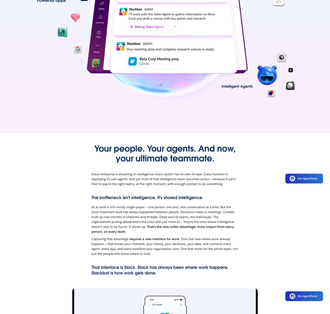
Meet the new Slack

Where AI works.



Your people. Your agents. And now, your ultimate teammate.

Every employee is powered by intelligent Slack agents that live in each App Every Surface is integrating AI into every part of the platform. But we've always believed that AI shouldn't just live in ways to the right teams, at the right moment, with enough context to do something.

Ask Agentforce

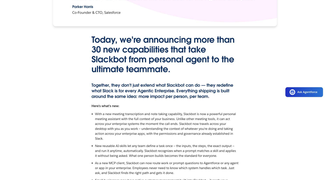
The bottleneck isn't intelligence. It's shared intelligence.

AI at work is still mostly single-player — one person, one tool, one conversation at a time. But the most important work has always happened between people. Decisions made in meetings. Context built up over months in channels and threads. Slack work by teams, not individuals. The breakthrough isn't smarter AI models. It's AI that can finally work in the room. *Shared intelligence doesn't start in the brain. It starts in the conversation. And that's the most important thing every person, on every team.*

Capturing that advantage **requires a new interface for work.** One that lives where work already happens, knows your company's data, your history, your decisions, your goals, and connects every agent, every system, and every workflow in your organization.Slack. It's the interface for the whole team. And part the people who know it best.

Ask Agentforce

That interface is Slack. Slack has always been where work happens. Slackbot is how work gets done.



Slackbot is the ultimate teammate — unlike any colleague you've ever had. Always on and deeply personal, Slackbot knows you and your work like no other AI. It has the full context of your work: the conversations, files, and history. It learns how you work and gets better at it over time, adapting to the workflows and preferences unique to your role. It comes with a growing set of skills—searching, brainstorming, writing, coding, orchestrating workflows, updating records. And because Slackbot is a platform, it can be extended across every app and agent in your stack, so it can take action anywhere your work lives. Slackbot is the ultimate teammate, by default. Extending every permission your organization has already established. Slackbot doesn't just make you faster. It makes your team better.

Ask Agentforce

There is nothing new to install. Nothing new to manage. It just works.

Less than two months after launch, Slackbot is on track to become the fastest-adopted feature in Salesforce history. Customers like, Asymbl, Engine, Hilfestellung using Slackbot, with some employees reporting they've saved more than 20 hours per week. Slackbot is available to all Slack customers at no extra cost. And Enterprise+ customers are seeing up to 20 hours a week, already generating over $1.6M in productivity value.

Ask Agentforce

> Slack is the operating system for work, bringing humans, agents, data, and apps together in one trusted conversational interface. With Slackbot, every employee now has a super-intelligent teammate who knows status is always green—coordinating across teams and systems, accelerating execution across the enterprise, and saving hours every day. Slackbot is the front door for the Agentic Enterprise.
>
> Parker Harris
> Co-Founder & CTO, Salesforce

Ask Agentforce

Today, we're announcing more than 30 new capabilities that take Slackbot from personal agent to the ultimate teammate.

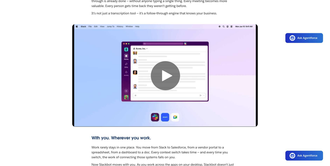
Ask Agentforce

Together, they don't just extend what Slackbot can do — they redefine what Slack is for every Agentic Enterprise. *Everything shipping is built around the same idea: more impact per person, per team.*

Here's what's new:

- With a new meeting transcription and note taking capability, Slackbot is now a powerful personal meeting assistant with the full context of your business. Unlike other meeting tools, it can act across your enterprise systems the moment the call ends. Slackbot now tracks across your meetings, surfaces what matters, and takes action in Slack, Salesforce, and beyond. It joins your calls, follows your enterprise apps, with the permissions and governance already established in Slack.
- Now Available All skills let any team define a task once — the inputs, the steps, the exact output — and run it anytime, automatically. Slackbot recognizes when a prompt matches a skill and applies it without you having to remember. When one person builds, everyone has the standard.
- In a new AI IDE mode, Slackbot can now write code or prompt questions in Agentforce or any agent in Slack. Developers can build, test, and deploy without leaving the conversation. Slack is now the IDE for the Agentic Enterprise.
- Small businesses now have native customer management built right in. Slack Sales Elevate, powered by Salesforce, gives small teams a CRM that lives in Slack and works with Slackbot automatically. Each simple invoice Slack, scale up to Salesforce when they're ready for the next step.
- For enterprise teams on Salesforce, Slackbot is now the conversational interface for the full Customer 360 — update opportunities, research accounts, route cases, and trigger workflows without leaving the conversation. Slackbot knows your pipeline, your customers, and your history. Every new Salesforce customer gets Slack — already provisioned, already connected, ready from day one.
- New skills — including deep research and voice input — extend what Slackbot can do across every role and every team. Shareable prompts let anyone save and share their best instructions with colleagues, so the most effective ways of working spread fast. Slackbot learns your preferences, your workflows, your shortcuts — getting smarter every time you use it.

Ask Agentforce



Meeting intelligence that acts

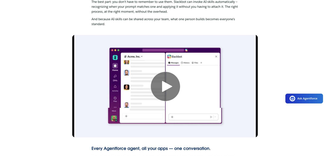
The meeting ends and everyone scatters. Nobody's sure who owns what. The next meeting is already starting. Slack knows the vibe but not the details. And since nothing's written down, nothing's real. Until recently something big and you're reconstructing what happened three weeks ago from memory.

Tens of millions of people already run the Slack desktop app, which means Slackbot's meeting transcription and personal note taking requires nothing new to install or configure. When you want it to, Slackbot joins your calls, follows your enterprise apps, with the permissions and governance already established in Slack. No new access to set up. No new process to configure. The governance and permissions your organization has already established in Slack come with it automatically.

Select anything on your screen and ask Slackbot to act on it. Summarize this. Draft a follow-up. Flag the risk. Slackbot sees what you're looking at and responds in context. It's not a tool you have to go to. It's right there — and unlike any other desktop agent, it doesn't need to be invited. The briefing is already done.

Most operators are capable, but they start from scratch. Slackbot starts from your work. That's not a tool you invoke. That's a teammate.

Ask Agentforce



With you. Wherever you work.

Work rarely lives in one place. You move from Slack to Salesforce, from a vendor portal to a spreadsheet, from a dashboard to a doc. Every context switch takes time — and every time you switch, the work of connecting those systems falls on you.

Now Slackbot moves with you. It can work across the apps on your desktop. Slackbot doesn't just live in Slack anymore. It's your AI teammate wherever you're working, with the full context of your work. That's the difference between a tool and a teammate. It's now access to set up. No new process to configure. The governance and permissions your organization has already established in Slack come with it automatically.

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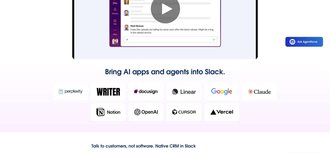


Your process, on demand, for everyone.

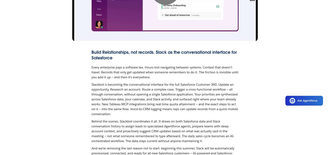
Every team has recurring tasks that require the same inputs, the same format, and the same quality every time. Campaign briefs. Pipeline summaries. Incident reports. The challenge isn't knowing how to do the work. It's doing it consistently, without rebuilding the same context from scratch every time.

All skills solve this. An AI skill is a reusable instruction set that defines a task once — the inputs, the steps, the exact output — and runs it anytime, automatically. Slackbot recognizes when a prompt matches a skill and applies it without you having to remember. When one person builds, everyone has the standard.And building your own is just as easy. Slackbot can turn repetitive patterns in how you're already working into skills for you. Or you can describe what you need in plain language and Slackbot will build it for you — and refine any skill as your process evolves.

Over the past 6 years, you'll learn to remember to use them. Slackbot can invoke All skills automatically—recognizing when your prompt matches one and applying it without you having to attach it. The right process, at the right moment, without the overhead.

And because All skills can be shared across your team, what one person builds becomes everyone's standard.

Ask Agentforce



Every Agentforce agent, all your apps — one conversation.

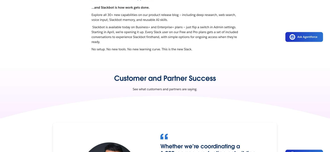
Most of your AI investment is locked in most of your people. Agentforce can be being deployed across your organization to qualify leads, route service cases, manage IT requests, and analyze commerce trends. Your enterprise apps — Google Workspace, Microsoft 365, Notion, Monday, Asana.Users are all building their own AI agents too. AI-enabled apps built for Slack have already grown 600%. But every one of those agents lives in its own interface, with its own login, its own conversation history. Testing them means knowing to look for them. And most employees never do.

Slackbot is the single interface to all of it. Every Agentforce agent in your org, every connected enterprise app, available the moment you need it, without leaving Slack. Slackbot finds the right agent, connects it to the systems and gets it done. We're just making it easier. Actually finishing the work.

Through its new MCP client, Slackbot can access any tool, including the 2600+ apps in the Slack Marketplace, and the 6000+ apps built over the last 20 years for the Salesforce AppExchange. Quietly and in the background. Slackbot can also connect to any tool that has an MCP endpoint. Same experience every time, regardless of which system handles it behind the scenes.

This is what it means to orchestrate an enterprise. Every employee has the full force of our AI investment — in a single conversation.

Ask Agentforce



Bring AI apps and agents into Slack.

perplexity · WRITER · decagon · Linear · Google · Claude · Notion · OpenAI · CURSOR · Vercel

Ask Agentforce

Talk to customers, not software. Native CRM in Slack

Small businesses do not have a sales department. They are the sales department. Every customer conversation already happens in Slack — but turning those conversations into organized records has always required switching to another tool. Another login. Data entered out of flow. Work that never quite happens.

With native CRM built into Slack, that overhead disappears. Slackbot reads your channels, understands your customers, and keeps your pipeline current — automatically. Nothing to learn. A follow-up promised in a thread gets logged. A new contact mentioned in a channel gets added. The admin work that used to pile up after the call takes care of itself — before you've moved on to the next one.

See your full customer history, update a deal, check in on an account — all without leaving Slack. Start free with Slack Sales Elevate, powered by Salesforce. Grow into Agentforce when you're ready. It already connects to Salesforce. No migrations. No switching costs. No starting over.

Stop managing software. Start managing customers.

Ask Agentforce

Build Relationships, not records. Slack as the conversational interface for Salesforce

Every enterprise pays a software tax. Hours lost navigating between systems. Context that doesn't travel. Records that only get updated when someone remembers to do it. The information you need is there — you just can't get to it.

Slackbot changes that. Slackbot is the interface for the full Salesforce Customer 360. Update an opportunity, research an account, route a complex case. Trigger a cross-functional workflow — all through conversation, without opening a single Salesforce application. Your priorities are synchronized across Salesforce data, your conversations, and Slack activity, and Slackbot right where your team already works. New Tableau MCP integrations bring real-time sports attainment — and the exact steps to act. Slackbot knows your data. Knows your Salesforce. And knows your business from a quite invisible conversation.

Behind the scenes, Slackbot coordinates AI at. It draws on both Salesforce and Slack data, understands your business context, and takes action across your entire stack. Every interaction strengthens your data model, making Slackbot smarter and more personalized. Every conversation becomes a richer record — not what someone remembered to type afterward. The daily sales cycle becomes an AI-orchestrated workflow. The data logs current without anyone touching a keyboard.

And we're removing the last reason not to start. Beginning this summer, Slack will be automatically included with every sale ready for all new Salesforce customers. All powered and Salesforce easier from day one.

More conversations with customers. Fewer conversations with software.

Ask Agentforce

Slack is where work happens...

...and Slackbot is how work gets done.

Explore all 30+ new capabilities on our product release blog — including deep research, voice search, voice input, Slackbot memory, and reusable AI skills.

Slackbot is available today on Business+ and Enterprise+ plans — just flip a switch in Admin settings. Starting in April, we're opening it up. Every Slack user on our Free and Pro plans gets a set of included conversations to experience Slackbot firsthand, with clear options for ongoing access when they're ready.

No setup. No new tools. No new learning curve. This is the new Slack.

Ask Agentforce

Customer and Partner Success

See what customers and partners are saying.

> Whether we're coordinating a 1,000-person production or building schools in Ghana, Slackbot quickly turns scattered data into a clear plan of action, *allowing us to hit our deadlines and stay on budget.*

Ask Agentforce

without having to slow down.

Luis Madrigal
CEO, Bond Industries

Ask Agentforce

Engine

"Slackbot is at the heart of unifying our ecosystem, bringing all of our employee service environment. It's a strategic shift that ensures our teams spend less time navigating noise and more time driving the high-impact innovation that defines Engine's future.

Ella Walker
Founder & CEO, Engine

reMarkable

"Slackbot has become a vital resource for our teams. The integration with search is incredibly intuitive, instantly pulling the right context from across DMs and channels into a clear timeline of events, saving hours of manual work.

Peter Stolz
VP, Head of CEO Office, reMarkable

asymbl.

"Slackbot has become a true digital member of our team, bringing intelligence directly into the flow of work and handling the heavy lifting of digging through data and creating documents that used to take hours.

Brandon Metcalf
CEO, Asymbl

Ask Agentforce

docusign

"By bringing Docusign into Slack, we'll meet teams where they work and enable agentic workflows that can take action on their behalf - turning everyday conversations into signed agreements and helping businesses move faster, stay aligned, and close more deals.

Allen Thygesen
CEO, Docusign

Notion

"The best work happens when context and execution aren't separate. With Notion AI and Slack Slackbot, teams can turn every conversation into action.

Erica Anderson
Chief Revenue Officer, Notion

Vercel

"Unlike typical software, you interact with Vercel's agents through conversation. You're going to want those agents to meet you where the conversation is already happening. That's why Slack felt like the perfect solution."

Guillermo Rauch
CEO, Vercel

Ask Agentforce

Linear

"Linear Agent for Slack has quickly become one of the easiest ways for our users to turn ideas into issues, triage, and interact with Linear right from Slack.

Jori Lallo
Cofounder, Linear

cursor

"A huge amount of engineering context lives in Slack, from design decisions to incident retros to product tradeoffs. With Cursor for Slack, your teammates can stay in flow and kick off coding agents that use context to generate merge-ready PRs."

Josh Ma
Engineering Lead, Cursor

Abvo

"Before, I was spending hours every week juggling spreadsheets and trying to remember what I promised each customer. Now I just ask Agentforce what happened after a call, and it updates everything automatically. I'm saving at least 90 minutes a day on admin tasks—time I can actually spend with customers."

Ben Shropshire
Co-founder & CEO, abvo.ai

Ask Agentforce

CS Caulkins

"Slack is crucial to our everyday engineering collaboration. With the new Salesforce integrations, Slack has empowered us to dramatically improve our customer support. The Slackbot experience works like magic and is shockingly useful!

Jason M. Hinson, P.E.
President & CEO, CS Caulkins

AYDAI

"We have made everything much easier by having our workforce, client external connections and now our AI Agents in Slack Huddle! As a small business ourselves, this was perfect for what we needed and made everything much smoother. Thanks for having everything in 1/4 different softwares.

Warren Mulvey
Head of Partnerships, Paystal

Sparked

"Since adopting CRM in Slack, we can track opportunities, log call time, and collaborate seamlessly—transforming how we manage enterprise clients and meet customers where they already are.

Gerardo Rodriguez Pinto
Co-founder & CEO, Sparked

Ask Agentforce

Ready to take the next step?

Ask Agentforce

Start your trial.
Try Slack for free. No credit card, no installation.

Try for free

Talk to an expert.
Tell us a bit more so the right person can reach out faster.

Request a call

Watch a demo.
See how Slack and AI seamlessly brings Salesforce's deeply-united partners.

Watch now

Ask Agentforce

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Send sales to contact us

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- Customer Service Software
- Email Marketing
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- Artificial Intelligence
- AI Agents
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