

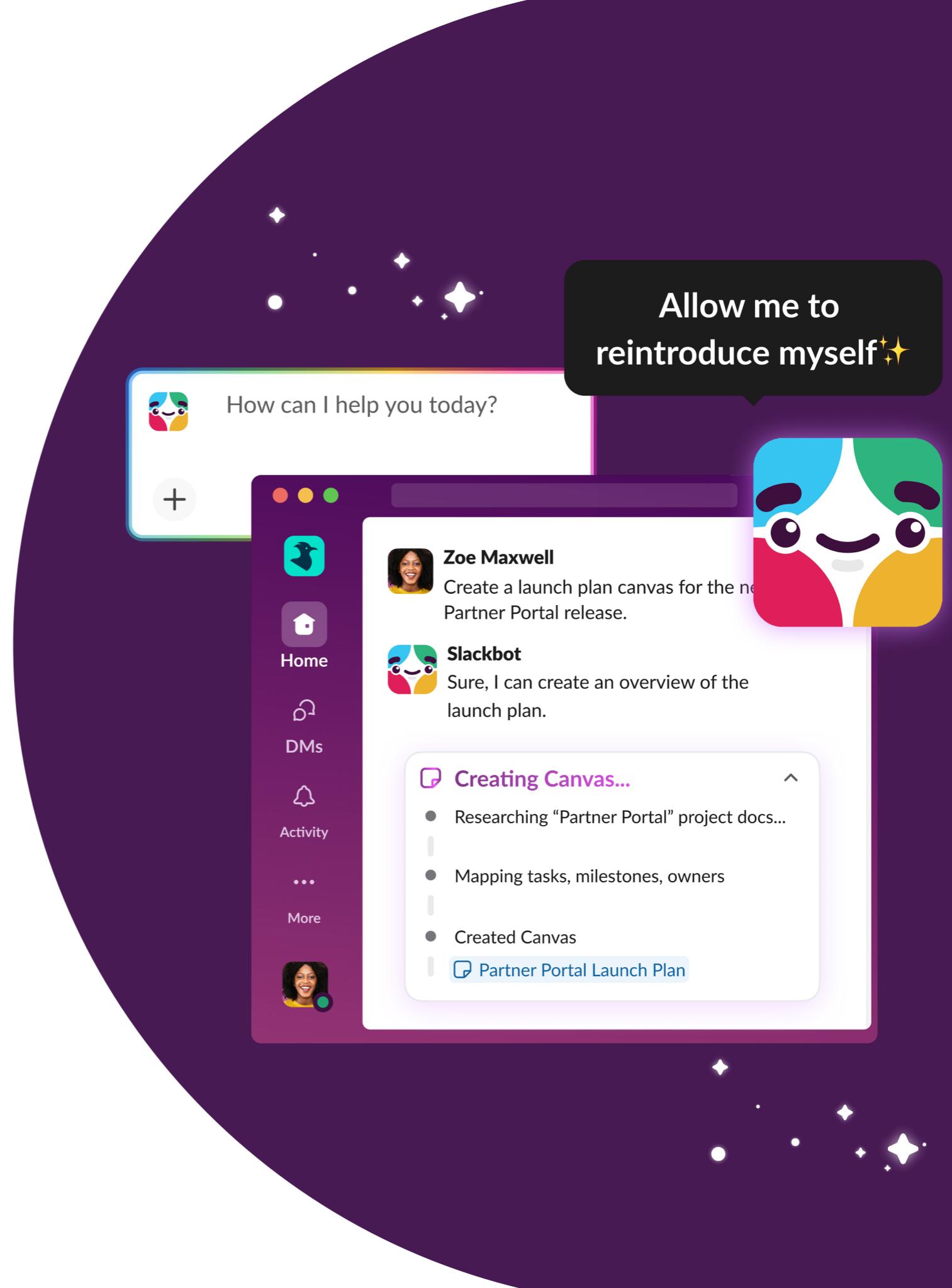


from Salesforce

# 10 ways teams move faster and work smarter with Slackbot

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



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# 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, organizations gain a powerful new lever for scaling impact and fueling the next stage of business growth.

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

# Slackbot 101

## WHAT IS IT

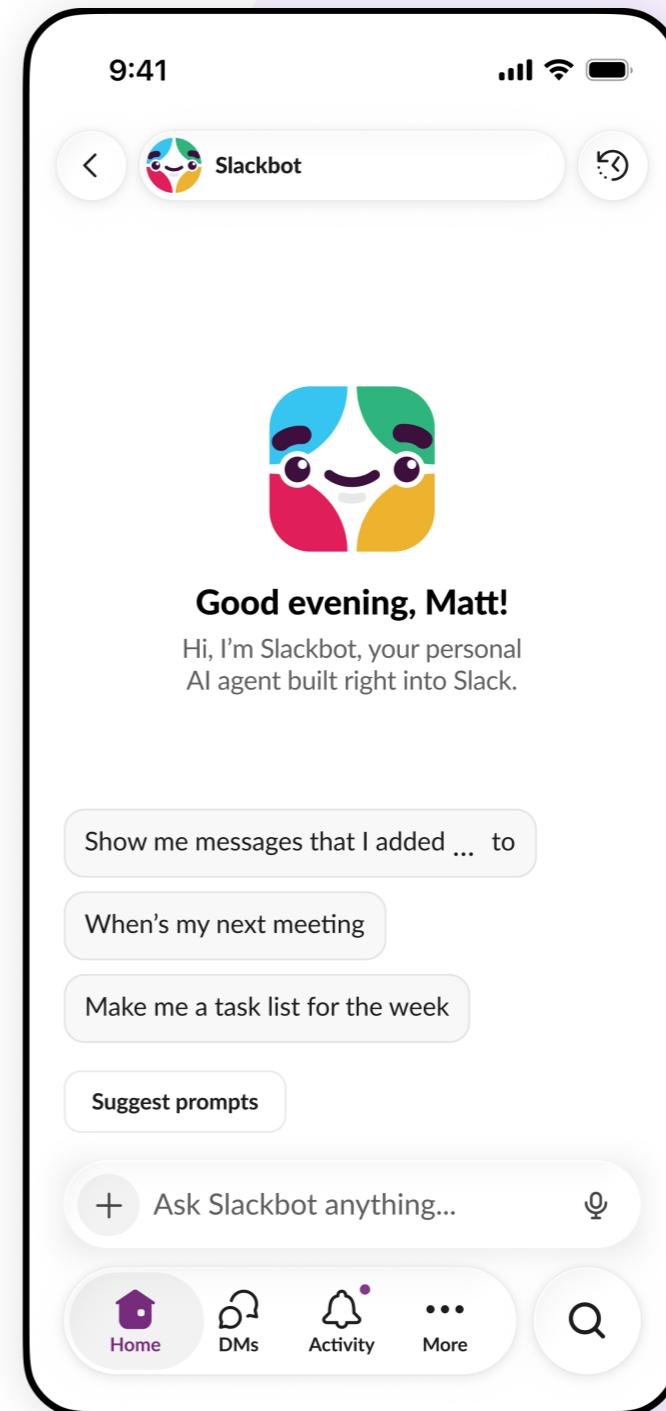
A personal agent for work inside Slack that understands your conversations, files, projects, and contacts. It adapts to your preferences, and works side-by-side with you to help you search, organize, draft, and problem-solve in the flow of work so you can work more productively. No setup required.

## WHY IT MATTERS

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

Slack-native, context-aware, action-oriented and secure, combining search, content creation, reminders, and personalization 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 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 you need at the moment you need it. Slackbot can see across conversations you have access to, connect dots that would otherwise stay buried, and help you move from question to action without switching tools.

It adapts to how you work. It pays attention to your patterns, the tone you prefer, and the types of tasks you tend to handle. The result is support that feels familiar; like an AI helper that can summarize, prepare, draft, search, organize, 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

slalom

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 create an environment where individuals, teams, and whole organizations can work with more clarity and less interruption, all in the flow of work.

This guide walks through 10 concrete ways Slackbot and AI in Slack can help your teams move faster and work smarter.



**Slackbot**

Let's see what's on your plate!

🔍 **Searching your permissioned files and messages**

# 3

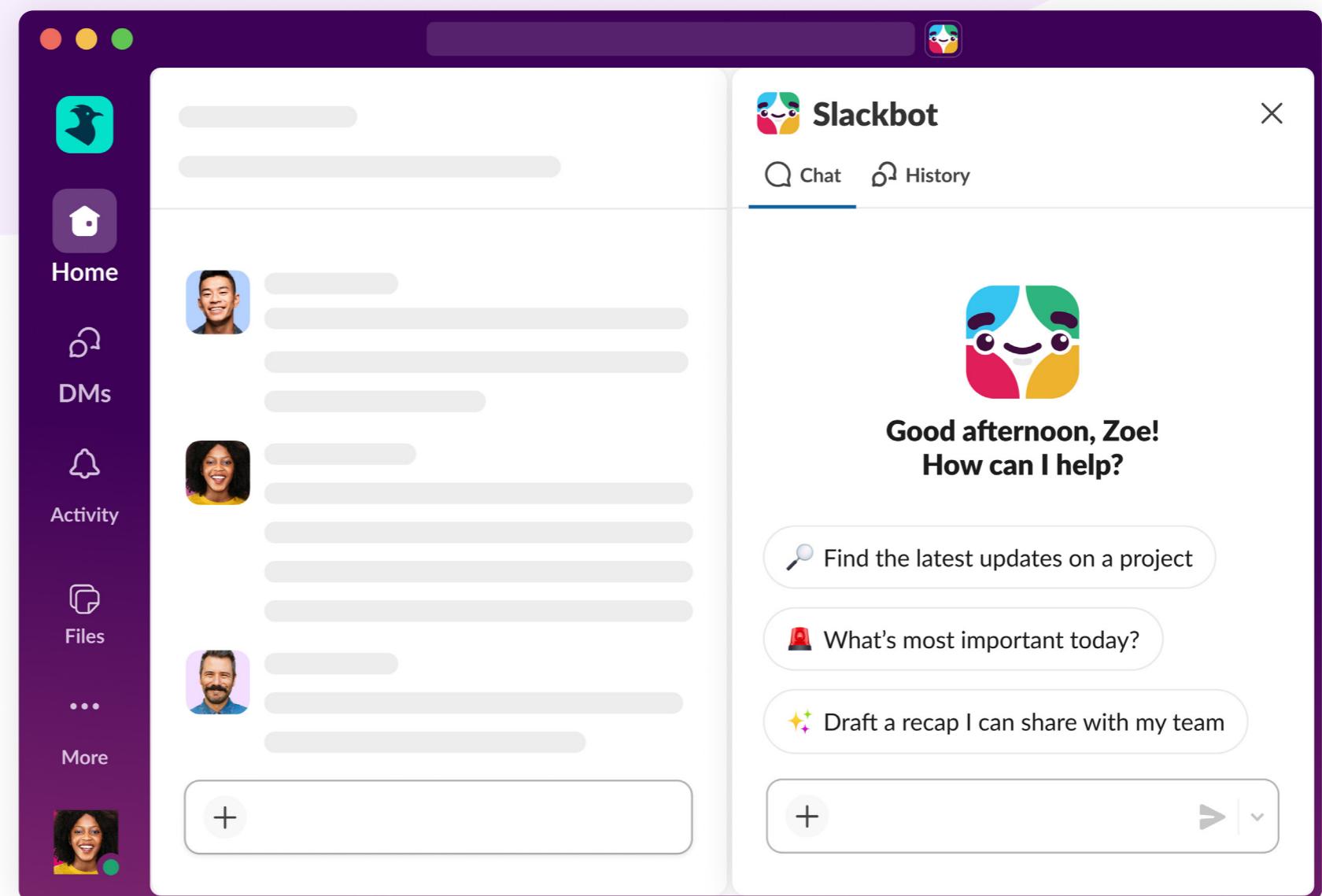
## Where Slackbot shows up in your day

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



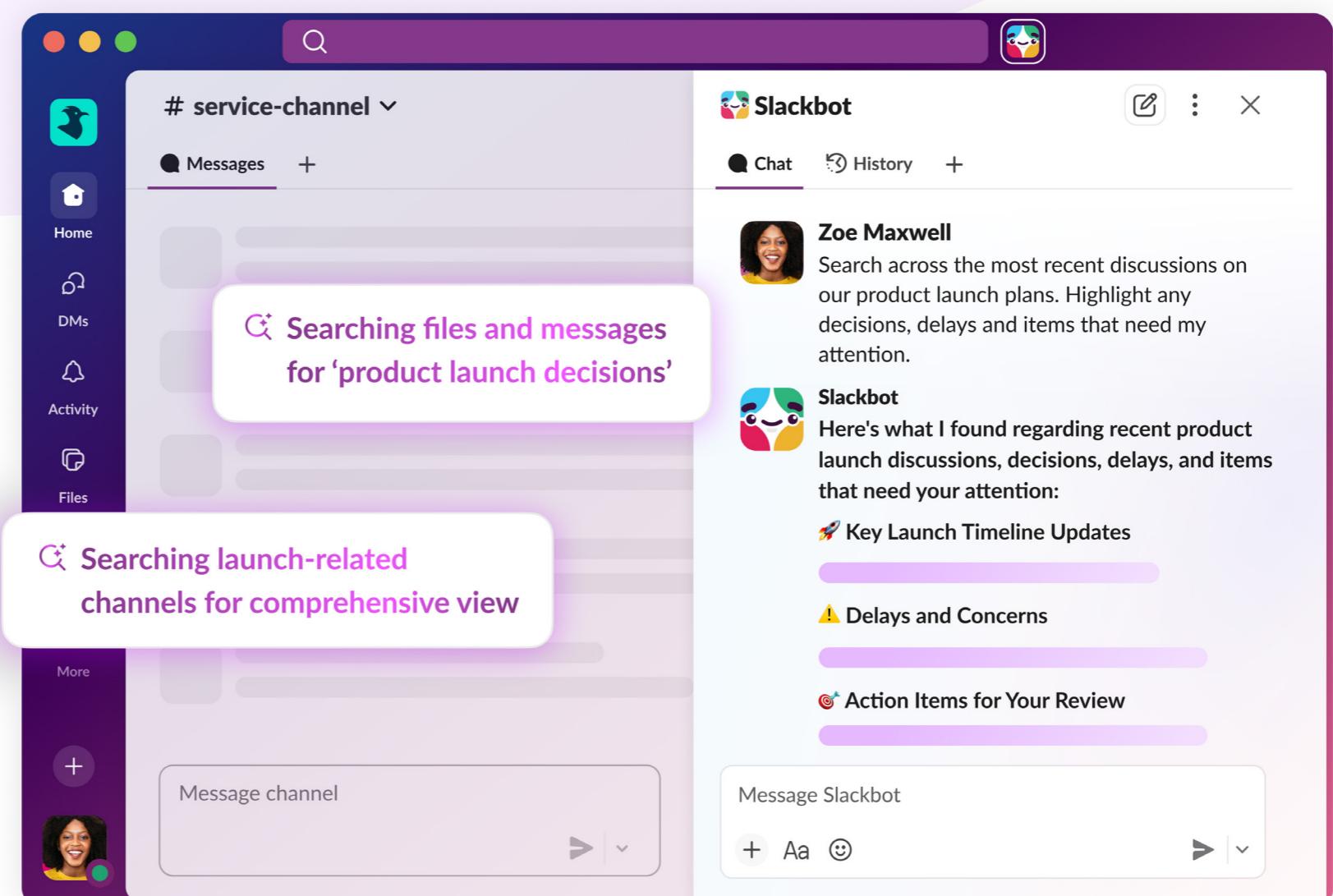
## In the sidebar

Slackbot lives in your sidebar, ready whenever you want to start a conversation, check in 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.



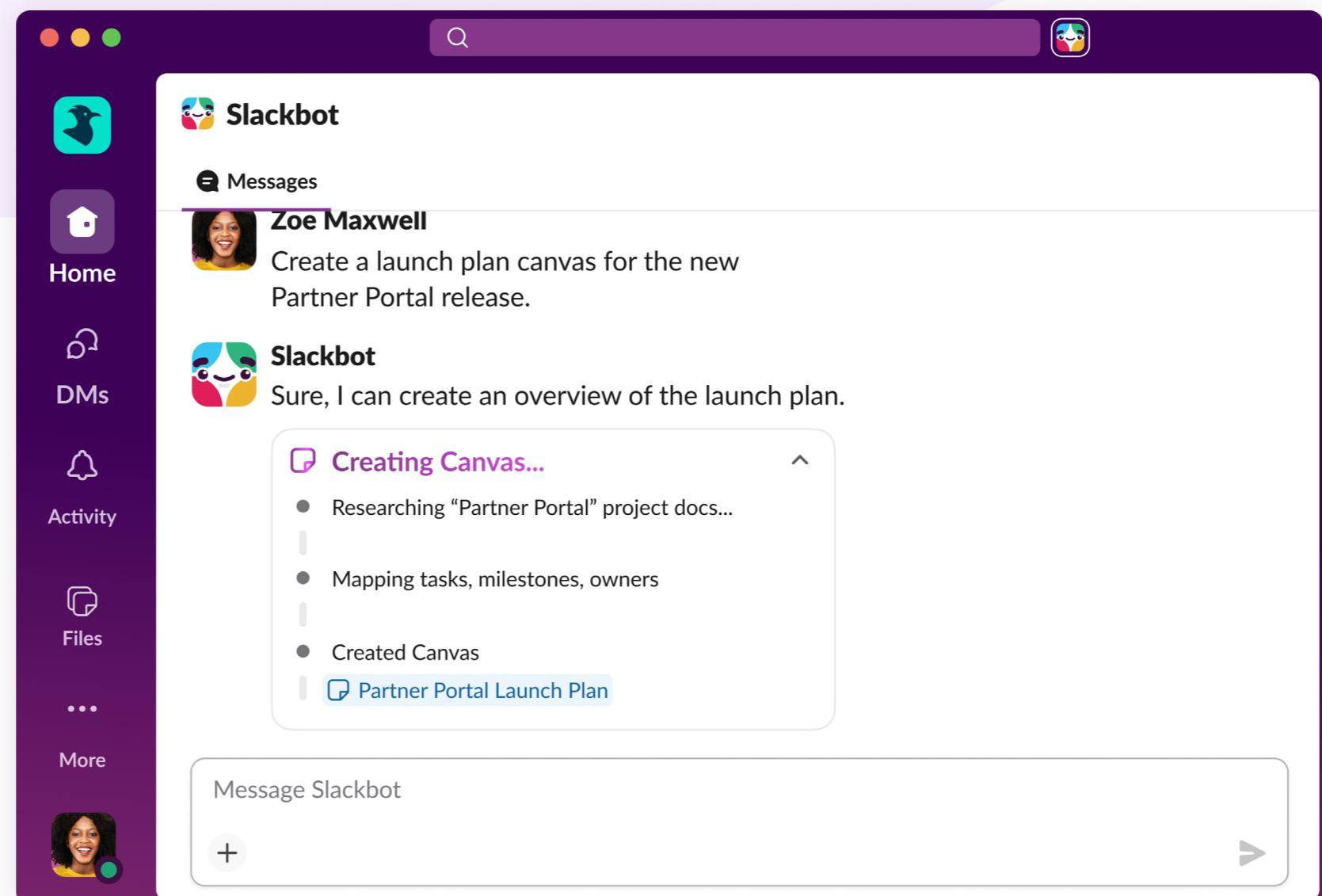
## Inside channels

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



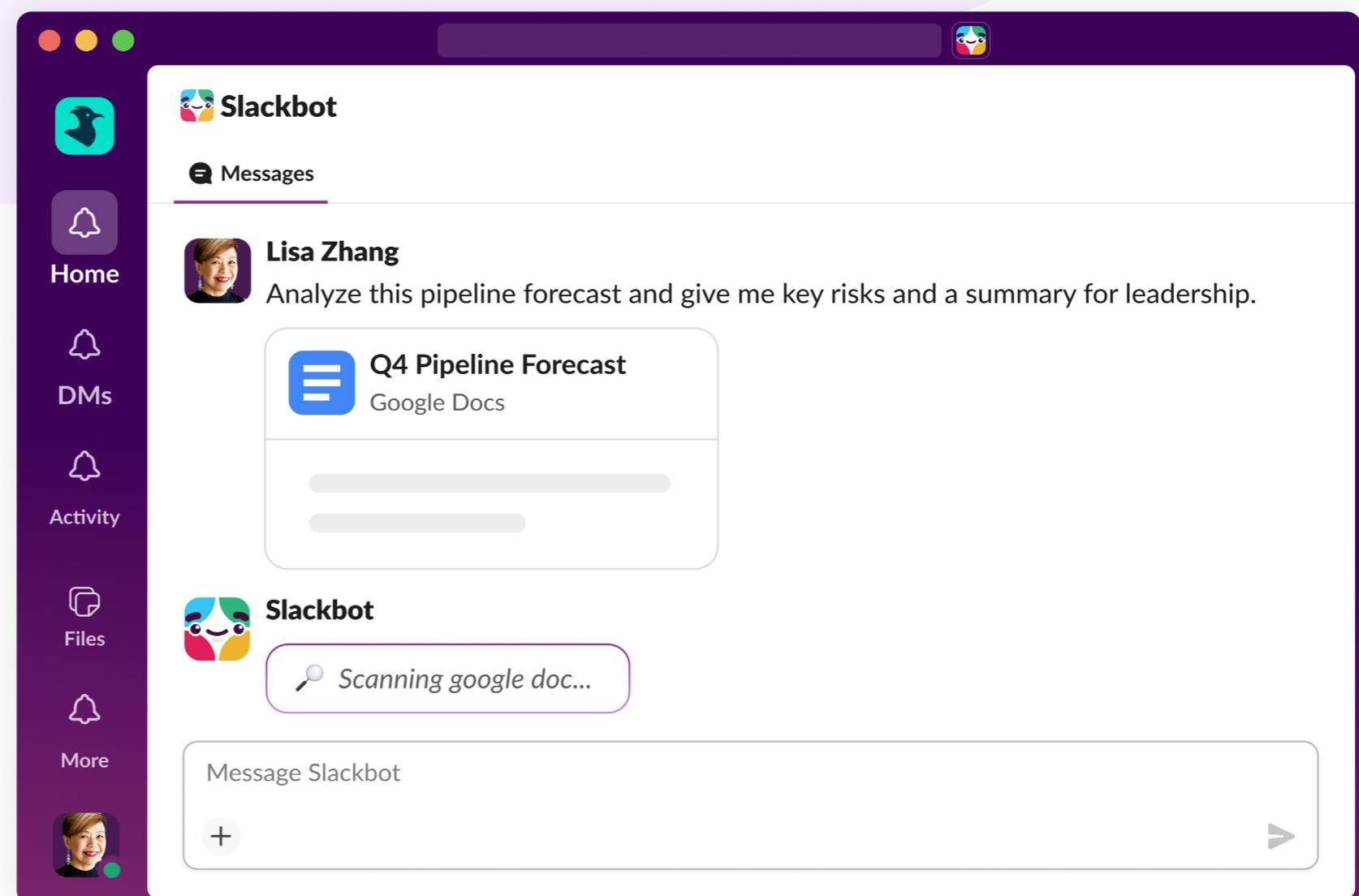
## In canvases

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 you can work side-by-side.



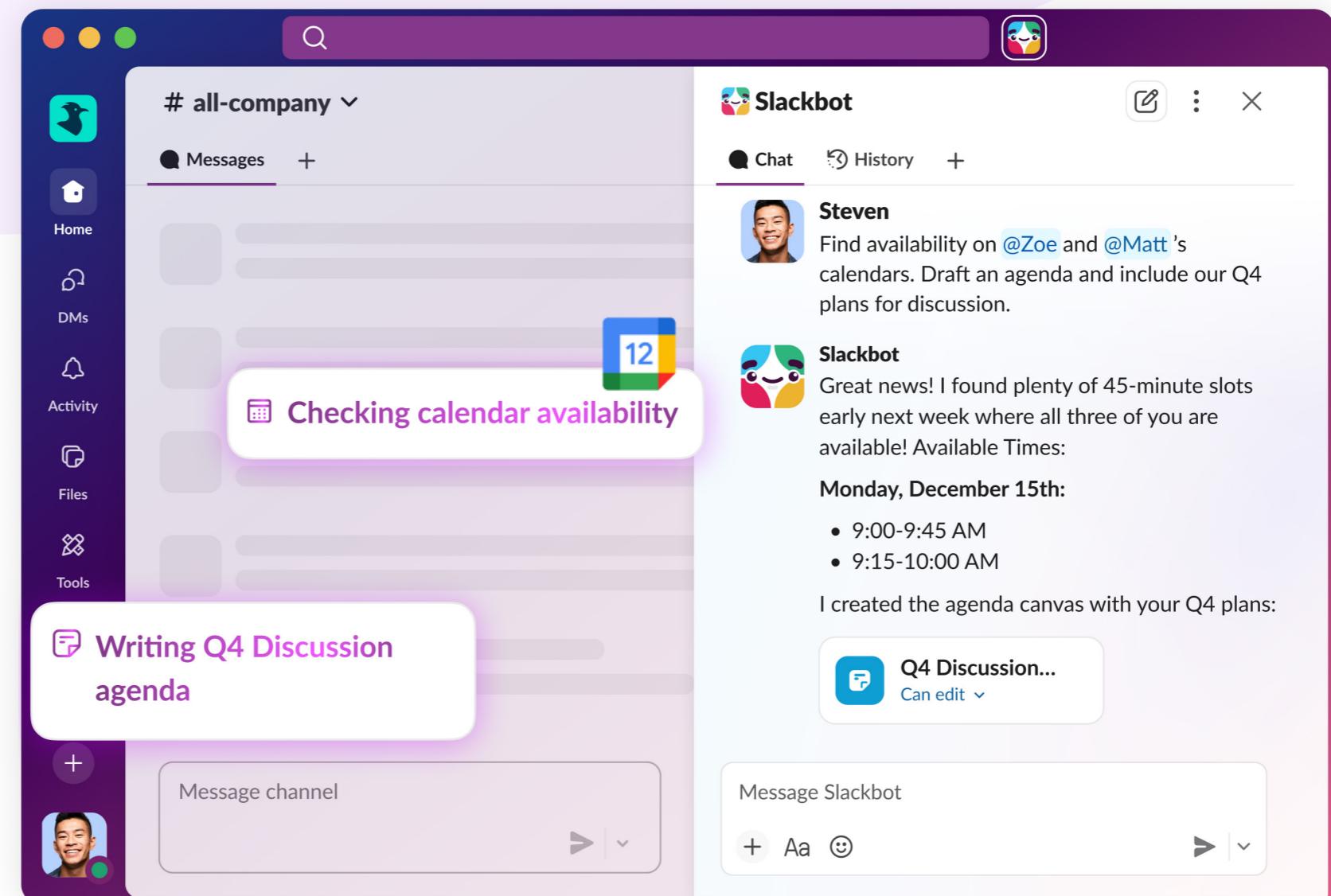
## In your composer

When a message or document sparks a new question, you can ask Slackbot right from the composer. It can summarize 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 you already work with, so you can ask for what you need and Slackbot will pull the right context together.



# 4

## 10 ways Slackbot helps teams move faster and work smarter



01

# 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.

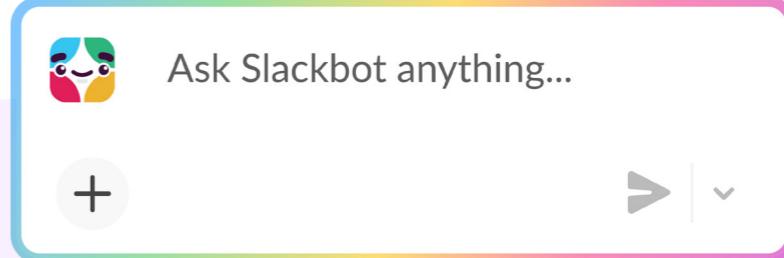
## After with Slackbot

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 you get 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 you already use, so you don't have to switch tools or break focus to keep moving work forward.
- **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 you already have access to, keeping your work secure while still giving you powerful assistance.



02

# Start every day and every meeting with clear priorities

Slackbot can act as a morning control center. 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?”
- “Summarize the account review in a canvas for my next customer meeting.”

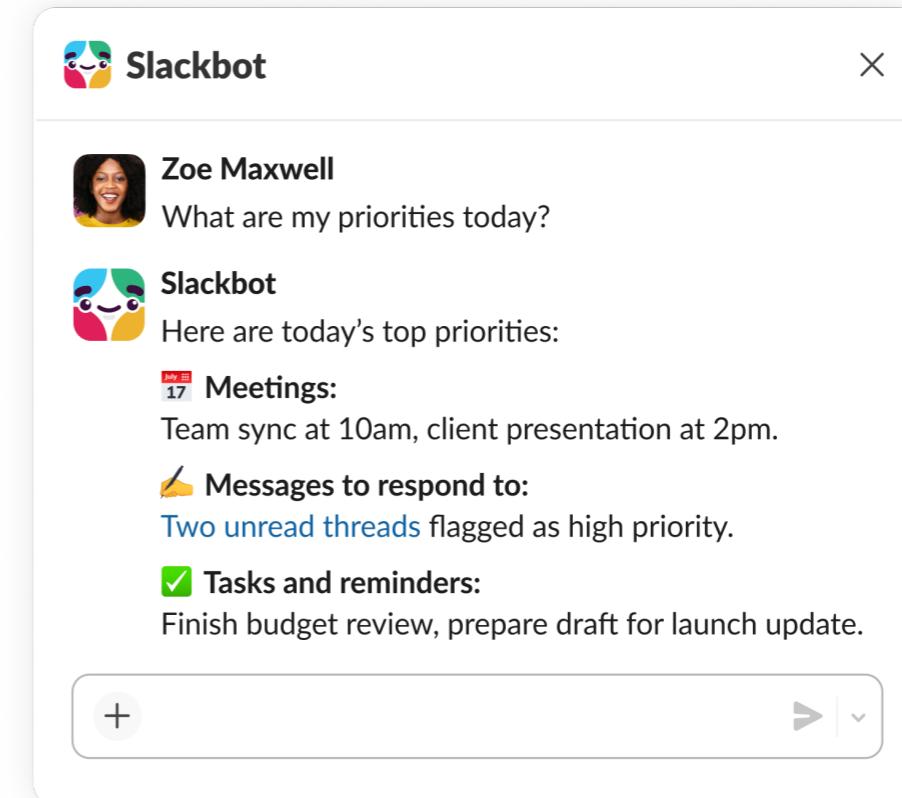
Slackbot pulls the latest updates and content into a single briefing canvas so you can walk into a conversation prepared instead of digging through channels and docs.

### 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 summarize 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.



03

# Turn scattered conversations into customer-ready insights

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

## Example prompts:

- “Summarize yesterday’s discovery call with this customer and highlight pain points, budget signals, and action items.”
- “Summarize 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 analyze 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

04

# Help service teams 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 service reps can quickly understand what's happening, recognize 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 setup, devices, or reported behavior
- 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 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 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 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 you point it to, gather relevant details, and outline a launch plan grounded in your organization's own history. It surfaces key findings, competitive themes, and prior positioning work, then organizes everything into a canvas with an executive summary and a clear structure the team can edit together.

When you're ready to move things forward, 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.

06

# Keep cross-functional projects aligned

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

## Slackbot can:

- Summarize channels and long threads so 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:

- “Summarize recent conversations about the new pricing model from **#sales-strategy** and **#finance**, including key decisions and open questions.”

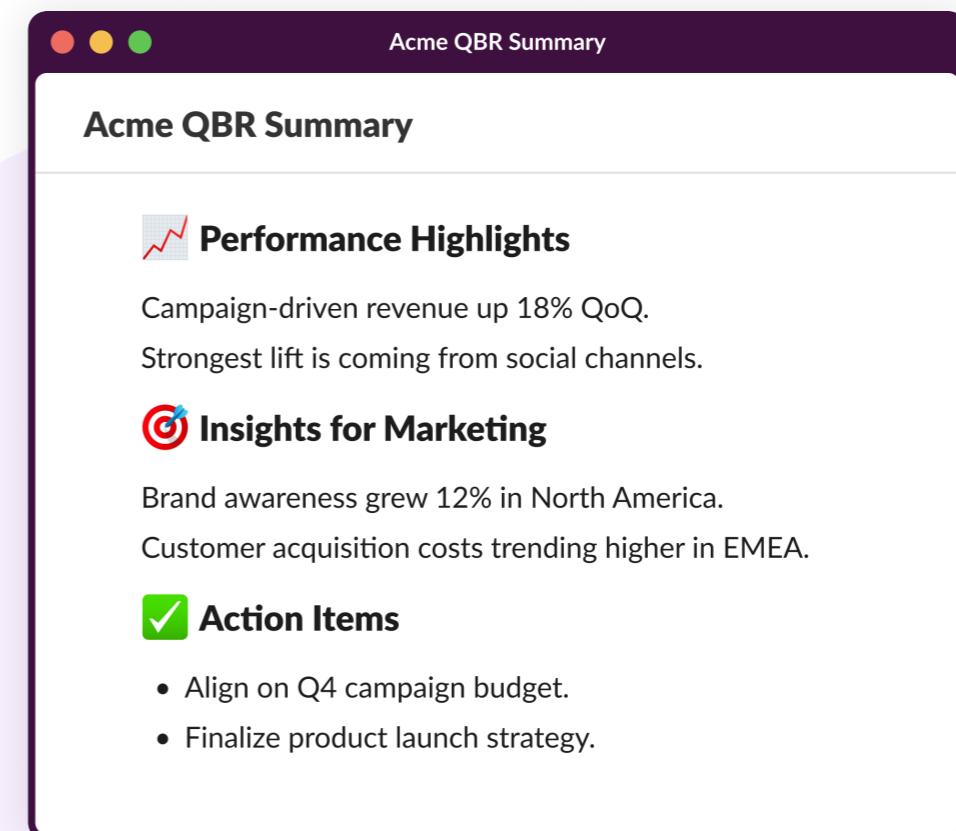
Slackbot compiles the information into a canvas with a clear executive summary, which becomes the single source of truth that marketing, sales, finance, and product can comment on and edit.

## 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.



07

# Help engineering teams 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 summarize 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™

08

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

IT teams manage a constant flow of requests, system alerts, and troubleshooting conversations. Slackbot helps them 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 summarize 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 reduce ticket queues
- Review audit logs to identify inactive guests or optimization opportunities
- Help set up or troubleshoot integrations like 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 organization 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. Summarize 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

10

# Help managers 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 surface this context so 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 summarize a team's recent activity, highlight wins, and surface areas that might need support. It can analyze 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 adjust before small issues grow.

By turning everyday activity in Slack into useful managerial insight, Slackbot helps managers 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 people already work, not force new habits.

## Slackbot helps:

- Individual contributors stay prepared and focused
- Managers and leaders see the bigger picture faster
- Specialists such as legal, finance, and engineering 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 plan for your organization

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?



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