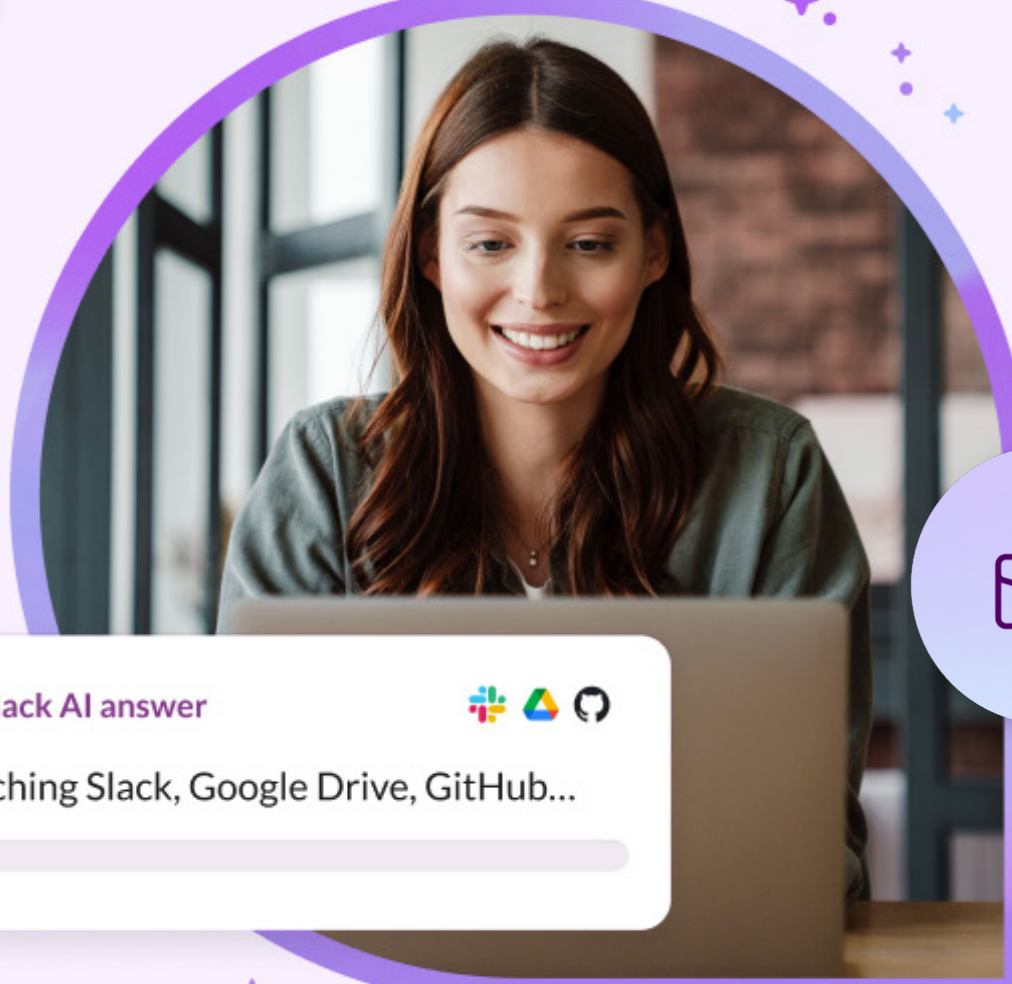




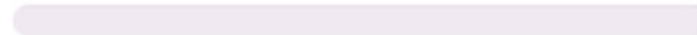
Ten ways to transform your work with AI in Slack



✦ Slack AI answer



Searching Slack, Google Drive, GitHub...



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Slack is the work operating system (OS) for the era of digital agents

The days of jumping between apps and losing context are over. Slack is no longer just a messaging platform, it's evolved into a comprehensive **operating system for work** that brings all your interactions with people, data, documents, apps and AI agents into one central hub.

What makes Slack a true OS for work? It serves as your central platform for getting work done, breaking down silos of communication and knowledge that traditionally hold organisations back. The numbers speak for themselves:



HUMANS

700M

daily messages sent



WORKFLOWS

3M

workflows used daily in Slack



APPS

2,600+

apps in the Slack Marketplace



DATA

6.4M

Salesforce records shared into Slack monthly



AGENTS & AI

13K

AI-powered apps built and deployed in Slack

All of this leads to a remarkable **47% increase in productivity.**

Rather than toggling between apps, switching windows or interrupting tasks, Slack surfaces apps and data where teams collaborate. Because Slack is conversational, people interact with apps and data using natural language, like they would with their colleagues. These interactions build a searchable knowledge

repository that preserves institutional insights and feeds generative AI solutions with relevant context. Nothing gets lost, and people can search for information and find insights faster.

Let's explore the ten powerful ways you can transform your work with Slack and agentic AI.

01

Boost productivity with AI agent teammates in Slack

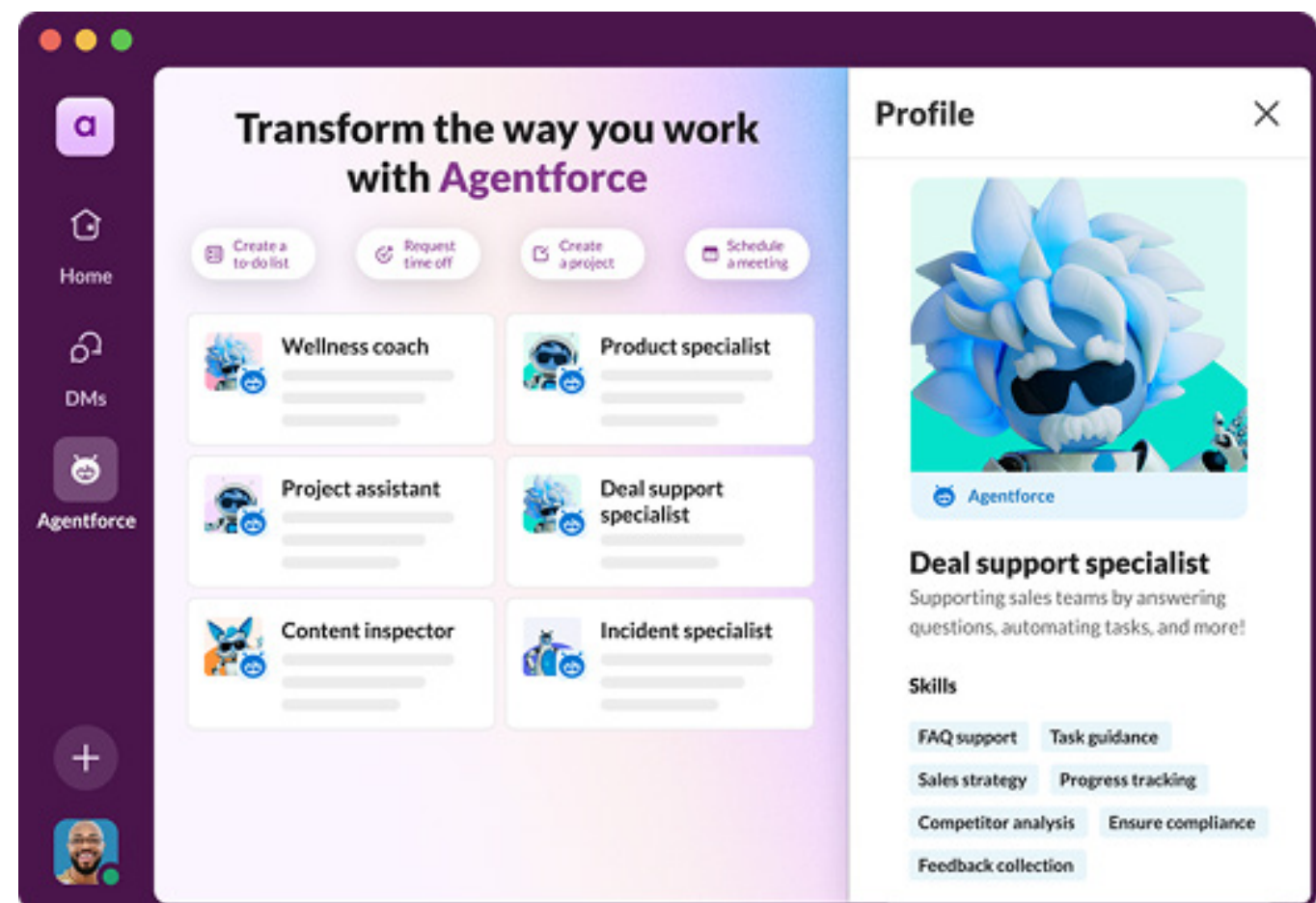
Slack is the ideal environment for deploying agents that supercharge productivity for every employee. When you bring employee agents into Slack, AI becomes part of your team's daily workflow:

- **Streamlined onboarding:** New employees can find information and resources with dedicated onboarding agents
- **IT self-service:** Employees can handle common IT needs, like lost devices, with help desk agents
- **Sales acceleration:** Boost sales teams with suggested actions and document creation with deal support agents

AI agents sync with employees in channels, providing a seamless, conversational AI experience. Users can interact with agents just like any team member:

- Add agents to channels to bring them into conversations
- @Mention an agent and interact using natural language
- Reply to agents in threads as they help summarise, generate content and execute tasks

Employees can discover the right agent through the agent library in Slack, view all available agents and their profiles and skills, and directly message them from this interface.



02

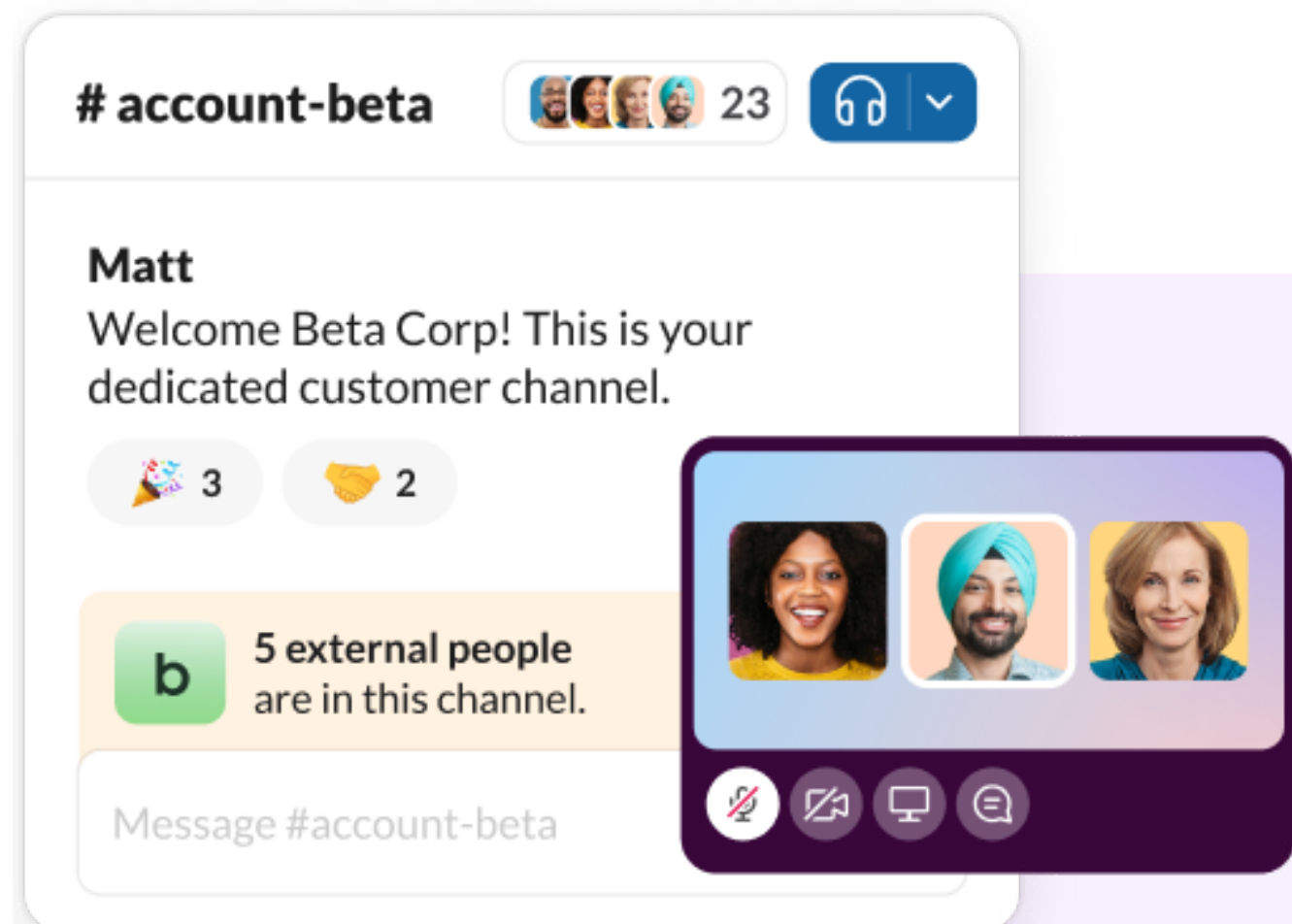
Bring everyone together in Slack channels

Channels are the foundation of effective collaboration in Slack, bringing together your people, agents, apps and data in flexible and secure spaces.

- Anyone can create, join or leave channels as needed
- Channels can be organised around topics, conversations or projects
- They're designed to be easy to join and easy to archive when no longer needed

REAL-WORLD EXAMPLE:

Launching a new website or product feature requires cross-functional alignment and timely collaboration. Creating a dedicated channel for new feature releases, for example, ensures that everyone – internally and externally – stays connected. Employees or beta testers can submit bugs or enhancement requests in those channels, which provide valuable insights to product teams and ensure that the best version of the product reaches customers.



03

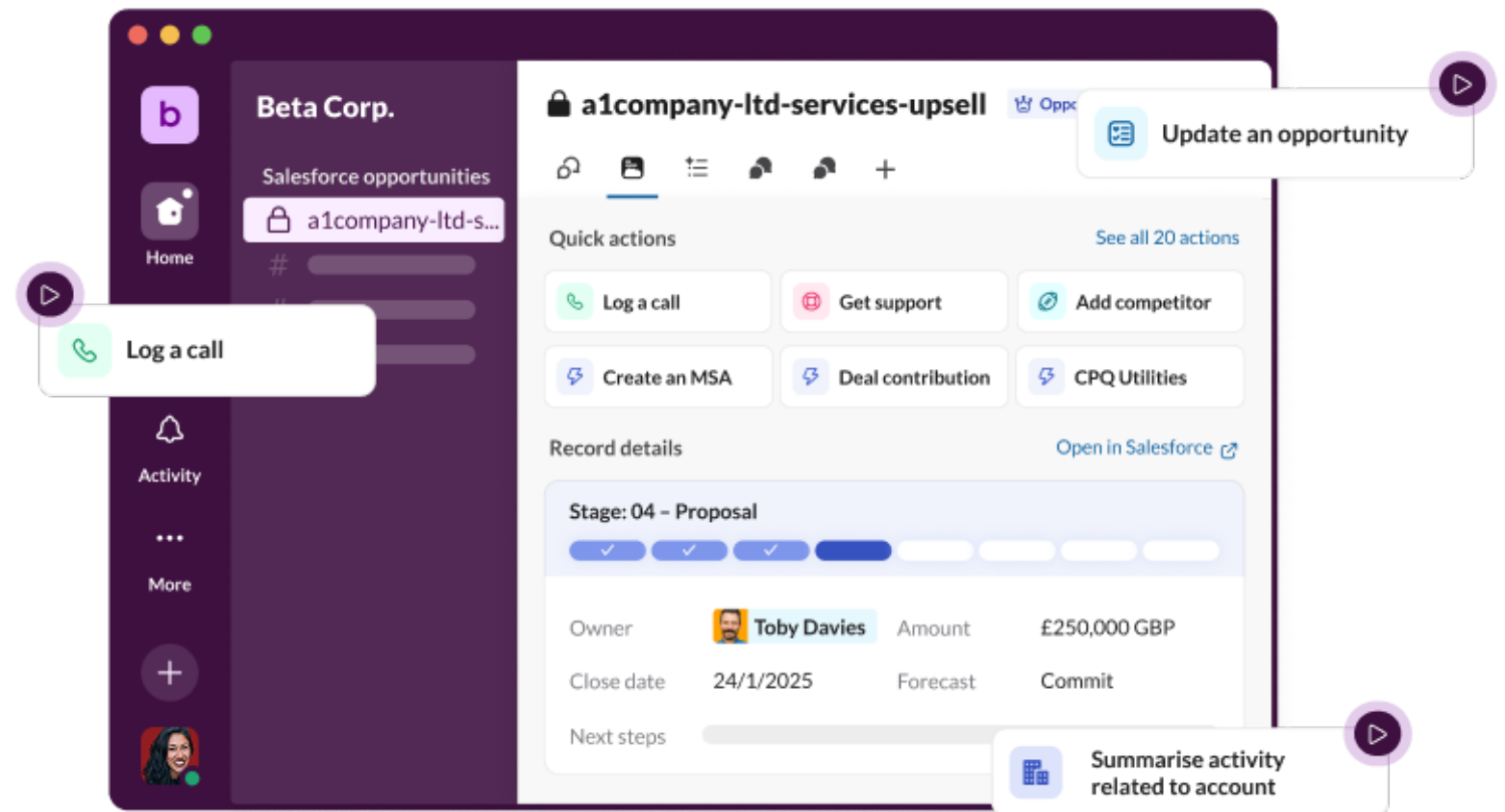
Keep customers at the centre with Salesforce channels

Salesforce channels, a new type of Slack channel, connect team conversations directly with corresponding Salesforce records. This creates the most complete view of customers by bringing conversations into context with customer data.

- Create dedicated account channels where employees can update details and make decisions in real-time
- Tie conversations to what they're about – a customer, deal or case – making it easy to collaborate in context
- Get a fuller understanding of customers and efficiently mobilise to support their success as one unified team

By mapping conversations to customer data, you're setting the stage for AI to work with a richer body of context, producing more meaningful results and insights.

Salesforce channels in Slack and in Salesforce are available to all Salesforce and Slack customers on a Salesforce standard edition and a Slack free or paid subscription, bringing CRM records and Slack conversations together with AI in a unified platform.



04

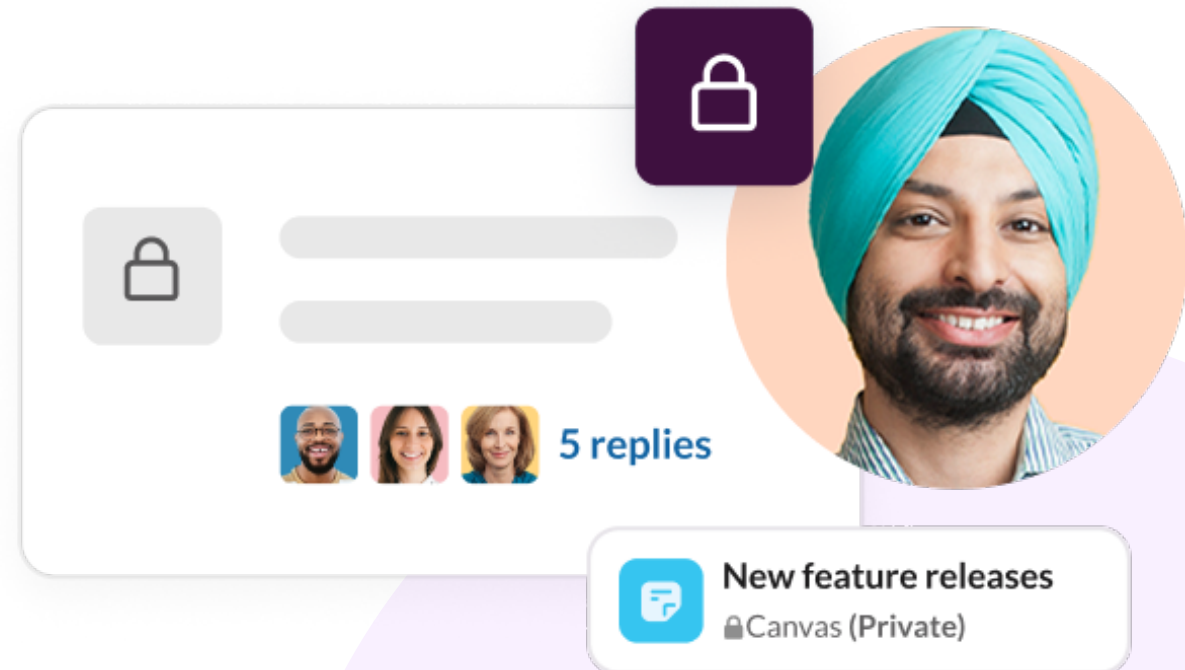
Work with everyone, internal and external, with Slack Connect

Slack Connect allows you to securely collaborate with external stakeholders – from vendors and partners to customers – moving work forward together.

- Create shared channels between multiple organisations
- Maintain security while breaking down communication barriers

82%

of the Fortune 100 trust
Slack Connect
as a secure way to work
with external parties

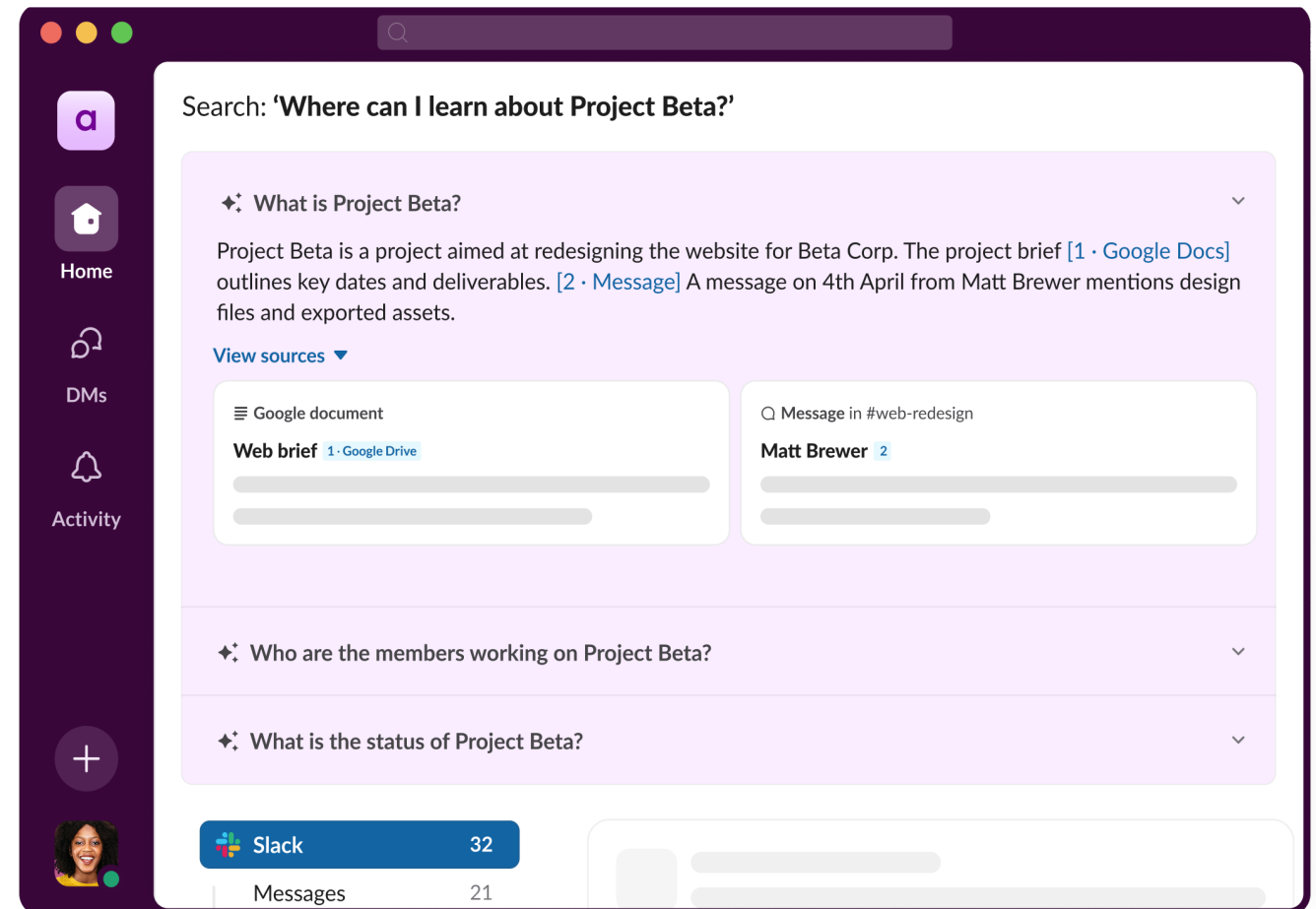


05

Speed up with AI embedded everywhere

Spend more time making decisions when AI handles routine tasks.

- Use prompts to create custom workflows specific to your team's operations
- Let AI be the note-taker for easy follow-up post-huddle
- Leverage AI to summarise conversations and extract action items

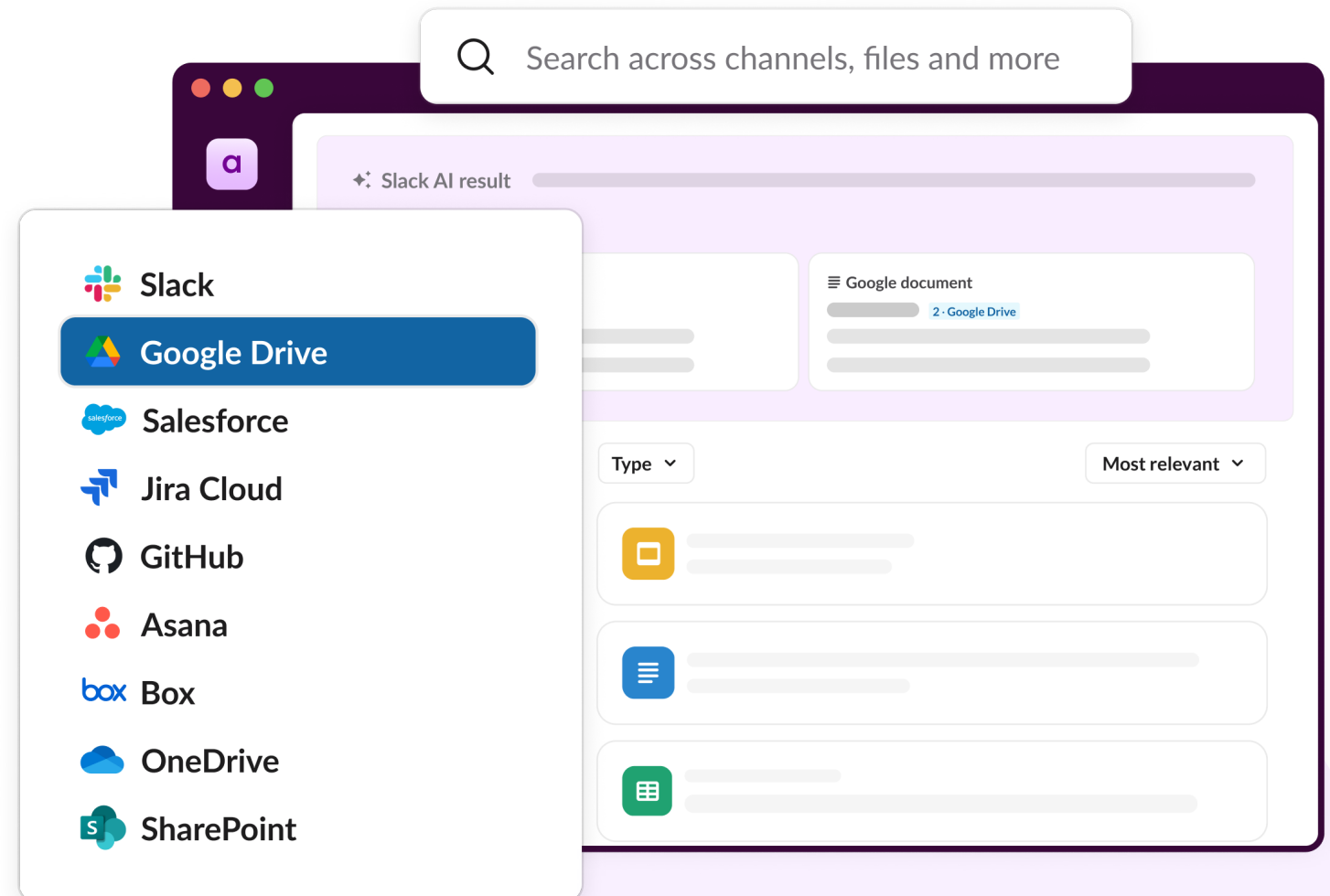


06

Find your favourite apps and AI assistants in the Slack Marketplace

The Slack Marketplace offers more than **2,600 enterprise apps** like Jira, Concur and GDrive. This growing partner ecosystem built on Slack UI and APIs elevates the AI experience for partners like Box, Writer, Workday, Asana, Adobe and Cohere, all of which have built AI assistants and agents directly in Slack. These integrations create an enriched ecosystem where your work tools come together in one place.

Visit slack.com/intl/en-gb/marketplace to explore all available integrations.



07

Streamline tasks with workflows and custom apps

Empower teams to move work forward with easy process automation, and give your developers the toolkit to create purpose-built solutions.



WORKFLOWS

- [80% of workflows are built by non-technical users](#) through an intuitive drag-and-drop interface
- Workflow Builder lets anyone create automated processes using clicks, not code
- Type a prompt into Workflow Builder, and it will suggest flows for you to edit
- Connect steps from apps like Asana, Google Suite and Salesforce



APPS

- Slack provides developers with the infrastructure and tools they need to experiment and iterate quickly
- Slack is where developers have a critical mass of conversations and data to make their AI relevant and useful, and since they're already working in Slack, adoption is seamless
- Developers can [build custom apps using Slack's open API](#) for specific line-of-business needs



13K+ in one year

Number of custom AI apps built in Slack

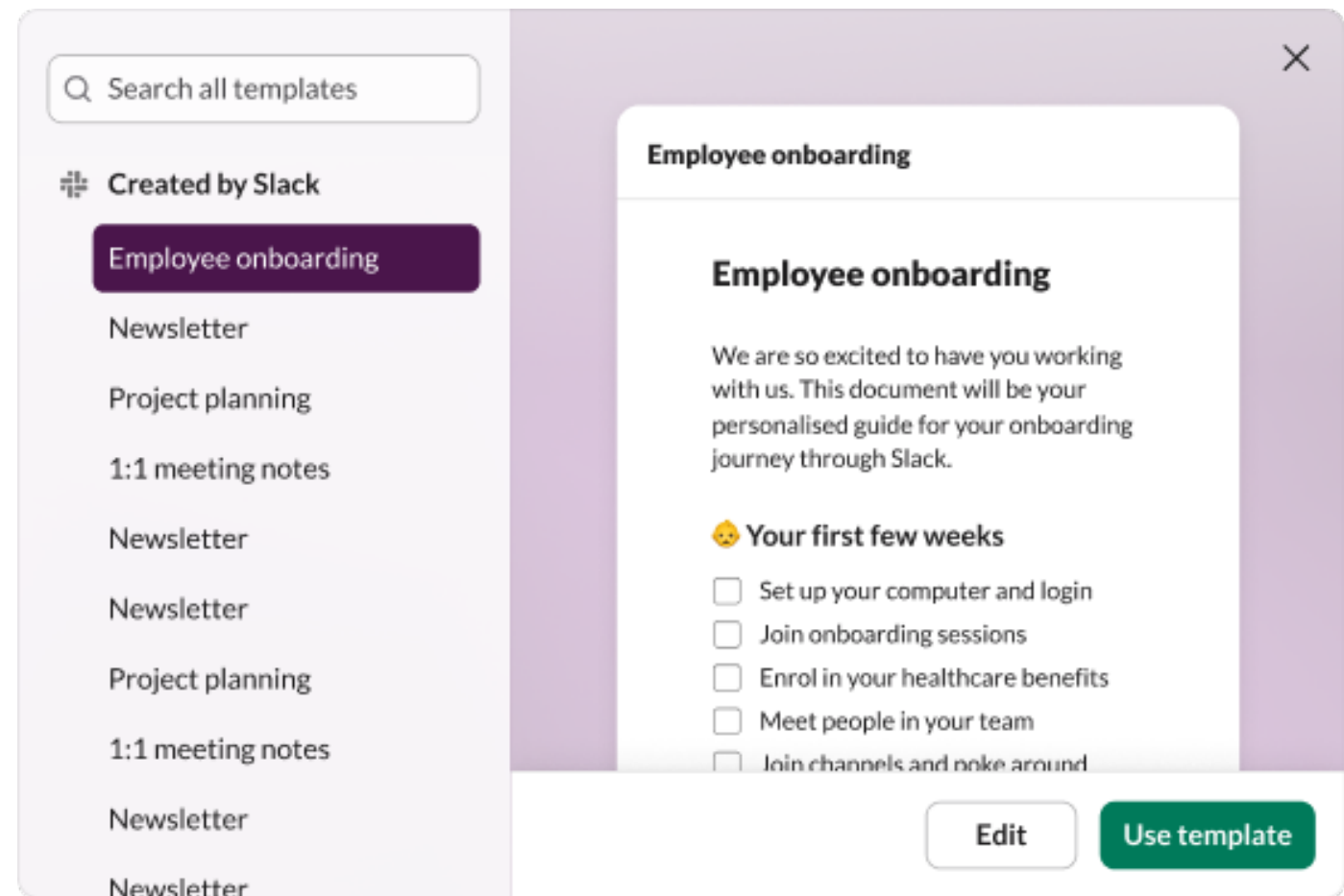
08

Get to 'done' faster with Slack templates

Instantly spin up new channels for common tasks with preconfigured lists, canvases and workflows so that your team can hit the ground running:

- Project management starter kits with prebuilt channels, canvases, lists and workflows
- Marketing campaign templates to coordinate cross-functional efforts
- Help request triage systems to organise support workflows

These out-of-the-box solution templates feature the best of Slack's productivity tools with a turnkey setup, creating meaningful time savings at scale. Teams can choose from pre-made templates or customise existing ones to match your company's specific processes.



09

Speed up communication with huddles and clips

Jump into meetings to quickly align and share learnings with full voice and video context.

Huddles:

For agile, impromptu discussions

- Share screens and take notes directly in the huddle thread
- Notes are automatically kept in the channel or DM after the call ends
- Use huddles recaps to automatically transcribe and capture notes

Clips:

Present project updates asynchronously into channels with transcriptions

- Record and share video messages that team members can watch on their own time
- Reduce meeting fatigue while maintaining rich communication

REAL-WORLD EXAMPLE:

‘I am always working with my teams on new proposals or contracts for our customers. Sometimes, I have a quick question on how some scope has been drawn up or whether something might need special approvals. In those cases where messaging back and forth becomes too cumbersome, it’s helpful for me to jump on a huddle to get things resolved. With huddles, we can share screens and even take notes directly in the huddle thread. These notes are then automatically kept in the channel or DM I started the huddle in, so you get to keep them after the call is over. Best of all, you can use huddles recaps to transcribe and take notes for you.’

NIVETHA SAMY,
SENIOR PRODUCT MARKETING LEAD

10

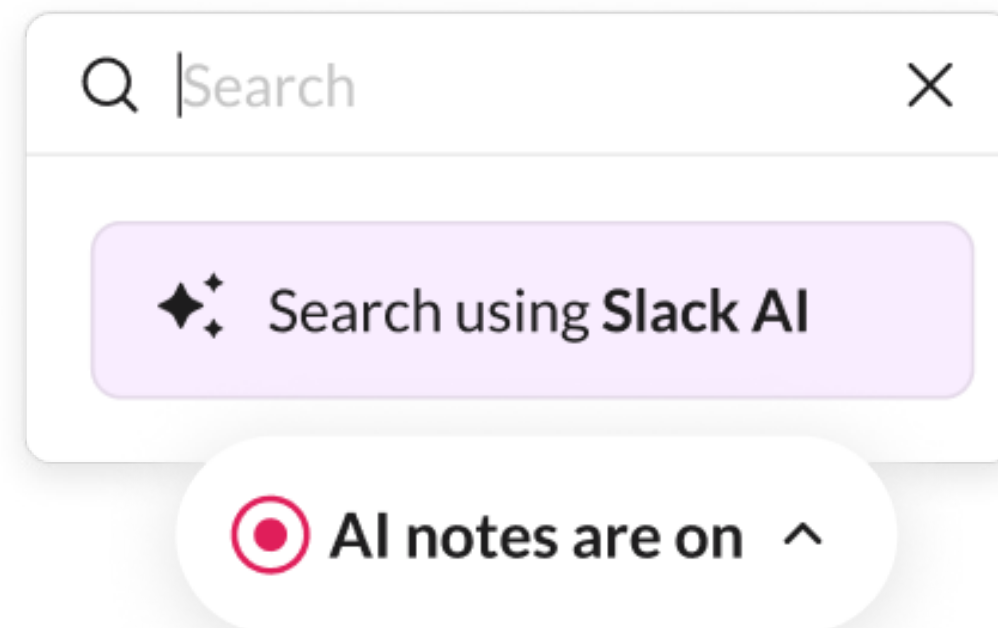
Search across your enterprise right from Slack

Find everything you need faster with AI-powered enterprise search in Slack.

- One search bar for all your conversations, apps, data and third-party systems
- Use VIP settings to track messages from your most important contacts across Slack
- Stay focused on deep work knowing essential updates will still come through

VIP features:

- Set important contacts as VIPs from their profile or through your preferences
- DMs, @-mentions and thread replies from VIP contacts are elevated across Slack
- Filter VIP messages in the activity tab, DMs and threads views
- Receive notifications from important contacts even when your notifications are paused



Recap: Transform your work

- 01** AI agents become teammates in Slack
- 02** Bring your people, agents, data and apps together in flexible channels
- 03** Keep conversations centred around customer context with Salesforce channels
- 04** Securely collaborate and share information with external stakeholders using Slack Connect
- 05** Choose from over 2,600 ready-to-go enterprise apps and agents in the Slack Marketplace
- 06** Streamline processes without code using Workflow Builder, and build custom apps using Slack's open API
- 07** Speed up work with embedded AI everywhere
- 08** Get started faster with pre-configured channels for common use cases using templates
- 09** Deliver information asynchronously with clips and meet up agilely with huddles
- 10** Find what you need across connected systems with enterprise search

By embracing these capabilities, your organisation can:



Connect people, data and tools in a unified digital workspace



Automate routine processes while enhancing human creativity



Surface customer context and insights exactly where decisions are made



Collaborate more effectively with less meeting fatigue



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.

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