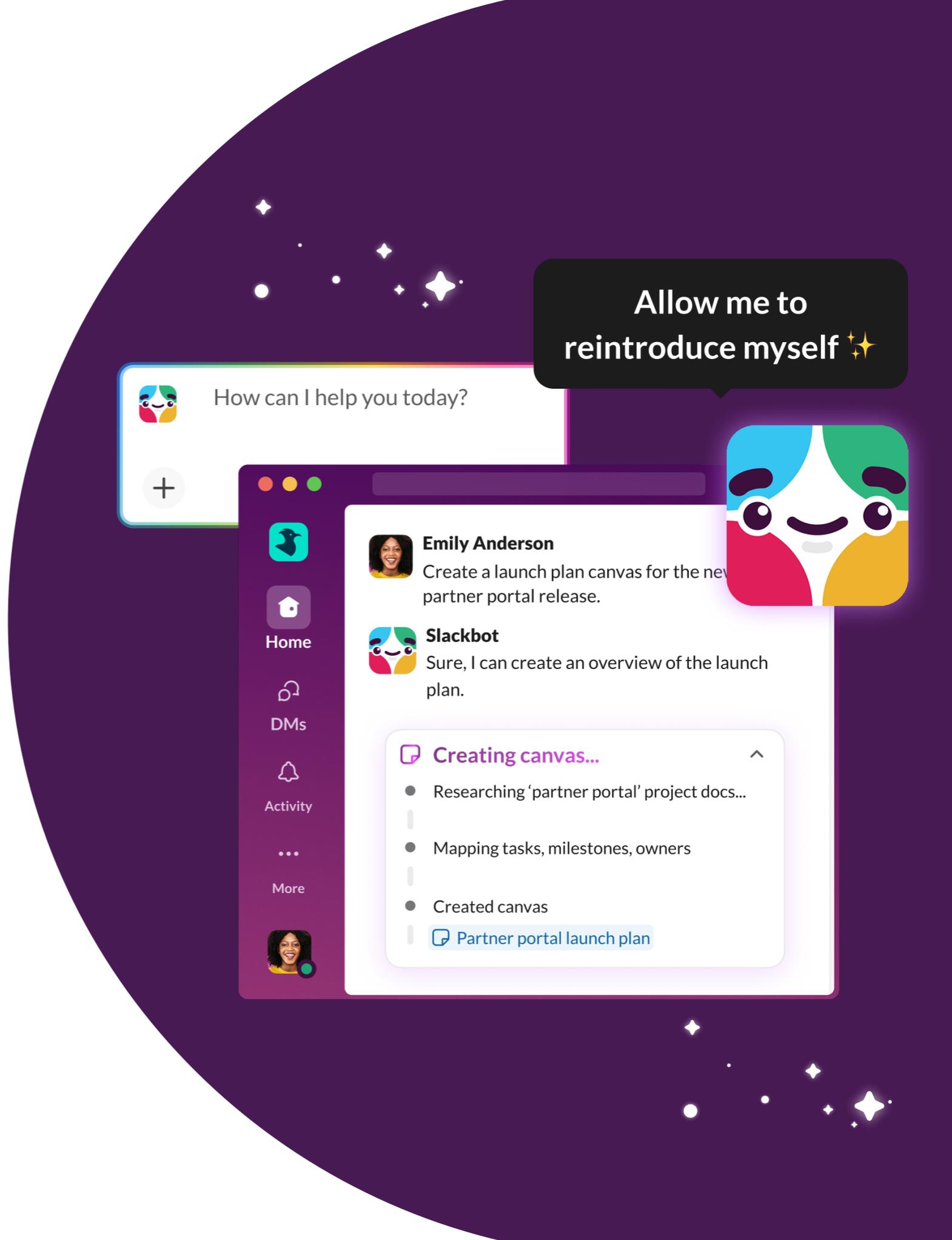




# Ten ways that teams move faster and work smarter with Slackbot

Get to know the new Slackbot, your personal AI agent for work in Slack



# Contents

<b>From scattered work to connected context</b> .....	03
<b>What is Slackbot?</b> .....	06
<b>Where Slackbot shows up in your day</b> .....	09
<b>Ten ways that Slackbot and AI in Slack help teams to move faster and work smarter</b> .	15
1. Give every employee a trusted, context-aware personal agent for work .....	16
2. Start every day and every meeting with clear priorities .....	17
3. Turn scattered conversations into customer-ready insights .....	18
4. Help service teams to spot trends, resolve cases faster and protect customer relationships .....	19
5. Build go-to-market launch plans from institutional knowledge .....	20
6. Keep cross-functional projects aligned .....	21
7. Help engineering teams to understand incidents faster and keep work moving ..	22
8. Give IT teams a clearer view of trends, issues and optimisation opportunities . . . .	23
9. Prepare for executive meetings in minutes .....	24
10. Help managers to understand their teams, prepare for conversations and support people more effectively .....	25
<b>What this means for your team</b> .....	26

1

# From scattered work to connected context



Here at Slack, we see something happening across every industry: Teams are working harder than ever, but on top of foundations that can't keep up.

The old way of patching together tools, digging through channels and rebuilding context again and again is like putting duct tape on a cracked foundation. Most employees feel it every day. Their work is spread across apps and tabs, and they spend a surprising amount of time on manual, repetitive tasks. And when people switch between tools all day long, [productivity drops by as much as 40%](#). This fragmentation shows up as repetitive work, slow handoffs and too much prep time before meetings.

It's time for a different approach. One grounded in how work actually happens now, and that removes friction instead of adding to it.

At Slack, we're reshaping that foundation around a simple idea: **Your conversations, your tools, your data and your agents should work together in one conversational interface.** When teams can stay in flow and move faster with clarity, they unlock capacity for the kind of high-leverage work that drives meaningful results.

With [AI in Slack](#) and a completely rebuilt [Slackbot](#), you can ask for what you need in your own words – and Slack takes it from there. Slack becomes the place where teammates and agents work side by side, where context travels with you and where the experience stays familiar, mobile-first and natural. By accelerating employee productivity at the individual and team level, organisations gain a powerful new lever for scaling impact and fuelling the next stage of business growth.

Productivity drops by as much as  
**40%** when switching between tools.

# Slackbot 101

## WHAT IS IT?

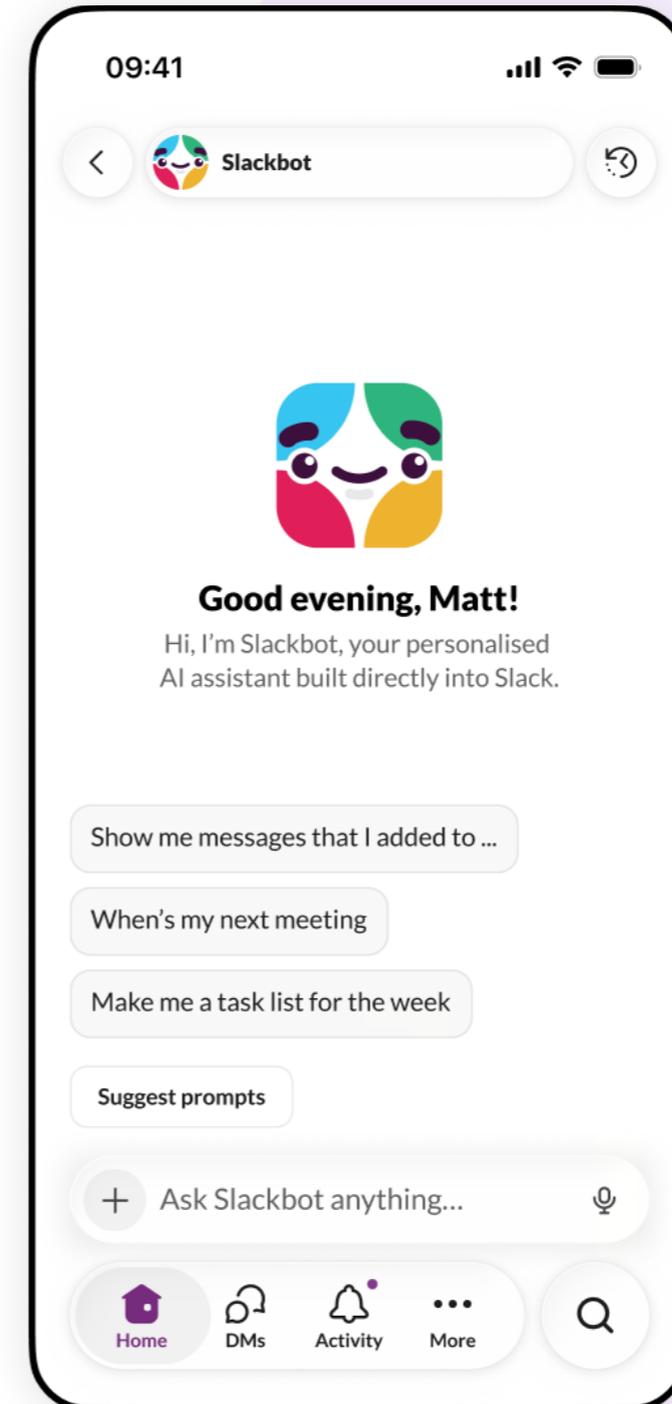
Slackbot is a personal agent for work inside Slack that understands your conversations, files, projects and contacts. It adapts to your preferences and works side by side with you to help you search, organise, draft and problem-solve in the flow of work – enabling you to work more productively. No set-up required.

## WHY IT MATTERS

Slackbot helps you to stay focused and get things done without jumping between apps. Get tailored support that takes work off your plate. Boost productivity with a personal agent for work that actually gets you.

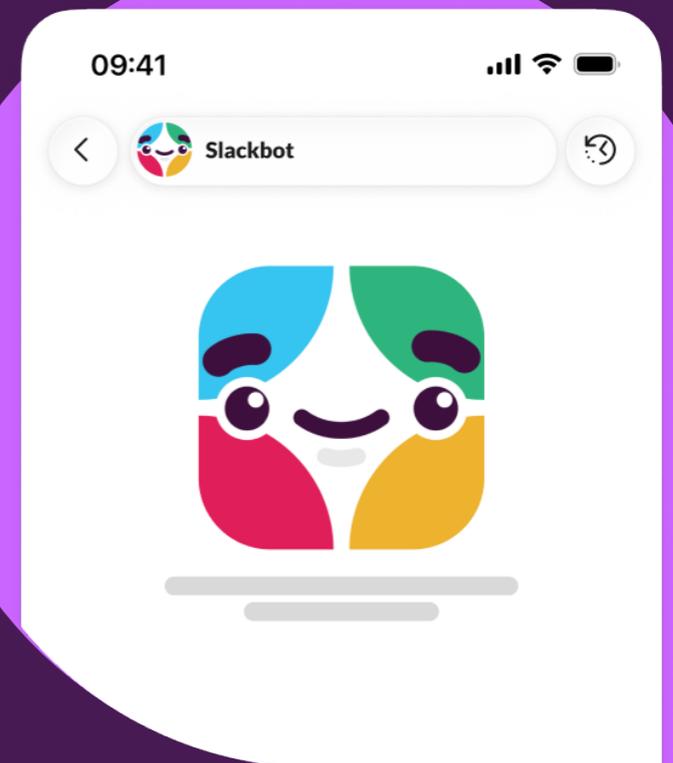
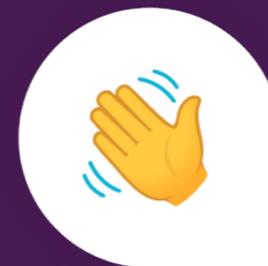
## WHY IT'S DIFFERENT

Slackbot is Slack-native, context-aware, action-oriented and secure, combining search, content creation, reminders and personalisation in one trusted place where work already happens. Unlike other generic chatbots, Slackbot knows you and your work, so responses feel deeply unique and the outputs reflect your tone and voice.



# 2

## What is Slackbot?



Slack believes that AI should feel natural: not bolted on, not disruptive and never something that you have to 'learn' before you can benefit from it. That's why we've woven AI into the conversations, [canvases](#), [channels](#) and shared files where you already work in Slack. As [Agentforce](#) opened the door to bringing people and agents together, Slackbot extends that vision to the individual.

Slackbot is your personal, always-present agent for work in Slack. It works in the background of your day, understands the flow of your work and surfaces the context that you need at the moment you need it. Slackbot can see across conversations that you have access to, join dots that would otherwise stay buried and help you to move from question to action without switching tools.

It adapts to how you work. It pays attention to your patterns, the tone that you prefer and the types of tasks that you tend to handle. The result is support that feels familiar – like an AI helper that can summarise, prepare, draft, search, organise and guide without asking you to change your habits.

Most importantly, Slackbot reduces the effort required to get to the next step. You don't need special prompts or technical skills. You just ask, and Slackbot takes it from there.

'Slackbot is my brilliant colleague whose status is always green/available and is working right next to me in Slack. Instead of switching between multiple applications and windows and losing my train of thought, I can ask Slackbot questions, have it conduct research and create content without ever leaving Slack/the place I am working all day. It's transformed how efficiently I move through my day – no context switching, no friction.'

CHRISTINE MCHONE  
GLOBAL ENTERPRISE TMT LEADER  
SLALOM

The Slalom logo is displayed in a white rounded rectangle. The word "slalom" is written in a lowercase, blue, sans-serif font.

And it does all of this within Slack's trusted security foundation, so teams can confidently adopt AI at scale. When engaging with Slackbot, the responses are only visible to you, no one else, and Slackbot can only see the data that you're permitted to access. Slack AI guardrails strengthen that foundation with an enterprise-grade safety and security framework that protects the integrity of every AI-powered feature, applying rigorous safeguards to mitigate harm, protect privacy and maintain customer trust. When you use Slack AI and Slackbot, your data isn't stored or used to train large language models.

Slackbot removes the friction between where you are and what you need to do next. Together with native AI features and the growing ecosystem of agents inside Slack, Slackbot helps to create an environment where individuals, teams and whole organisations can work with more clarity and less interruption, all in the flow of work.

This guide walks through ten concrete ways Slackbot and AI in Slack can help your teams to move faster and work smarter.



**Slackbot**

Let's see what's on your plate!



**Searching your permissioned  
files and messages**

# 3

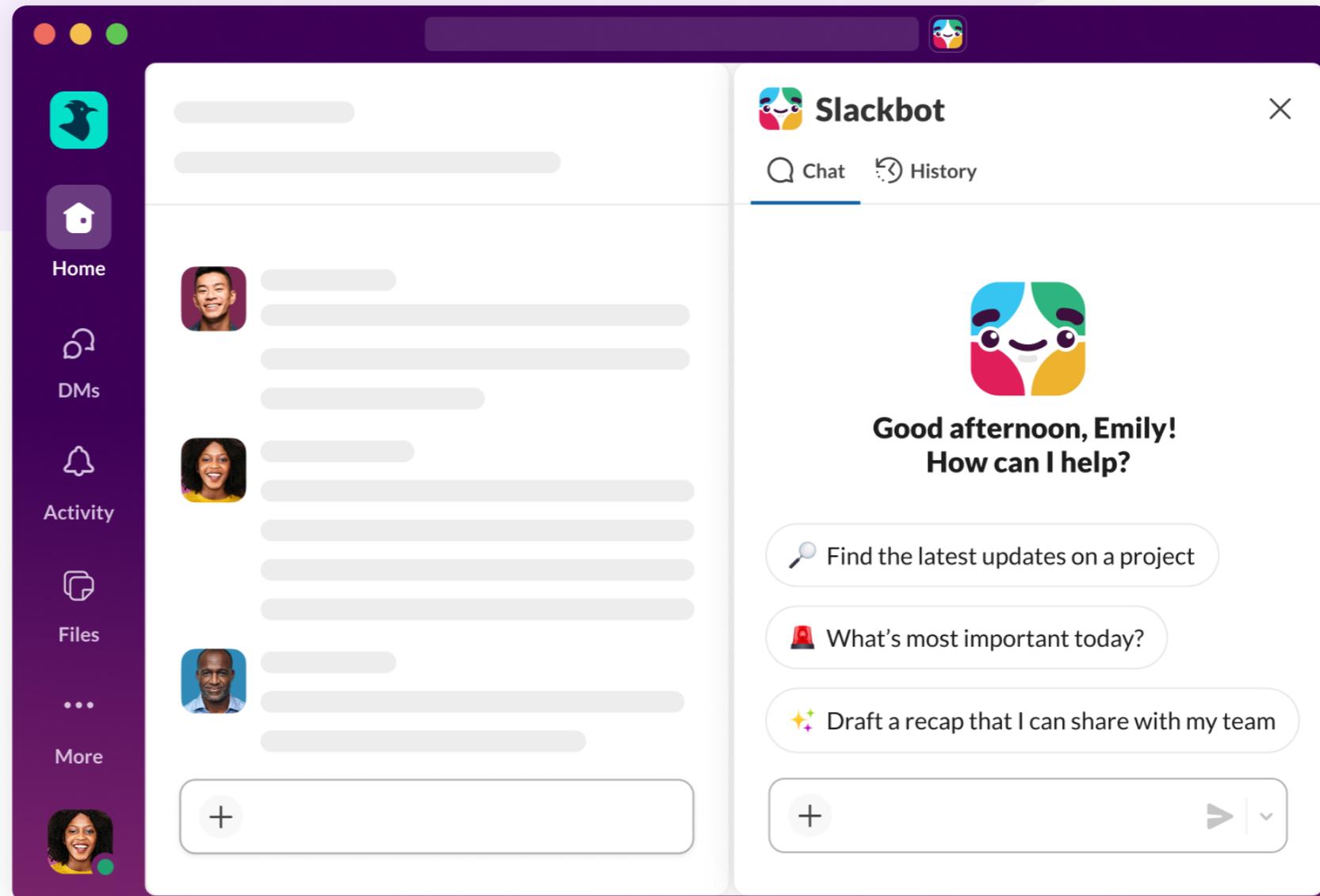
## Where Slackbot shows up in your day

We designed Slackbot to be easy to find and even easier to use. You don't have to change the way that you work to engage: Slackbot shows up directly where you already are.



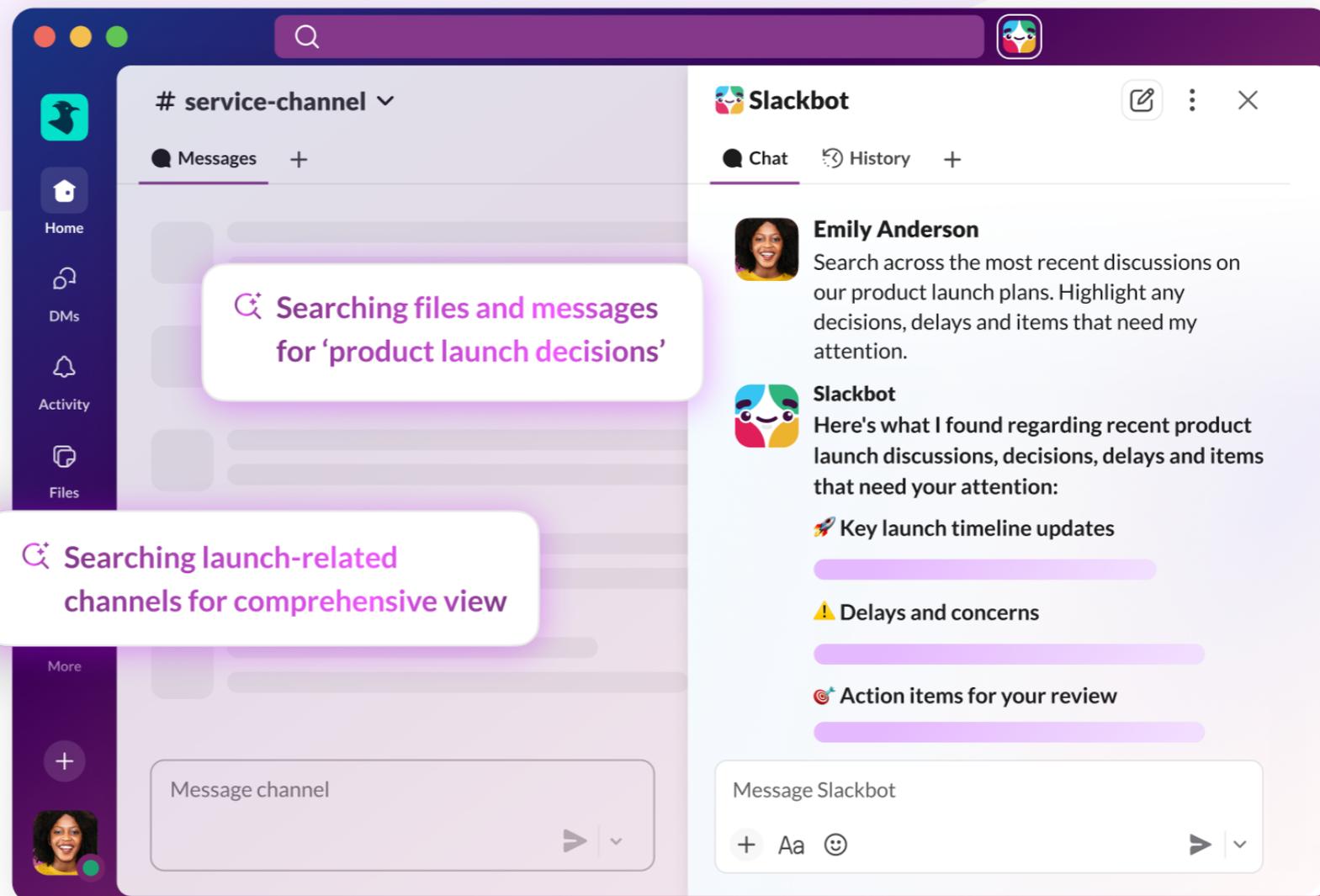
## In the sidebar

Slackbot lives in your sidebar, ready whenever you want to start a conversation, check on a project or ask a quick question. Think of it as a dedicated space where you can ask for anything in your own words.



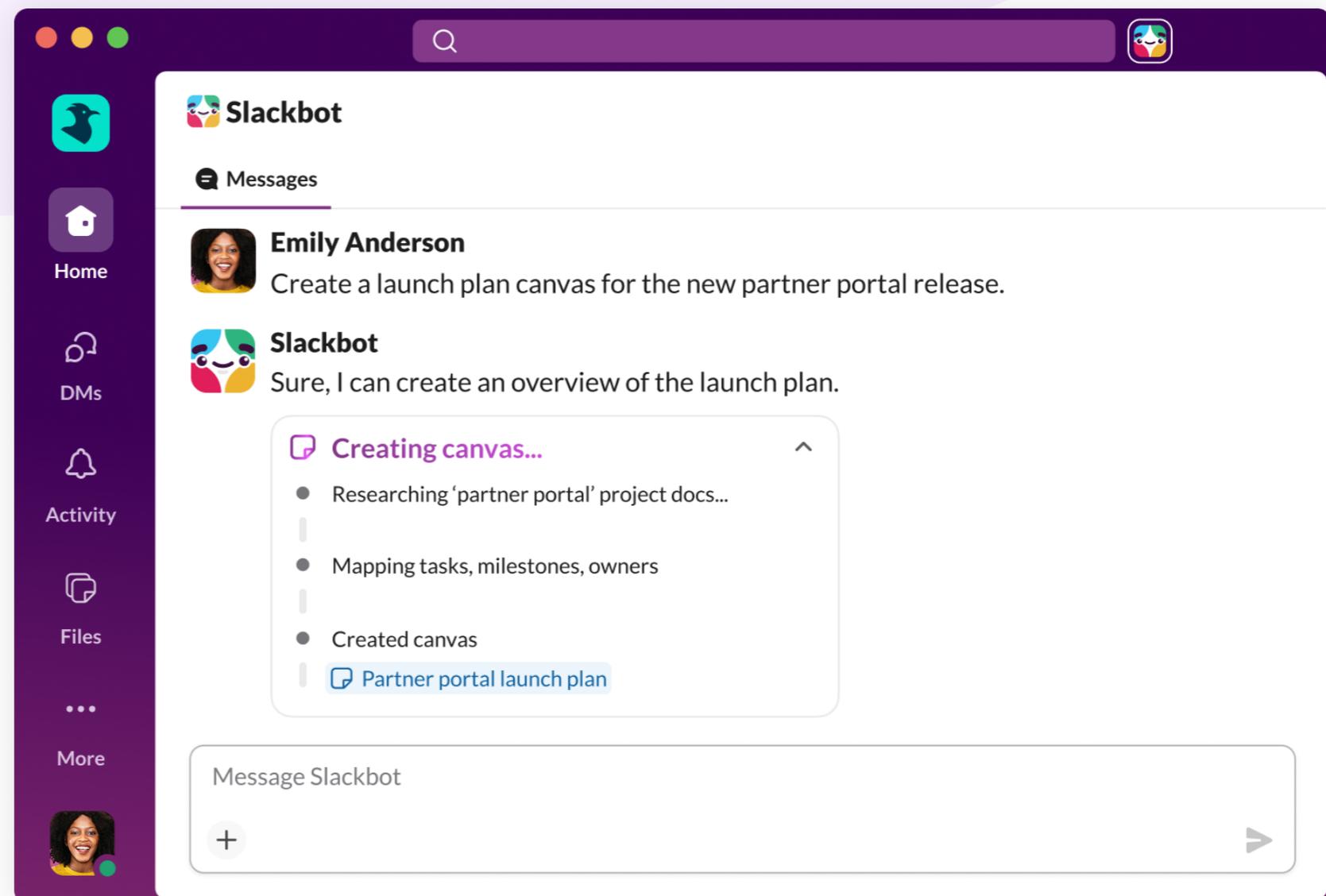
## Inside channels

When you're working in a channel, Slackbot understands the context around you. If you open a canvas that it created, Slackbot will notice and offer follow-up prompts that help you to refine it, ask new questions or pull in more information.



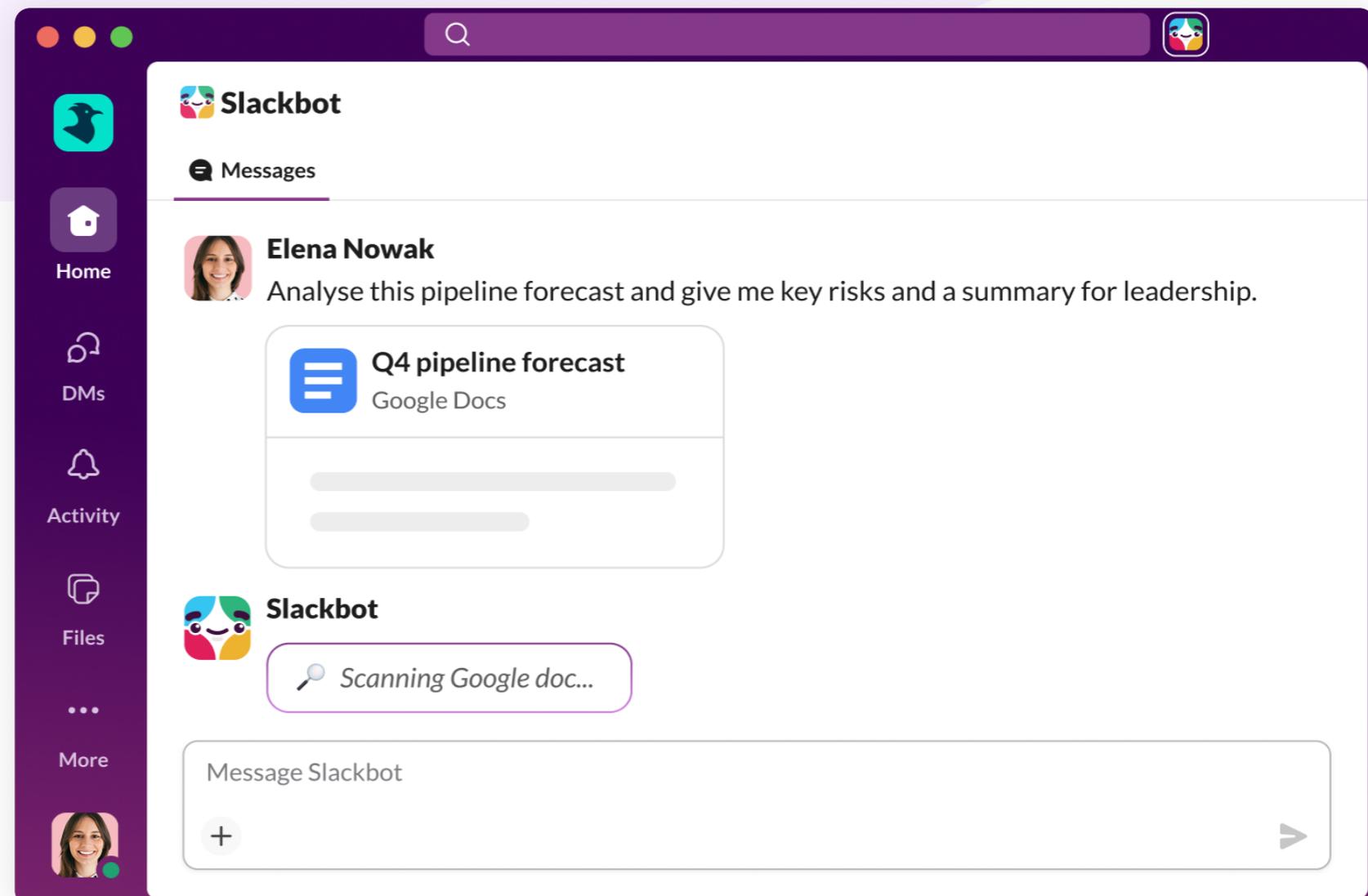
## In canvases

Slackbot can create and update canvases for you, whether that's a project brief, a recap, a meeting agenda or a launch plan. Once a canvas is open, Slackbot stays available in the split view so that you can work side by side.



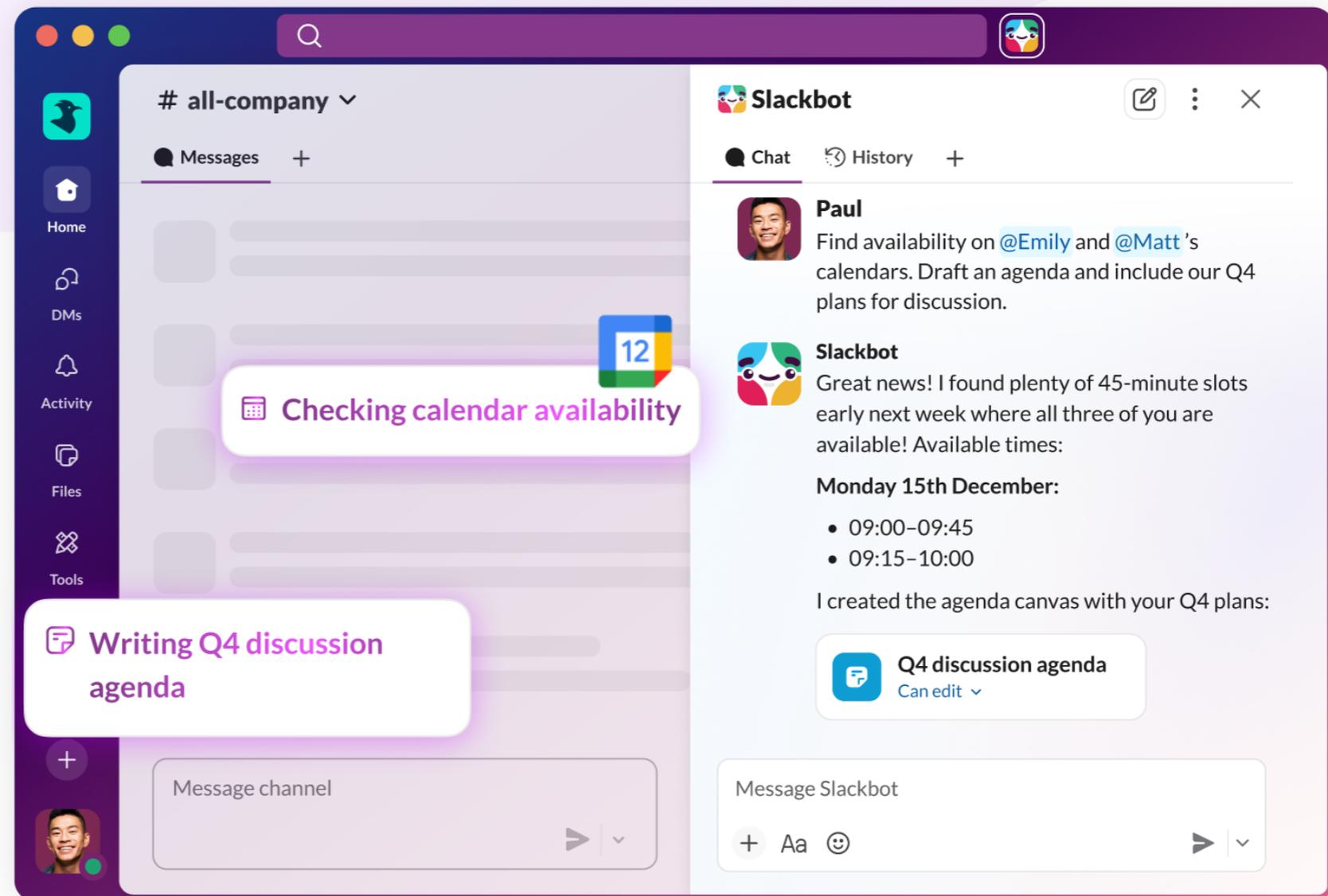
## In your composer

When a message or document sparks a new question, you can ask Slackbot directly from the composer. It can summarise content, explain jargon or draft a follow-up in the moment, without interrupting your workflow.



## Across your tools

Slackbot isn't limited to what you see on screen. It uses the channels, messages, files and connected tools that you already work with, so you can ask for what you need and Slackbot will pull the right context together.



# 4

**Ten ways Slackbot helps teams to move faster and work smarter**



# Give every employee a trusted, context-aware personal agent for work

## Before

AI assistants were static, disconnected and lacked the context needed to be effective. AI assistants didn't adapt and learn, and poor user experiences caused users to abandon those tools.

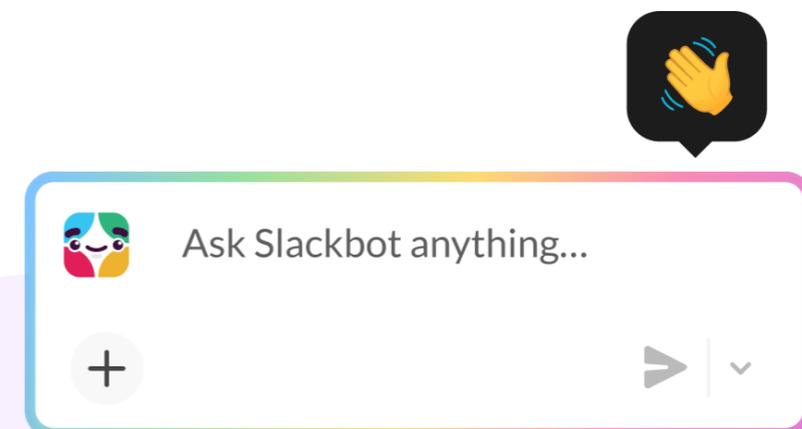
## After, with Slackbot

Built-in context makes Slackbot more accurate, relevant and more useful in taking action to get real work done because it instantly understands you and your work. Over time, it adapts to your preferences and communication style, so the help that you receive feels personal, relevant and grounded in reality.

Slackbot has been rebuilt and grounded in your conversations, files and workflows. It draws from your messages, files and calendar events across Slack and connected systems, and delivers answers and actions specific to your context.

### Key principles:

- **It lives in the flow of work.** Slackbot sits inside the conversations and canvases that you already use, so you don't have to switch tools or break focus to keep moving work forwards.
- **It works with your real context.** Because Slackbot understands the channels, files and connected apps in your workspace, it delivers responses that reflect the work you're doing, not a generic guess.
- **It's easy to talk to.** You can ask questions in your own words, refine them as you go, and carry a conversation from start to finish. Slackbot keeps pace and stays helpful the whole way.
- **It keeps things moving.** Slackbot doesn't just surface information. It can create a canvas, outline a plan, draft a message, set a reminder or hand off to the right colleague.
- **It's built on trust and control.** Slackbot follows Slack's enterprise security model. It only uses information that you already have access to, keeping your work secure while still giving you powerful assistance.



# Start every day and every meeting with clear priorities

Slackbot can act as a morning control centre. Because it draws from your messages, files and calendar events across Slack and connected systems, such as Google Drive, Salesforce and OneDrive, it can assemble what matters most into one view: your meetings, urgent messages and open tasks.

## You might ask:

- ‘What are my priorities today?’
- ‘Summarise the account review in a canvas for my next customer meeting.’

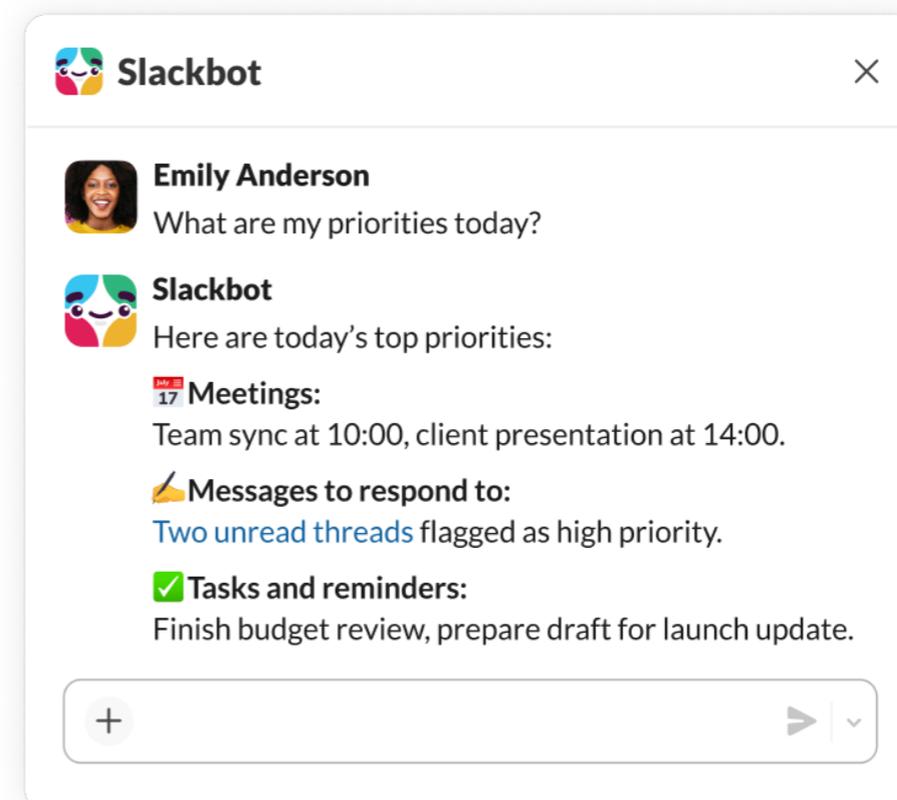
Slackbot pulls the latest updates and content into a single briefing canvas so that you can walk into a conversation prepared instead of digging through channels and docs.

## Before

A sales leader spent 30–60 minutes before key meetings hunting through threads, slides and call notes to understand the story and align on talking points.

## After, with Slackbot

A Salesforce account executive now asks Slackbot to summarise the history of a customer channel, including canvases and Google Slides decks, and to highlight priorities, challenges, and how Salesforce and Slack are being positioned. Slackbot returns a neat summary in seconds that can be shared with a peer who is building the executive narrative.



## Turn scattered conversations into customer-ready insights

Customer conversations live in many places: huddle transcripts, call recordings, channels and shared files. Slackbot analyses this content and pulls out themes, pain points and next steps.

### Example prompts:

- ‘Summarise yesterday’s discovery call with this customer and highlight pain points, budget signals and action items.’
- ‘Summarise discussions about the new pricing model from #sales-strategy and #finance.’

Slackbot searches across channels and canvases, then compiles updates, flags decisions and surfaces open questions. That way, teams start meetings with a shared understanding instead of spending the first 15 minutes rehashing what already happened.

### Before

An account team preparing for an executive session had months of context locked in one channel: messages, a leadership deck and feedback threads. A senior seller brought in to help had to scroll through the channel to piece together the story.

### After, with Slackbot

The account executive asked Slackbot to analyse the channel history, canvases and slides, then explain:

- How the overall Salesforce solution was being positioned
- Where Slack created additional value
- The customer’s priorities and challenges

Slackbot produced a clear summary that the seller could immediately share back, impressing their colleague with the speed and depth of the response.

‘Slackbot behaves like my own personal Slack assistant. It’s like having a knowledgeable intern injected with AI at my fingertips. Slackbot is able to brainstorm, create Slack documentation and reference all my conversations in Slack to help me work faster, smarter and more effectively.’

MIKE WILDAY  
MANAGER OF LEARNING TECHNOLOGY SOLUTIONS  
LOS ANGELES PACIFIC UNIVERSITY



# Help service teams to spot trends, resolve cases faster and protect customer relationships

Service teams deal with a constant stream of customer questions, technical issues and escalations, with details that live across support channels, case threads and past conversations. Slackbot pulls those pieces together so that service reps can quickly understand what's happening, recognise patterns early and walk into customer interactions fully prepared.

## Before

Support reps sifted through individual cases to look for similarities, scanned multiple channels to understand account history, and relied on memory or manual searches to prepare for high-stakes calls. When several customers reported the same issue at once, it could take time to figure out what they had in common or whether the problem was spreading.

## After, with Slackbot

Slackbot can:

- Review recent support cases, surface recurring issues and highlight shared details such as set-up, devices or reported behaviour
- Assemble complete customer context before a call – including account value, support history and key contacts – so reps enter the conversation with a clear picture of what has happened and what matters most
- Draft explanations for escalations in plain language and help to craft a thoughtful response based on the latest technical discussions

What used to require manual digging and cross-checking becomes a clearer, more confident workflow inside Slack, helping service teams to act quickly, reduce resolution time and maintain trust.

# Build go-to-market launch plans from institutional knowledge

Launching a new product or feature usually means rounding up information from everywhere: product discussions, research notes, design feedback, pilot insights and sales conversations. Slackbot pulls that scattered work into one clear starting point so that teams can move faster and stay aligned.

## Before

Teams dug through multiple channels, searched old docs, asked around for the latest positioning and manually pieced together insights from product, design, research and sales. Creating a launch plan meant stitching together drafts from various people and scheduling meetings one by one to get alignment.

## After, with Slackbot

Slackbot can search the channels that you point it to, gather relevant details and outline a launch plan grounded in your organisation's own history. It surfaces key findings, competitive themes and prior positioning work, then organises everything into a canvas with an executive summary and a clear structure that the team can edit together.

When you're ready to move things forwards, you can ask Slackbot to find time with key stakeholders, check their calendars and add a recommended agenda directly into the same canvas.

What used to require hours of collecting, rewriting and coordinating is now a single, continuous flow inside Slack.

# Keep cross-functional projects aligned

Cross-functional projects often span multiple channels, tools and time zones. Slackbot helps you to keep teams aligned to ensure that work stays in sync.

## Slackbot can:

- Summarise channels and long threads so that stakeholders can catch up quickly
- Create project briefs and meeting agendas directly in canvases
- Extract action items and decisions from documents and transcripts

## Before a pricing review, you might ask Slackbot:

- ‘Summarise recent conversations about the new pricing model from **#sales-strategy** and **#finance**, including key decisions and open questions.’

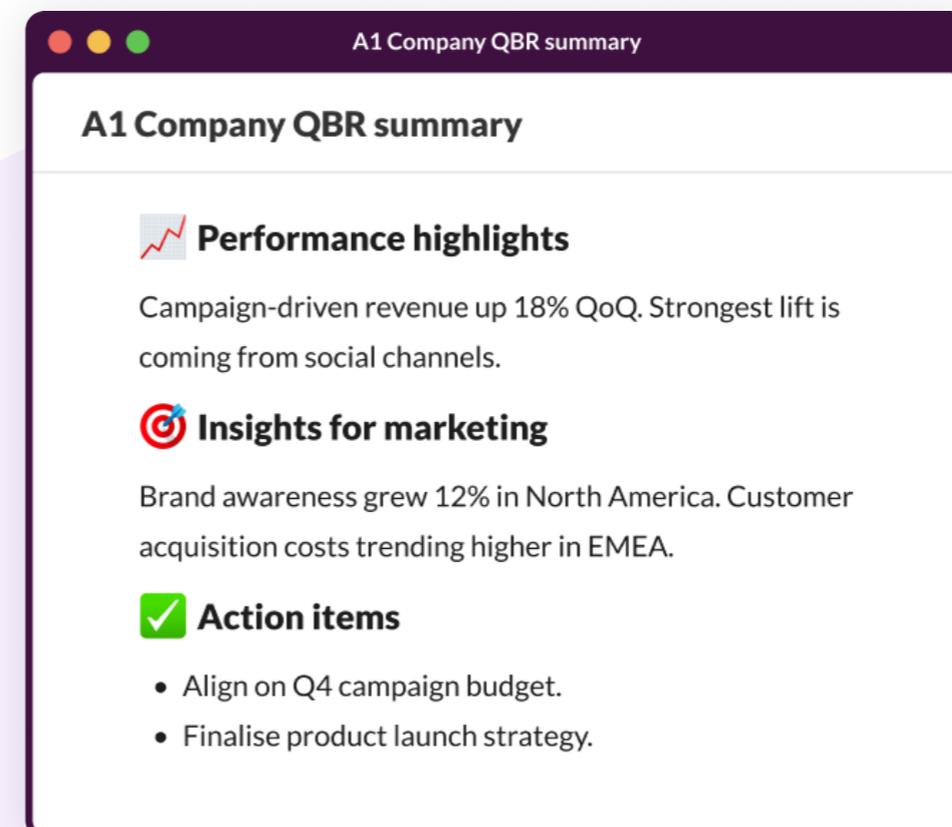
Slackbot compiles the information into a canvas with a clear executive summary, which becomes the single source of truth that marketing, sales, finance and product teams can comment on and edit.

## Before

Stakeholders chased updates across multiple channels, email threads and doc versions. Meetings started with status recaps instead of decisions.

## After, with Slackbot

Slackbot delivers a concise recap with decisions, risks and next steps, so the meeting can focus on resolving open questions.



# Help engineering teams to understand incidents faster and keep work moving

Engineering work is fast-moving and detail-heavy. When incidents unfold or product discussions span multiple channels, teams often need a clear picture of what has happened before they can jump in. Slackbot brings those pieces together so engineers can get up to speed without slowing everything down.

## Before

Engineers scanned long incident threads to figure out what was already resolved, which questions were still open and who was waiting on answers. Preparing briefs for sprint planning or product reviews meant collecting scattered feedback from multiple channels and stitching it into a single document. Legacy codebases without documentation slowed onboarding and delayed fixes.

## After, with Slackbot

Slackbot can summarise incident channels in minutes, outlining what's been addressed, what's outstanding and which teammates still need follow up. To prepare a structured product brief for sprint discussions, it can gather feedback from product, design and customer channels. When working in older codebases, engineers can ask Slackbot to generate clear documentation, inline comments or API explanations based on the code and related conversations.

The result is less time spent piecing information together and more time focused on solving problems, advancing projects and responding quickly when issues arise.

'It's about having a virtual assistant with far more context based on our business than any external tool. Slackbot saves me 30 minutes a day, making it a huge driver of efficiency.'

MOLLIE BODENSTEINER  
SVP OF OPS, ENGINE

**Engine**

# Give IT teams a clearer view of trends, issues and optimisation opportunities

IT teams manage a constant flow of requests, system alerts and troubleshooting conversations. Slackbot helps them to see the patterns behind the noise, resolve issues faster and keep systems running smoothly.

## Before

IT reps dug through support channels and ticket logs to spot recurring problems. Responding to common questions in the help desk channel created backlogs. Reviewing workspace activity from inactive accounts to outdated channels required manual reporting. Troubleshooting email connector issues or authentication errors meant stitching together notes from documentation and past discussions.

## After, with Slackbot

Slackbot can:

- Scan IT channels to summarise the week's most common issues, flag recurring problems and highlight trends that might require new documentation or process changes
- Search past conversations and drafts quick responses for common questions, helping to reduce ticket queues
- Review audit logs to identify inactive guests or optimisation opportunities
- Help to set up or troubleshoot integrations such as Gmail or Outlook by pulling together relevant documentation, and suggest next steps based on similar historical resolutions

With a faster path to answers and clearer operational insight, IT teams have more time to support the work that keeps the organisation moving.

# Prepare for executive meetings in minutes

## Before

The seller would have needed support from internal financial leaders and hours of manual preparation to feel confident in front of a CFO.

## After, with Slackbot

Within about an hour, they had a tailored playbook with questions, talking points and relevant solution value. In the meeting, when the CFO asked, 'How can you help me as a CFO?', the team was ready with concrete, context-rich answers that led to follow-up conversations.

Executive meetings usually demand deep preparation: understanding the executive's priorities, reviewing past discussions and aligning your team on who will say what.

A Salesforce enterprise account executive described how Slackbot changed this workflow when preparing for a 30-minute CFO meeting:

- The team already had context from meetings with the chief strategy officer, head of sales and head of marketing.
- Notes and slides lived in Slack channels and canvases.

## The account executive used Slackbot to:

1. Summarise key themes from prior conversations with the customer, including challenges and goals
2. Propose a meeting playbook for the 30-minute CFO session
3. Draft questions that would be relevant to that specific CFO based on the known context
4. Recommend value propositions that matched the customer's situation, such as an acquisition integration playbook and real-time project financial dashboards

# Help managers to understand their teams, prepare for conversations and support people more effectively

Managers need to know what their teams are working on, where people are stuck and what deserves recognition. Slackbot helps to surface this context so that managers can spend less time gathering information and more time leading.

## Before

Managers pieced together updates from channels, DMs and project threads to prepare for 1:1s. Understanding relevant blockers required reading through entire project discussions, and identifying team-wide themes or communication patterns meant manual review. To find examples of great work for recognition posts, they'd often have to simply 'ask around'.

## After, with Slackbot

Slackbot can summarise a team's recent activity, highlight wins and surface areas that might need support. It can analyse a project channel to show where someone is stuck, outline what's causing delays or suggest what to bring into an upcoming 1:1. When preparing for performance check-ins, Slackbot can pull examples of a teammate's work from across Slack. For broader team insight, it can identify recurring themes in conversations or early signals of friction, helping managers to adjust before small issues grow.

By turning everyday activity in Slack into useful managerial insight, Slackbot helps managers to stay connected, prepare with confidence and support their teams with clarity.

## Ready to meet the all-new Slackbot?

Slackbot is designed to fit into the way that people already work, not to force new habits.

### Slackbot helps:

- Individual contributors to stay prepared and focused
- Managers and leaders to see the bigger picture faster
- Specialists in areas such as legal, finance and engineering to spend more time on expert work instead of manual synthesis

### Slackbot is now available. Get to know Slackbot today:

- [Demo](#) Slackbot to see it in action
- [Contact](#) sales to find the right subscription for your organisation

As more teams treat Slack as the place where people, agents and data come together, context becomes an asset instead of a barrier. Slackbot simply makes that context usable, so your teams can move faster and work smarter in every conversation.

Good afternoon!  
How can I help?



 Find the latest updates on a project

 What's most important today?



The preceding information is intended for informational purposes only, and not as a binding commitment. Please do not rely on this information in making your purchasing decisions. The development, release and timing of any product, features or functionality remain at the sole discretion of Slack, and are subject to change.

© Copyright 2026, Salesforce, Inc. All rights reserved.