The future of intelligent productivity, powered by Slack AI
Table of contents

Introduction 3

Available today: AI integrations 4

Coming soon: Slack AI 5

Channel recaps 6

Thread summaries 7

Intelligent search results 8

Sounds great, but is it secure? 9

Your data is not our product 9

You control access to your data 9

We give you the means to verify the results 9

This is just the beginning 10
Introduction

Knowledge silos kill companies.

There's data to prove it. In “The Crisis of Fractured Organizations,” global research firm Forrester found that the average worker spends 2.4 hours each day looking for the information they need to do their work. And 32% of employees make a wrong decision due to lack of awareness, according to Gartner.

Slack was designed to be the ultra-accessible hub for your organization’s institutional knowledge—the universe of data that informs all your work. In Slack, employees discuss topics and projects in channels, send direct messages for one-on-one collaboration, jump in a huddle when they need to talk things over in real time, record clips for asynchronous communication, and automate away busywork with workflows.

The best part is that all of that history is easily retrievable. The more information your employees have at their fingertips, the better they’re equipped to do their smartest work. According to surveys of our users, Slack already helps teams:

- Increase their productivity by 49%¹
- Increase employee engagement by 36%²
- Increase sales revenue by 35%²
- Decrease scheduled meetings by 32%³

Recent developments in artificial intelligence have created a massive opportunity to do even more with Slack. What if you could harness your corporate memory in just one tap, with easy-to-digest summaries and recommended actions that are most relevant to your job? With generative AI in Slack, you will.

¹ Slack FY2022 Q4 Customer Tracking Survey
² Salesforce Customer Market & Insights Report for Slack, November 2022
³ Slack FY2023 Q4 Customer Tracking Survey
Available today: AI integrations

Our AI capabilities today are subtle but powerful. You can take advantage of generative AI in your workspace right now by integrating our carefully vetted third-party AI apps available on the Slack platform. One of our favorites is Claude, a conversational chatbot from Anthropic available to Slack Enterprise Grid users.

Claude acts like a well-informed personal assistant: talk to it just like you would a colleague at work. It’s great at tasks like account planning, contract review, competitive analysis and even generating a strategy. The bot remembers your conversations, which means that you can build on your prompts and take a task from beginning to completion. You can also direct message it for answers and rest assured that your conversation will stay private.

In channels and group messages, just tag @Claude and ask it to perform a task that will be visible to your teammates.

Then there’s Slack API, which allows developers to create their own custom apps—nearly 10,000 of which have been built using ChatGPT or Claude since March 2023. Head to our API site to find sample code for apps like Message Translator, which allows users to translate messages from colleagues around the world in real time by simply reacting with an emoji.
Coming soon: Slack AI

Our North Star has always been to make your work life simpler, more pleasant and more productive, and this includes breaking down traditional knowledge silos. Our channel-based model helps build a collective and transparent knowledge repository. Every message, canvas, and video clip in your Slack workspace contributes to a searchable gold mine.

But why stop at making knowledge searchable when we can take it to the next level by serving up actionable insights that will empower you to do the most productive work of your life? That’s why we’re launching Slack AI with three superpowers that are going to help you work smarter.

The pilot for Slack AI launches this winter.
Be the first to know by signing up for the waitlist today.
Channel recaps

Imagine you’re jumping into a project midway through and you need to catch up. The good news is that, instead of digging through multiple documents or bugging teammates with questions that may have already been answered, everything is right there in the channel. What if you could bubble up the most important themes instead of having to be a digital detective?

With Slack AI, users can generate key highlights on any channel—including jumps between topics—and cut to the chase of what’s most important. You’ll get a telescopic view of what’s happening, tailored to your individual context: how long you’ve been away, whether you’ve been mentioned and more.

From there, you’ll have the opportunity to drill down further. For example, imagine being able to instantly extract key themes and tasks from a product launch channel. With new insights quickly and easily accessible, teams can make informed, customer-centric decisions.
Thread summaries

Message threads often unfold quickly and might be time-sensitive, with a team member needing help or a group of people wanting immediate input on a decision. If you’re just joining a conversation, it’s important to get on the same page as your team as fast as possible. Thread summaries give you the gist of a long conversation with one click. Our AI will flag what’s relevant to you and what’s not, giving you the chance to go deeper at the source if it’s worthwhile.

For instance, say your design team is fixing to launch a time-sensitive project and needs to add an executive stakeholder to the long thread. With thread summaries, the reviewer can quickly get up to speed and make a final decision.
Intelligent search results

Effortless search is the holy grail of an enterprise workspace. The more data your company accumulates in Slack, the greater the potential for your employees to make well-informed decisions about their work. But the traditional search process can sometimes be tricky to navigate, because you don’t always know exactly how to phrase the terms that will lead you to the answer you’re looking for.

With Slack AI, users can ask a question conversationally and get a clear, concise answer based on relevant Slack messages. For example, when learning about a new project, search answers will help users quickly get a grasp on the project’s goal, the key stakeholders involved and more—all packaged in a visually separate design near the traditional search results users are accustomed to seeing.
Sounds great, but is it secure?

At Slack and Salesforce, our parent company, trust is our most important value. In fact, the top concern about AI we hear from customers is around security. That’s why we adhere to a set of product values that guide our decision-making, all focused on maintaining your trust above all else.

Your data is not our product

In a world where some companies use customer data as an asset to hawk, we prioritize user safety and data privacy. Our new AI product features are designed inside Slack’s secure infrastructure from the ground up to ensure that your data remains yours—and only yours. We don’t sell, rent or leverage your information for commercial purposes, because we firmly believe that your trust is not for sale.

You control access to your data

We’re diligent about preventing any proprietary information from mixing between customers. Slack’s entire ecosystem adheres to a high standard of security and compliance. Our Enterprise Key Management (EKM) empowers customers to control their encryption keys—even giving you the autonomy to revoke access whenever you choose. You don’t just have to take our word for it; our compliance is with recognized standards such as HIPAA, FINRA, FedRAMP and SOC 2, all of which have been audited by third-party industry experts.

We give you the means to verify the results

We understand that to have trust in a piece of technology, you need to be able to count on its reliability at all times. Slack AI won’t replace your employees’ judgment. Instead, we’re designing our AI product features to be transparent, so you can dig into what’s important and independently verify the results.
This is just the beginning

As we roll out our new, easy-to-use AI tools in Slack, we’re opening up a realm of endless possibilities. We’ve started with some basic but powerful features that are designed to make your work life simpler and more efficient. And we have a lot more in store, with plans to bring even more intelligent features to help you do your best work.

Ready to dive in and experience it for yourself? Get in touch with our sales team today and find out how Slack can work for you.
About Slack

Slack is on a mission to make people’s working lives simpler, more pleasant and more productive. It is the productivity platform for customer companies that improves performance by empowering everyone with no-code automation, making search and knowledge sharing seamless, and keeping teams connected and engaged as they move work forward together. As part of Salesforce, Slack is deeply integrated into the Salesforce Customer 360, supercharging productivity across sales, service and marketing teams. To learn more and get started with Slack for free, visit slack.com or connect with us @SlackHQ.