

Slack vs. Teams

A side-by-side comparison

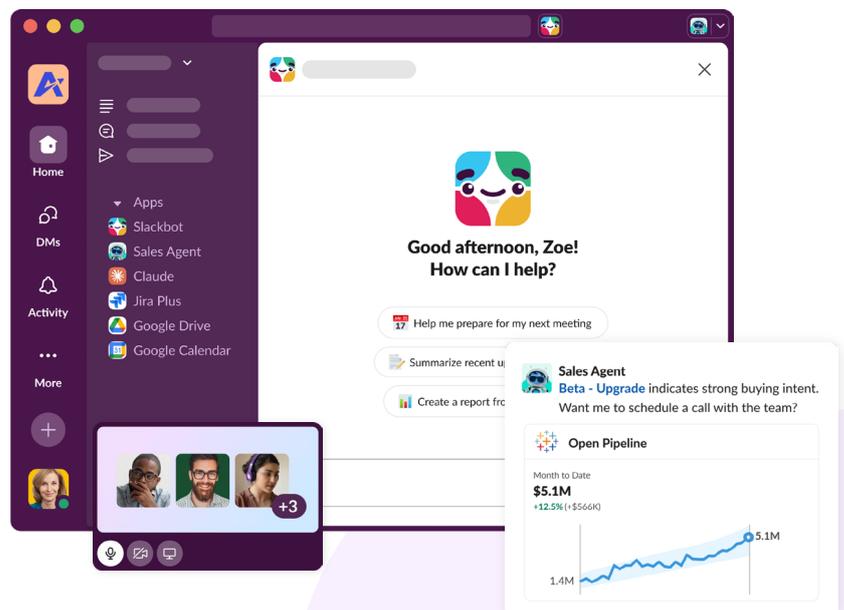


The future of enterprise growth depends on moving past siloed tools like email, chat, and video, and embracing a modern work operating system.

While Microsoft Teams plays an important role in employee communication, modern work spans conversations, apps, systems, and data across the organization. Optimized to drive engagement within Microsoft 365, Teams focuses on meetings and chat, but is constrained by SharePoint's organizational structure. This requires employees to move between tools and disconnected conversations to piece together the critical context they need. These limitations can slow productivity, delay decision-making, and limit how effectively AI can surface relevant information.

Slack is a true agentic work operating system. It unifies your people, apps, data, and AI agents in one open, connected platform. Context is shared by default, so employees and AI agents can operate with the full picture, collaborate more efficiently, and make faster, smarter decisions. In a world increasingly powered by AI, shared context is the essential fuel both employees and agents need – unlocking the full value of AI.

In this guide you'll learn how Slack and Teams compare across 18 categories that matter to your employees, your IT team, and your bottom line.



Microsoft Teams



Product Vision

Teams is optimized for work with Microsoft apps and native workflows. It is tightly integrated with the Microsoft 365 ecosystem, leading to the fragmentation of organizational knowledge.

Slack is a work operating system, designed from the ground up as an open, vendor-neutral platform. Slack is built to integrate and boost productivity across your entire tech stack, not just for Salesforce apps.

Slack moves work into an **open, interoperable, and connected surface** where conversations, tools, apps, and data come together, giving AI the complete context it needs to be useful. Slack enables both humans and agents to act, adapt, and accelerate business growth.

Channel Architecture and Scalability

Capped at 1,000 channels per team. Channel types aren't flexible. Each channel creates a corresponding Sharepoint folder, compounding internal communications siloes.

Unlimited channels with a flat, searchable architecture. Built for more than one million users, so all your teams operate in one place. Change between channel types anytime. Easily convert a multi-user direct message conversation into a new channel.

Zero sprawl. No need to create redundant new "Teams" just to bypass channel limits or handle private chats. Slack breaks down corporate communication siloes and enables broader visibility.

App Integration

Thousands of available apps, but support varies across channel types. For example, 90% of apps are not supported in Shared Channels. Tab-first UI removes users from the flow of work.

Open & universal. Thousands of apps that can be installed easily, and supported consistently across every channel type, including Slack Connect for external collaboration.

35% higher adoption of integrated apps on Slack, helping to ensure that your tech stack is used, not just licensed.³

Microsoft Teams



Automation

Embeds Power Automate. Necessitates use of a tool designed for IT with many dependencies on Microsoft 365 apps. Workflows aren't easy to share and limitations can present challenges to scaling across an enterprise.

No-code simplicity. A native, intuitive Workflow Builder where 80% of workflows are successfully built by non-technical business users. Workflows are designed for simplicity and scalability, no matter how many steps.

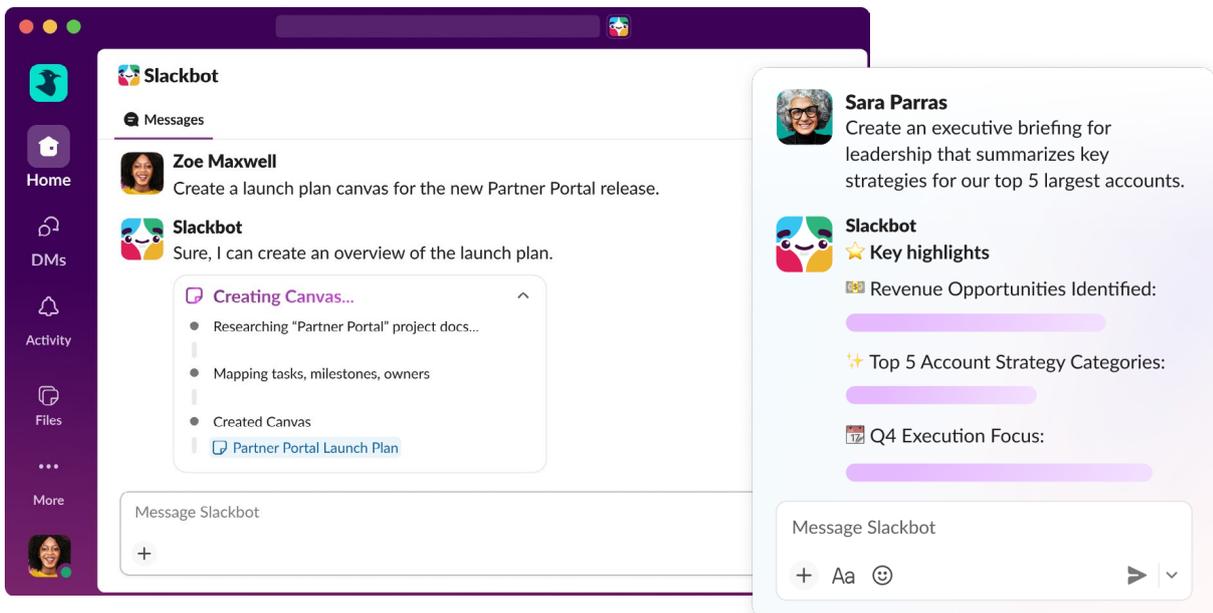
35% time savings on average by automating manual handoffs, approvals, and data entries at the team level.³

Personal Agent for Every Employee

Copilot chat is optimized to surface context from the Microsoft 365 ecosystem. It can prevent users from staying in the flow of work due to lack of a persistent UI in chat and channels, forcing users to toggle over to the Copilot Teams app.

Slackbot is your deeply personal, out-of-the-box, AI agent for every employee. It lives in a persistent location where you work, delivering instant, personalized results from all your business' connected apps that are grounded in deep business context.

90 minutes saved per day from the ability to summarize workstreams and automate work with full organizational context.⁷



Microsoft Teams



Native AI Features

AI in Teams is gated by a Copilot license. Copilot's biggest value-add is meetings-focused features. No automated recaps or AI search summaries.

Institutional memory with context. Deeply embedded, native AI throughout the entirety of Slack, from the search bar to automated channel recaps. Provides users with end-to-end context across years of conversations, shared files, and integrated records.

Slack customers report a **36% improvement in information retrieval time and 33% reduction in time spent in meetings**, freeing up additional time for value-added work.⁶

Third-party Agents

Multiple agent experiences, each with limitations. Users need a Copilot license to tap into agents that can access the Microsoft 365 ecosystem. Custom third-party agents can be supported without Copilot, but are deployed as custom apps and are subject to limitations.

All your agents and AI apps integrate seamlessly and consistently on all channel types. Whether you've implemented **Agentforce** or **third-party agents**, you can easily call on them without switching screens. They have access to your real-time business context and can act autonomously to execute tasks.

97 minutes saved per week per user with AI agents that handle repetitive tasks, instead of just summarizing meetings.⁴



Microsoft Teams



Dynamic File Sharing

Static repository. Collaboration in Teams is designed around a SharePoint and OneDrive structure, meaning that each file shared in a chat or channel also gets stored in its associated file sharing backend. This leads to duplicate files and IT sprawl.

Fluid collaboration. Work objects deliver AI summaries, rich previews, and third-party app data next to your conversations. Files are shared in context; AI in Slack indexes them instantly and manages permissions as teams change. Users can easily view everywhere a specific file has been shared within Slack.

1 billion+ files shared per month in Slack, with zero access bottlenecks. Information flows freely without constant IT intervention or manual permission updates.⁸

Enterprise Search

Not currently embedded into the native Teams search UI—requires toggling to the Copilot for Teams app, creating a fragmented experience. Third-party connector search with Copilot requires IT setup.

Unified knowledge. Intuitive native search experience lets you access the full context of your business across conversations, files, and integrated third-party apps, including Microsoft 365.

30% reduction in search time. Find exactly what you need in seconds, regardless of which app holds the data. Intuitive, native search bar experience leads to better adoption and increased ROI.³

Q Search across channels, files, and more

AI answer



Searching Slack, Google Drive, GitHub...

External connections

Organizations

Workspaces

Invitations

Slack	28
Google Drive	9
Salesforce	8
Teams	8
OneDrive	5
SharePoint	7
Jira Cloud	8

Microsoft Teams



Salesforce Integration

Salesforce app with basic record search. Editing capabilities are not supported on mobile.

Update and access Salesforce objects such as forecasts and opportunities from directly within Slack. As the conversational interface for CRM, Slack and Salesforce share a joint roadmap for bi-directional record updates.

36% higher win rates and 32% faster issue resolution by bringing CRM data directly into the flow of work.⁴

External Collaboration

Requires setup and manual IT admin intervention. Shared channels can break app integrations and workflows, limiting collaboration to basic text and requiring account switching.

Slack Connect provides simple and secure collaboration with external partners, vendors, and other outside collaborators, without leaving your workspace. Collaborators retain access to all their existing integrated apps and workflows.

80% of the Fortune 100 uses Slack Connect to drive 4x faster deal cycles and manage partner collaboration, eliminating the friction of guest access hurdles.¹

Video & Voice Communication

Teams provides robust voice and video communication for the Microsoft ecosystem. A majority of its roadmap is focused on these features, leading to more time spent in meetings.

Lightweight huddles. Native voice and video designed for quick, ad-hoc syncs that preserve flow and context. AI-powered huddle summaries let all participants focus on being present in the discussion instead of taking notes. For more robust voice and video needs, Slack offers deep integrations for best-of-breed solutions such as Teams, Zoom, Google, Webex, and more.

83% of Slack customers see an improvement in ease of internal communication through reduced calendar bloat and asynchronous communication.⁶

Average user huddle lasts 19 minutes, enabling teams to spend less time in meetings and focus on productivity.⁸

Microsoft Teams



Document Collaboration & Retrieval

Leverages Microsoft Loop for dynamic file sharing and collaboration. Loop integration with Teams varies by use case, and discoverability depends on location and configuration.

Canvases are a native, collaborative document surface that lives alongside your conversations, increasing knowledge sharing and discoverability for all users. Designed to scale automation and drive adoption of all integrated productivity tools, including the Microsoft ecosystem.

36% improved information retrieval time with Slack. No more “Where is that document?” questions; the work and the plan live together.⁶

Task & Project Management

Task overlap. Multiple overlapping apps (Planner, To Do, Lists, Loop) that each have their own limitations in Teams, creating confusion across multiple task management workflows.

Native lists. A simple, powerful way to track projects and tasks directly in the channel with automated status updates.

35% faster project completion time with Slack. Everyone knows exactly who is doing what, with progress tracked in the same place work is discussed.⁶

Developer Tools

Tools are designed to support the entire suite of Microsoft products and tools, which may introduce additional complexity for developers.

Slack provides simple, purpose-built API tools for platform developers. Very easy, one-click integration framework that drives consistency across features and user experience. Deep SDK's, APIs and developer documentation for custom apps.

Enables faster innovation. Engineering teams can build custom tools that drive a real operational advantage in weeks, not months.

Microsoft Teams



Mobile Capabilities

Feature-light. Some features are missing or degraded on the mobile version.

Built as a consumer-grade, mobile-first product so you get the full work OS experience across desktop and mobile. Retains full feature parity such as Slackbot, workflows, and AI search.

True workforce mobility. Employees are fully productive on the go, not just “monitoring” messages while away from their desks.

User Experience

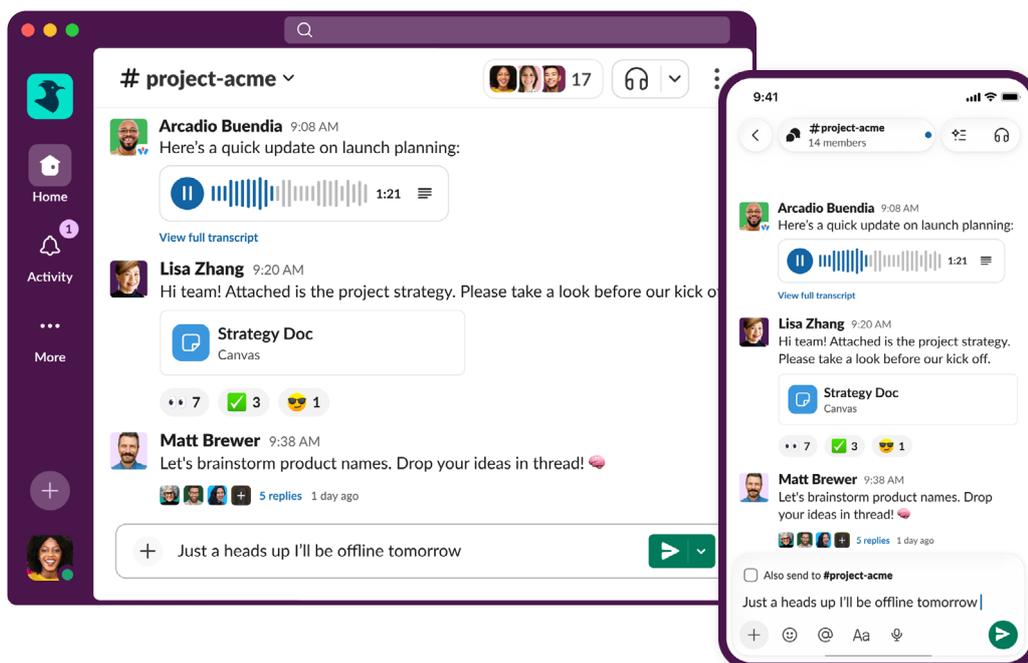
Layered navigation with a higher learning curve. Features provided via embedded Microsoft apps create more clicks and user complexity.

Teams’ G2 “Ease of Use” rating score across more than 13,000 reviews: 8.8 ⁹

Intuitive and human. Slack is built on the design principle of “don’t make me think.” Everything within Slack is native and purpose-built to be simple to use and drive user delight.

Slack’s G2 “Ease of Use” rating score across more than 31,000 reviews: 9.2 ⁹

90% adoption rates. Users actually want to use Slack for more than direct chats, leading to higher data quality and faster team alignment.²



Microsoft Teams



Slack



Business Impact

Organization-wide Communications

Fragments into different tools depending on org size and structure. Teams channels can only support up to 10,000 users for org-wide channel types. Reaching more than 10,000 across the org requires Viva Engage, a separate app within the Teams UI, or email.

Slack can scale to more than a million users in a single channel, easily supporting org-wide communication. Built to unify all organizations and enable dialogue without hierarchies, support cultural communities, interest channels, and social engagement at scale.

2X higher employee engagement than Teams. Employees feel more connected to their company culture and peers in a dynamic, social workspace.²

**Ready to see the difference up close?
Schedule a personalized demo today.**



Citations

1. Slack Analytics, Microsoft App Usage by Weekly Active Users (2024).
2. Productiv, "SaaS Intelligence Benchmark Series: Slack vs. Microsoft Teams."
3. FY23 Q4 Slack Customer Tracking Survey.
4. FY24 Customer Success Metrics (Total n=169-175)
5. CNBC, "The No. 1 workplace distraction," referencing Microsoft Research (May 2023).
6. FY26 Customer Success Metrics (Total n=1,744)
7. Slackbot customer pilot program results
8. Internal Slack user data
9. G2 review scores as of February 24, 2026





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