

Slack Keynote: Future of Human-Centric, Agent-Powered Work

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Speakers:

Speaker A - 34.68%

Speaker B - 9.94%

Speaker C - 9.11%

Speaker D - 31.09%

Speaker E - 4.23%

Speaker F - 3.97%

Speaker G - 6.98%

Notes:

- Denise Dresser: This is an incredibly exciting time for work. Work is going through a big inflection point. 80% of project management is expected to be automated by 2030. Slack as that conversational interface, becomes your work operating system. This is the future of technology at work.

- Slack is now the conversational interface to Salesforce. Agent Force is now available in Slack. It is your own CRM agent. It brings all of this data together to put it to work on your behalf.
- Conversation turns to work when you bring people, data and AI together in one place, enabling Slack to become the AI powered work operating system. This really enables teams to tap into all that powerful CRM data, uh, insight and automation right in the flow of conversation.
- Amy: What is an RFP agent? Rob: It's an agent powered by Salesforce. He says it can help teams collaborate around data in Slack. Rob: This is the power of slack, when you connect people, data, and AI to transform the way that teams work.
- Steph Sadowski leads the Salesforce business group at Accenture. She is helping clients think about how to put humans together with us agents. Slack AI is going to be a hub for pulling all of this stuff together.
- Dreamforce is absolutely about learning and connecting and collaborating, but it is also about giving back. When I leave this stage, I'm walking out to the Slack launch zone where we are going to be launching something called ALS together. And I would love it if you meet me to celebrate this use of slack for good.

Speaker A 00:00:00
You.

Speaker B 00:00:03
Mhm.

Speaker C 00:00:03
Drop.

Speaker B 00:00:34
Please welcome Chief Executive Officer Slack, Denise Dresser.

Speaker D 00:00:40
Hello, uh, everybody. Welcome to Dreamforce. Welcome to the slackino. We are so excited for this event. It feels a little bit like the Super bowl for us, but we are so excited to have all of you here, all of our customers, our partners. Where's our community members? Shout out to our community. Incredible. It's so great to have you all here in person and online, you. And also to our employees, by the way, shout out to all the slack employees that are here. And you are the reason we do what we do. And I want to say a huge thank you. You are the reason we do what we do. And boy, have we been busy innovating on your behalf,

because this is an incredibly exciting time for work. Work is going through such a big inflection point when you think about, you heard it in the opening keynote, the possibility of working with humans and agents and really working in a way that is just with no limits. It's so exciting. And there's no better place to transform the way that we work than in slack, where the world is already working and there's no better time to do this, because let's face it, work is kind of broken. Do you agree? 41% of our time is spent on the work of work. The drudgery, the finding information, the reporting information. We're swivel sharing between, on average, eleven different applications because 70% of enterprise applications are not even connected. So it's no wonder that 47% of workers can't even find the information they need to do their job. So we know how this feels. It's lost communication, it's siloed data, it's data fragmentation, and it's the cognitive load, all the context switching. And then you layer in what is happening right now, which is just this incredibly fast paced wave of AI coming onto the scene. If you think about it, it is moving at a pace. Frankly, I don't think I've ever seen anything like it. With the exception of the Internet, 60% of people are already interacting with an agent. After today, it might be 100%. I heard there's a lab outside and people are doing that. 80% of project management is expected to be automated by 2030. That's not that far off. It may even happen sooner. So when you think about it, if you layer on all of this AI innovation into a work environment that is broken, not only are we not going to be able to get the benefits that we hope to get, the performance improvement and the productivity improvement from AI, but we actually might bring in more chaos when you bring in AI, and we're not ready for it. So we need a new way to work in the age of AI. And what I think is really exciting and inspiring as well is that as we're seeing all this new technology, it's showing us that we're going to work with technology in a different way. It's much more conversational. We're searching for information, we're surfacing information, taking action right in the flow of work. Or maybe an agent is starting to take action for you, and it's bringing all of your data, all of your workflow, all of your apps together so that you can do this all in one place. This is the future of technology at work. And this is Slack. Slack is the conversational interface to work. It is the conversational interface to Salesforce. You saw that in Leah's demo earlier. But also to this incredible agent force innovation to the customer 360 and data cloud, which is really what AI is meant to be. And slack as that conversational interface, becomes your work operating system. What do I mean by a work operating system? It is one place that brings all of your humans together, all of your data, all of your applications, all of your workflow, and now all of your agents all in one place. So what do I mean by humans? We know what we mean by humans, but what do I mean? We're conversing 700 million messages in slack every day. That's incredible. And it isn't just us communicating with each other or in a channel. It's using Slack connect. Using Slack connect to connect with your customers and your partners right there in Slack. Also allowing you to bring in all of your data, not just your conversational data, your unstructured data, but your structured data from your enterprise applications. So many customers are already bringing CRM data. 6.4 million records from Salesforce are already coming in to slack because that is where you're working and it's where you want to work in a conversational interface. And then of course,

all of your applications. We talked about the swivel chairing across the applications. On average, you, our customers are integrating 43 back office applications. Why does that matter? It matters because you're able to reduce the cognitive load and you can be in the flow of work and get work done very quickly and then automate that work. There are 3 million workflows that happen in slack every single day. And just this baseline of the product is delivering 47% increase in productivity reported by our customers. This is not our survey. This is you telling us the productivity improvement. And now what I think is very, very exciting is in the last year, 13,000 AI powered applications have been built by our customers. They are building this and showing us the way because the fastest growing, most innovative companies in the world leverage slack today as their work operating system. They're showing us the way. A great example of this, one of my favorite is Rivian. Rivian uses Slack end to end to be able to get their electric vehicles and trucks on the road to us. They're integrating 250 back office applications, 1000 workflows. Just incredible. But what I really love is it's not just their employees and their engineers, of course, that matters in slack, but there are robots at Rivian connected to slack. Yes, you heard it here first. This is truly the next level of manifestation of humans and agents and now robots working together. And why does this matter? This helped them improve the response time and also save \$8 million a year by using Slack as the work operating system. And then another one of my favorite examples is IBM, one of the largest global organizations in the world, using Slack as their work operating system. Already they are a slack first organization, connecting 250,000 employees across the globe to communicate and to collaborate with 10,000 workflows that drive automation. Integrating 3000 actually over 3000 applications to reduce that cognitive load, to reduce the swivel chairing. It's just truly incredible. And they've brought in service cloud and sales cloud. And what I particularly think is so impressive at a company of their size and scale is bringing in sales cloud helped IBM drive 33% increase in productivity by bringing CRM right into the flow work that is nothing to sneeze at. That is a very big impact in using slacken, which is truly incredible. But now I would be remiss if I did not talk about a customer that's here in this room today, who is a partner. We use the product and an incredible AI product in the world with an amazing thought leader, who is a true thought leader in the world of bringing generative AI into the enterprise. And that is writer AI with the CEO and founder Mayhave. Maeve, come on up, I want to talk to you. So the good news is I didn't, I don't want May, I didn't force May to come up here and talk about Slack. But she's probably going to talk about Slack. But what I really, I just so admire you, may, because you have such thought leadership and such a strong point of view of what we're all thinking about and how we bring generative AI in. But first, just in case somebody does not know what Rider does, will you just say it in your own words for us?

Speaker E

00:08:16

Yes, absolutely. I'm so happy to be here. I love slack. We run on slack. I'm sure my team saw the 700 million daily messages and was like, yeah, we're good for a mill. So rider is a

full stack generative AI solution purpose, uh, built for the enterprise. LLMs are incredibly powerful, but we saw in Mark's keynote, you have to connect them to data, to workflows, to orchestration, to instructions to make them do the powerful things that we want them to do in the enterprise. So incredible customers have been our partners from day one, including you.

Speaker D

00:08:49

Yes, yes. We use it. We love it. Thank you. So one of the things that I really loved about your point of view is, and Mark talked about this a bit in the keynote, but many executives and all of us are thinking about DIY AI, or purpose built enterprise applications, and you are at the forefront of that conversation. You've also been very strong about your point of view. I would love for you to share with us how you think about that and how you're seeing companies think about adopting it and deploying technology.

Speaker E

00:09:13

In that paradigm, the most important thing is starting outcomes backwards and really being able to think about what are we trying to do here? What is the ROI of what we're trying to do, because it is confusing out there. There is so much choice in the enterprise when it comes to generative AI and being able to just think with clarity. ROI backwards helps orient resources and really get people behind a smaller set of arrows. We've also seen just a relentless focus on adoption being just the most important thing that you can do, because you can build the coolest thing on tech, but if people don't use it, you don't get any.

Speaker D

00:09:51

Yep. Yep. So, well said. And I think that's such practical advice, which you always give. And I guess the other piece is you are an AI first company, which I love. And I think you're setting the tone for so many companies. You've also built an app in Slack, an AI app in Slack, and then, as you mentioned, you are running your business on Slack. So maybe talk about the role that Slack has played and how you think that that advances the cause of being an AI first company.

Speaker E

00:10:12

Yeah, totally. Uh, we live in slack. I think the story of Ryder is the story of the transformer, and that has just been a crazy story these last few years. We've had to be an immensely learning organization. Right. Uh, constantly. I mean, we've got so many workflows. We're learning from how our customers are using the apps and the products, we're learning from what prospects are saying, we're learning from the research community. And that all really gets digested in slack. And so when I first saw a demo in our own product of somebody building an app and writer connected to notion and Google Drive, the first

thing I said was, I need to query that from Slack. That's what I want to build. So when you guys approached us, we were absolutely thrilled because this is where work happened and just philosophically, uh, where AI is going, um, what automations are is about to change. Because with generative AI, we're going to have the ability to point AI at outcomes and have AI tell us what the workflows and tools should be. And so if AI is better at the work and coming up with the workflows, what is the stuff of human work? And I think the stuff of human work becomes to collaborate, to decide. And that collaboration is happening inside of Slack.

Speaker D

00:11:22

Yeah. So well said. May, thank you so much for everything you do. We're so grateful to you. Thanks for coming to Dreamforce. Give it up for May. And I mean, it's clear, listening to May, the future of work is not coming. It is really here. And this is what we obsess over at Slack. I know anybody who's here from the slack team knows this. We obsess over this. Slack disrupted the way the world worked ten years ago and we've been committed to doing that ever since. And as I said, there has never been a more important time. And that is what we have spent the last year really accelerating all of our iterations. Shout out to any engineers from slack or here in the room, they were working like crazy. And that's what we're going to spend this keynote on. We're going to show you real innovation that we've been bringing to the product because it's a lot. We're going to break it apart in three chapters so it's digestible. The first one is putting AI to work for you right in the flow of work. So sharing the innovations that are going to be right there by your side to help you. And then we're going to invite Agent force to the team. So once you have this basis for AI right in the platform, how do you bring agent agents into that platform? And in this case, that's Salesforce, Agent force and Salesforce applications. But then it's bigger than that. For Slack to be the work operating system. It needs to be an interoperable platform with a broad ecosystem. So bringing every agent, every app together in Slack. So that is the journey that we're going to go on for the rest of this keynote. I, um, am really excited to kick off the first chapter in putting AI to work for all of you by introducing Rob Seaman, our chief product officer. Rob, let's go.

Speaker A

00:12:51

Thank you, Denise.

Speaker D

00:12:53

All right, thank you very much.

Speaker A

00:12:56

So, one, thank you all for being here. I want to come back to something that may actually said, which is with AI, uh, you have to point it at a specific problem. And I think when I walk

through what we're doing with AI and Slack, I'm going to spend the largest part of this beginning section talking to you about, uh, not how we're doing open ended prompts, but how we're taking AI, embedding it into Slack to make each and every one of you more productive. So at Slack, we have always obsessed over the user experience. Slack is a product for the proletariat. It is for every single one of you. It is for your teams, and it's for you to make yourself more productive, to tailor your work, and to fastly communicate with your teams. It helps you collaborate in context, in the context of channels. This is kind of what we're known for. Channels can be about projects. They can be about topics, teams, work items, or as you saw in Mark's keynote, they can actually be about Salesforce records. Slack is a backronym, um, for a searchable log of all communication and knowledge. If you want to find something within a company like rider that is like Slack, first you probably go to Slack and you search and you find what you need. It also helps you take action. So Denise said the average enterprise has 43 applications connected. I cannot honestly remember the last time I went to Cupaconcur workday. I get all of those notifications in Slack and I just approve expense reports, Pos and offers for employees right there in slacken. But today I'm going to talk to you about three key things that we're doing to make this even better. Using the power of AI. So we launched slack AI in February. Who here uses slack AI? All right, cool. It's pretty magical. So it does search, it does file summarization. It does summarization of channels and threads. I'm going to show you some new cool stuff that we're adding. It also helps you with search, which is one of the hardest things in the enterprise that Denise mentioned. So I'll talk to you about how we're enhancing search with Aihdem and then we're launching something called templates. So Slack has a lot of things. It's got channels, it's got workflows, it's got canvas, it's got lists. And we kind of leave you with it and say, go make beautiful things with it. But we're going to make it easier for you through something that we call templates. So I'm going to pivot over and actually give you a demo. I think I'm supposed to walk around, but I just got a new ACL and I need a new hip. So I'm going to stand up here and what you should be watching is the screen, not me. Anyway, ok, so this is slack. Everybody in here use slacken. Okay? Everybody in here have a perfectly organized sidebar. All right? You're not alone. Okay, so we feel you. Um, and so one of the things we obsess about at Slack is not making our users think and being good hosts. I think one of the best ways that we can do that with AI is actually help you clean up your sidebar. So what you're going to see here is an approach using AI to clean up your sidebar. So here I've got a series of suggestions. So it's going to use AI mine through my channel, list my behavior, and it's going to organize things into a set of top priorities channels. I'm most active in a set of very important people. So if Denise or Mark DM, uh, me as an example, I should probably not have that get lost. It organizes things into sections automatically. So here I'm a salesperson in this demo. So here are my accounts that I'm responsible for the relationship for. Here are the deals that myself and my team are currently working. But I am probably in 200 channels about preparing for Dreamforce right now. You're probably all m in a bunch of channels about preparing for Dreamforce as well. And what you're going to cover. Those, uh, will make no sense for me next week. They'll make no sense for me on Friday. Right now,

today, I have to go manually leave those things. And so this is going to automatically do that on your behalf. So when we're done, I've gone from a fairly chaotic sidebar to one that makes a ton of sense for me, that is constantly updated based on how I work. So that's our first application of AI. Now we're going to go to something new that we call inboxes. So if that, uh, sidebar sweeper helps you stay organized inbox is going to help you prioritize. Okay, so here we are actually surfacing what's most important to you, um, in a single view, like an inbox, if you will. So at the top of this, I see this collab insights channel with Acme. So when I open that, um, the first thing I'm going to see here, look at the very top, you see a tag next to the channel that says external. Does anybody in here use Slack connect? Okay, 5 million people use Slack connect every single week. So Slack connect lets you work outside of your enterprise just like you would with a colleague internally. And at the bottom, you can see this is part of Capricorn projects. So when I open this, I am in a dedicated slack connect space that's about working with this customer, Capricorn. But you can see it includes another company as well, insights Consulting, who's our implementation partner. I can see the people that are working together. I can see the key channels. I can get an overview about our partnership all from one place. So this gives me a sense of place to work with my partner and work with my customer right here in slack at the speed of slack. Now I'm going to go to that collab Acme insights channel. And so at the top of this, you're going to see something new called huddles notes. Anybody here use huddles? Really quick, convenient way to huddle with your team. The average huddle is like ten to twelve minutes, as opposed to like a calendered meeting that goes 30 minutes, even if it doesn't need to. Um, so huddle, uh, if you're in a huddle, typically somebody will designate a note taker, like so and so can you take notes? And it's very hard for that person to stay present. And so we've added AI into huddles to take notes for you. And so when I open this up, it's actually automatically generating a canvas. It's saying who attended, it's giving a summary, it's actually extracting action items and mentioning people. And, um, then it's giving me a full transcript of the meeting. At the bottom, it's not just going through the audio of what happens in the huddle, it's also going through the thread that happens on the right hand side. And so as an attendee, I don't have to worry about taking notes, but as somebody who missed that huddle, I can come back one click, read this canvas, see what happened, but also see what's been assigned to me. Cool. And now I'm going to see Brian in this channel, submit an RFP. Anybody in here responded to an RFP before I did this early in my career. It sucks. Um, sorry. If I open the spreadsheet it's going to have 1000 lines of questions that we've probably answered before. Anyway. Now you see the sparkles next to this when I mouse over that, this is another application of AI embedded. I want you all to think about the minutes and hours this would save you personally over the course of a day. Um, so as I mouse over that, that's actually giving me a summary of the files. What's happening here is when that file is shared in slack, we're indexing it and we're pointing the model at it to actually generate a summary. So when anybody sees that they mouse over those sparkles, they're going to get a summary. They don't have to open that file, they don't have to get with a two factor auth prompt to log into whatever system it was shared before and actually see it. So um, this is an exciting

convenience improvement for everybody here. But you can see there's a question. So I'm going to respond in channel and say hey, I'm going to create a dedicated channel for responding to this RFP, but um, I'm also going to find you an answer to that question that you have. So the uh, first thing I'm going to do is actually go create a new channel, but this is going to be a long running channel. So I'm going to go over here to templates. As I mentioned, we have a lot of tools in slack. We have channels, workflows, canvas lists. And you could go build a channel yourself and build the workflows and build a canvas and make it look pretty and build a list. But we're going to do that for you. So every department, line of business and role, we are launching templates and companies can contribute their own templates. So in this case my company has created an RFP response template. So I'm going to open that and here I can see a canvas which is kind of like uh, it's a flexible surface in slack. It's kind of like a document where you can put arbitrary content like text, images, things like that in it. Um, this is a project brief, so a set of milestones we need to go through. It's got a task tracker which is a list which lets you organize project work and assign action items to people. It's got a weekly standup which is a workflow which is going to remind everybody in channel every Tuesday morning. Tell us where you're at with this RFP response. So I'm going to say use that template and magic is going to happen. I'm going to go give it a name. Um, and it's going to be the personalization RFP channel. And as the magic happens, you're going to see a series of tabs in this channel which you may not have seen before. So we've added tabs to channels. In Slack, there's a tab for the project brief, which is a canvas. There's a tab for the task tracker, which is a list. And then there's any workflows that have been added to the channel. But if you remember, somebody in that other channel had asked a question about, I think, the analyze IQ product and how we integrate with it. So I'm going to go up to Slack search, and I'm not going to transpose my question in the keyword search terms. I'm just going to ask my question. So when I ask my question, this is another example of not making people think. So when I ask this question, Slack is searching, pulling search results, grounding the LLM, um, with those search results, and then using rag to generate this nice natural language answer that you see here. But we're building trust in the system because it's got citations to the messages from which it was sourced. Also the files from which it was sourced. Here you can see a file from Google Drive. You also see a file in box. And now down here at the bottom, if I want to further facet those results, I can see box, canva, Figma, Google Drive. I'm going to go down to Google Drive. And here I can see the analyze IQ integration Google Slide deck, which is exactly what that team was looking for. So I'm going to share it back to channel. Now I want to pause here. So search sucks. Who here has searched for something in Slack and then had to go search for it in Google Drive and then go search for it in box and then go search for it in Figma and then go search for it in something else? Like you spend so much time, so much thought actually hopping between these systems. So we are searching everything that's been indexed in Slack. And what we're working on with partners is actually calling their APIs on your behalf using those connected apps that you already have connected to federate search results from other systems right there in Slack. This will save you minutes and hours every single week. All

right, now I've gotten, you can see a flurry of activities going to happen about this RFP. Now that I've created this channel. Um, I'm going to go back home. I've kind of cleared uh, the fire drill stuff that I needed to deal with this morning. I'm going to go back to my inbox and you're going to see two things here at the top. The second thing I'll actually highlight. First, you see an agent responding in channel. I'm not going to go into this now but that's going to be in the next demo. So we're going to show you how agents are going to come to slack. But above that I've got a recap so I personally am probably in 3000 channels. It's bonkers. But um, one of the beautiful things about Slack and working at Slack is we have a feature channel for every single feature we build and we ship every single hour. So there's a lot going on. And as like somebody leading a product team, there's a lot of times I actually don't know what's happening. And so I can put every feature channel into my recap and I can come in every single morning with a cup of coffee and I can get caught up with what our VHQ team is building for clips. I can get caught up with what the AI team is doing with search, I can get caught up with what our Salesforce integration team is doing. And um, I don't have to manually go read each of those channels. And if there's been no update it doesn't show up in my recap. So this is a feature not technically announcing anything new here. This is available to slack AI customers. If you want this, go check it out in the campground, talk to your sales rep. Uh, our customers love this. It saves me so much time and it's literally how I start my day every day. All right, with that, um, that was our first chapter. You saw a lot. I guess if I had to highlight, there were three key things in there for me. One, embedding AI into natural experiences in channels and conversations. So you don't have to think little micro improvements throughout your day, they're going to get saved you minutes compounded into hours or weeks over the course of the year. And then you multiply that across your company and it's a dramatic productivity improvement. Same thing with search. It's really hard to find things and we all look for things every day. And then lastly, we really don't want to make you think how to use slack and all the primitives that we have. So we're introducing templates. And those templates are going to make each and every one of you more productive in every line of business. Now, our next chapter is about agents. So this entire conference is, sorry, I'm supposed to click. I was waiting on somebody else to do that. All right, um, so this next chapter is going to be about agents. So this entire conference is about agents. This is going to be about agent force joining the team. But it's also going to be about how we are going to make slack the conversational interface to Salesforce. And to do that, I'm going to welcome up our chief revenue officer, Kaylin Voss.

Speaker C

00:24:35

Thank you.

Speaker B

00:24:38

Thank you, Rob. I am so excited to take you through this next chapter. And you know why? Because this part hits real close to home for me. And why is that? As somebody who has

been leading sales teams for nearly two decades, it is hard for me to think of an integration more valuable than Slack as the conversational interface to Salesforce. And now to Agent Force. This is powerful. Think about this. This is Slack as the conversational interface to Salesforce. Salesforce, the world's leading number one CRM, larger than its four next competitors combined across sales, service, marketing and commerce. All of this trusted customer data, which we all know is the most important part of any AI strategy. But how do you maximize its value? How do you extract it? And that's where Slack comes in. A consumer grade, beloved technology platform known for its ease of work. And when you bring these two together, you remove friction from how your team can input, access, collaborate and take action around all of this customer data. Actually, I was just with Nick Cheeseman, the global CIO of NTT here, everybody, last night, his incredible team. Hi, everybody. Good to see you all again, talking about how we drive this transformation, because this is big. This is now Salesforce in Slack. And as of today, we now have Salesforce channels available. What is this? What is a Salesforce channel? It is a record from Salesforce, now available as a channel in Slack, pulling together the structured customer data from Salesforce into the flow of work, combining it with the conversational. Hi, good to see you again. The conversational unstructured data here in Slack. But what's powerful is if you look here on the right, it is not just about how we are pulling Salesforce into Slack. You are now seeing what's coming soon is Slack inside of Salesforce? Okay, this is incredible. Hi, Steve. This is bi-directional integration and innovation that we are bringing to transform how my team works and how all of our customers work. But it is not just about how we remove the friction of bringing these things together, of how we input, access, collaborate around all of this data. It is now what we heard Mark talk about this morning, Agent Force. It is now bringing all of this data together to put it to work on your behalf. So we are excited to share that today. Agent Force is now available in Slack. What is Agent Force in Slack? It is your own CRM agent, your personal CRM agent right here with a dedicated sidebar in Slack. This makes talking to your CRM as easy as it is to talk to your teammate. Think about this. I can go in and say, or my team, I'm um, working on an opportunity surface up three others that are similar, as well as experts who have the knowledge and skills to help me quickly win and close this deal as well, or I'm looking for three references in financial services or healthcare. Can you surface up three? We are using this now at Slack and it is transformative. But it is not just about the CRM M agent. It is all of the skills that you add to your team. You heard Mark talk about this added capacity. It is added capacity across sales, service, marketing, commerce. As a CRO, I can tell you the thought of having sales agents out there doing development work and finding qualified leads for my team is revolutionary. The thought of having a sales coach that can help upskill my field, perfect their craft and their narrative is just incredible. But it is hard for me to just describe all of this innovation. It's really helpful when you see it in action. So let's introduce Amy to take us through a demo of agents in Slack.

Thank you, Kaylin. Slack is an amazing place to collaborate and as you've heard today, for many, it's the beating heart of their organization. Conversation turns to work when you bring people, data and AI together in one place, enabling Slack to become the AI powered work operating system. Now to bring that to life, it all starts with collaboration around data. So let's jump into the demo and while we're pulling that up, I want to give a shout out to Becca and Renan who are going to be my amazing demo drivers today. Now, channels are foundational to the way that people work in slack, unlocking the flow of information across teams. But what we're seeing here is the evolution of that foundational value prop. This is no longer just a channel that people come to go and talk about a particular topic. This is a Salesforce channel. A channel that is powered by the world's number one CRM. We see tabs here for the record details and quick actions. We have tabs for related information like contacts and opportunities and cases. This really enables teams to tap into all that powerful CRM data, uh, insight and automation right in the flow of conversation. But what's better is that we can meet users where they're at by bringing Slack to Salesforce. So as Kayla mentioned, our bdrs and our service agents who live and breathe in CRM, we can now meet them where they're at to continue driving work forward as a team. All right, I want to create an opportunity for that RFP that we received in Rob's demo. And I'm already in my flow of work in Slack, so let's leverage that quick action to do so. And Becca's going to help me out and make sure that we have that RFP document linked before we save it. Perfect. Just like that, we have this opportunity that's been synced and saved back to Salesforce in real time. But something else really cool happened here. Saving that opportunity to Salesforce signaled Agentforce to go into action. So if we head back over to the messages tab, we can actually see we have a message from our RFP agent. Now, uh, you might be thinking, Amy, what is an RFP agent? It's a great question. If we click on its profile, we can see that it's an agent powered by Agentforce. And here we can see its goals, its jobs to be done, the skills that it has and the knowledge that's powering it, helping me understand how it's here to support me and the team. But this message is so much more than just notification. Our agent has actually taken action on, um, behalf of the team, copying the RFP questions into a slack list for easier collaboration, assigning the appropriate sections to different members of the team. And now that we've opened the list, you can see that it's actually starting to draft responses for questions that it's knowledgeable about. Now, as Rob said, responding to rfps, it's not fun. And as someone who I'm just going to raise my hand, used to spend a lot of time searching RP repositories, Google Drive, SharePoint sites. This is a massive efficiency gain. But there's another unique benefit to bringing these agents into Slack. We can now have a multiplayer experience, which means that we can collaborate with them as a team in the channel. And because Agentforce is powered by the entire Salesforce platform, our agent can surface relevant data and insights from systems like tableau, helping us proactively identify the need to potentially adjust our pricing strategy for this proposal. Now, this tableau insight is actually another great example of ways the teams can m collaborate around data in Slack. Work. Objects like this allow users to have conversations in Slack around a piece of data that is stored outside of slacken. And if I'm the owner of that insight or that

dashboard, I can actually see all the places in slack where it's been shared and where conversation is happening. But, uh, back in the channel, we see that the team has decided to take our agent's recommendation to adjust that pricing strategy. And because that agent is just part of the team with us in slack, it can help drive work forward faster because it's always thinking, it's always working. So it drafts that updated pricing proposal, submits it to our deal desk team for approval, and then shares that request back in channel for transparency once it's been submitted. Yeah, right. This is AI acting on behalf of the team, but always keeping humans in the loop. Now, the team has really great momentum, but I'm busy. It's dreamforce. Got lots of meetings today. I don't want to slow us down, but I want to make sure that I come back to this when I'm free at the end of the day. So for that, I'm going to turn to my aging force assistant to help me out. Now, my assistant has context to where I am in slack and what I've been doing so I can pull in the relevant information when I ask it to create a reminder on my to do list to work on that executive summary at the end of the day. And because I have my calendar connected to Slack, it can also help me create a meeting invitation for the team and I to review this proposal once we're ready next week. This is the power of slack, when you connect people, data, and AI to transform the way that teams work. Kayla, that was incredible.

Speaker B

00:34:35

Thank you so much, Amy. What an awesome demo. All of this innovation is coming at us faster than most of us could have ever imagined. And so I want to call up somebody who is at the forefront of helping guide the ecosystem to capture this innovation. And that is our partner, my friend Steph Sadowski, who leads the Salesforce business group at Accenture. Come on up, Steph. Hi.

Speaker F

00:35:02

Hi, Kaylin.

Speaker B

00:35:03

How are you?

Speaker F

00:35:04

I am good. It's been so exciting to hear everything that's been going on.

Speaker B

00:35:07

I know. It's electric, isn't it?

Speaker F

00:35:08

It is.

Well, you are out there helping the ecosystem build their AI strategies. I would just love to hear how you're guiding customers on this journey and any advice that you have for them.

Speaker F

00:35:18

Yeah, we've been thinking about this a lot with um, AI kind of hitting the main stage here and we've enjoyed co innovating with Salesforce on this front and really helping our clients think about how do you put humans together with us agents? Because we know that can be a scary topic for a lot of our clients of how do you do this kind of big transformation. And we think Slack AI is going to be a hub for pulling all of this stuff together. And when you think about Salesforce announcing over 100,000 agents might be out there by the end of 2024, you got to think about how are the humans going to figure out how to do this and not be overwhelmed. And that's where I think Slack comes into play. And we're already starting to do this with some of our clients and think about how to bring their disparate ecosystem and automation and workflow together. And one example of that we're doing with a products company on their tier one support. And how do you pull together information from a lot of different places to get it more succinct to the humans?

Speaker B

00:36:17

That is incredible. Thank you. And you are also a happy salesforce and Slack customer, a large revenue leader. I'd love for you to quickly share how slack and Salesforce together have transformed your own internal teams.

Speaker F

00:36:31

Yeah, perfect. It's hard to help others innovate if you aren't sipping your own champagne. Um, so we got to start with ourselves and we started on this journey some time ago to really think about how do we rethink and we looked at our sales process and started to look at what are some of the things people are doing that's kind of non value add and to be honest, they don't really enjoy doing it. But you need to do it to have process consistency. And that's where we started to focus. And between Slack elevate coupled with Salesforce channels, how do we have that push and pull of information to people so they're not having to look and find things and follow long process but actually do the work that they want to focus in on. And that's what we did. And some of the benefits we're seeing from that, not only are we seeing process efficiency and automating these workflows that nobody really wants to do anyways, but even with some of our new hires, I mean, we're a big company and that can be tough to navigate and it streamlines some of that process as well.

Speaker B

00:37:30

Well, thank you for joining us. Thank you for sharing. Thank you. Steph thank you, Kayla.

So you saw from me, you heard from Steph, you saw the demo. How Slack is transforming. Transforming sales has been the key use case we focused on, but Slack is transforming how every company and every line of business is working across every industry around the world. And I will share two stories. Let's talk about Marriott Digital. They support thousands of hotels from around the world and if a service cloud case is created, they simply just click a button in service cloud and it launches a swarm channel in Slack where they can quickly bring that to closure. Or let's talk about rocket mortgage, who brought 15,000 people across every single line of business onto the Slack platform. They drove 120 different application integrations and launched 900 different workflows and they did this all in less than seven weeks. So you have seen and you have heard how Slack is transforming every line of business and across every industry and how Slack is the interface to both Salesforce and Agent force. But now to bring us home into our final chapter is Denise, to talk about how it is not just Salesforce and Agent force, but it is every agent and every app together in Slack. Back to you, Denise.

Speaker D

00:38:57

Amazing. I mean, how about Salesforce channels everybody? I mean you've been asking for that forever and agent for us. So I don't know, I just get so excited about all of this. But as Kaylin said, we're here to talk about not just thinking about Agent force and Salesforce, but making sure that Slack is that work operating system for you across every single agent, every application. Because we have believed from day one that it is so critical to deliver that value to you with an open ecosystem. In fact, we say that we want slack to be the 2% of your budget. That makes the 98% of your it portfolio that much better. And that requires deep, deep partnerships with ecosystem partners around the ecosystem of what we do in slack. One of those partners that has been with us from the very beginning is box and one of the incredible leaders is Aaron Levy, who's here in this room. So I'm going to invite Aaron to come up here and talk a little bit about that.

Speaker G

00:39:50

Thank you.

Speaker D

00:39:51

I'm so happy to have you here. You need no introduction, right, destiny? He doesn't need any introduction.

Speaker G

00:39:56

Good to be here.

Speaker D

00:39:57

It's so good to have you here.

Did you call me an incredible leader?

Speaker C

00:40:00

Thank you.

Speaker A

00:40:00

I did.

Speaker D

00:40:00

Okay.

Speaker C

00:40:01

Great.

Speaker D

00:40:01

I did. Because if you did, you follow Aaron on X.

Speaker G

00:40:04

Not a good time.

Speaker D

00:40:05

Not during, all right, never mind.

Speaker G

00:40:06

Not during election.

Speaker D

00:40:06

Anyway. The point is you, this, this is why I wanted you to come up here, because I think you are a provocateur and you have a great point of view. We're going to keep it in the zone today. But what I wanted in software zone right now, right here in this little cloud. So what I wanted Aaron to talk about is just bring it into real life.

Speaker G

00:40:24

Okay?

Speaker D

00:40:24

So we're using these words. We're talking about humans and agents. I said robots. But

what do you really think the practicality is going to be? What do you think the experience is going to be for humans? And then what do you think about as a leader in terms of the output and the outcome?

Speaker G

00:40:37

Yeah, well, first of all, incredible set of announcements, uh, today and product updates. I feel like I don't even have to do any work anymore.

Speaker D

00:40:43

That's the goal.

Speaker G

00:40:44

I mean. Ah, that was awesome to see. I think the way that you've manifested AI and the interoperability across platforms is kind of the dream state. You go to a single place in a conversational interface, and then you can interact with either humans or AI. And the AI is doing the work to take federated information across a variety of systems, pull together in a synthesized answer. And that's, you know, we've dreamt of that for decades, um, in, uh, computing. And now we actually are finally seeing this. I think it's kind of crazy to think about. If you were to watch the keynote that we just saw, like, three years ago, you would not believe what you'd be like. What kind of alien sort of situation is this? Like, how is this possible? And the fact that we can all do this, like, right now is pretty incredible. So we believe in, uh, uh, a world where our software talks to each other, um, and that being federated in a slack interface where I can talk to different data sources across different systems and then have it produce answers or automate workflows, solve customer problems, help me innovate faster. Um, and so I think it's exactly the vision that was laid out today.

Speaker D

00:41:48

Yeah, I mean, the future is here. It's actually real, and it's happening now. Um, one of the things that we have shared such a deep ideal around is just the openness. You're such a great partner to us, you're so collaborative. But how do you see the world of ecosystems evolving in this new chapter with AI?

Speaker G

00:42:02

Yeah, well, I think, um, as even your very first lines in this keynote kind of represented right now, data is fragmented, and we do have a bunch of silos where our information goes. Um, and so we have to find ways to bring this together. Now, obviously we're very biased. We'd love you to put it all into box. Um, and uh, I was told not to do a sales pitch up here, so I'm going to stop. But, uh, uh, the power of AI.

You can have a couple.

Speaker G

00:42:25

Okay, thank you. The power of AI is that we can finally federate sources of this information, uh, in uh, a synthesized way. This has been this classic problem with federated search systems for decades, which is it doesn't have the context. When you do the query, it can't find the right information, it doesn't have any kind of way to find the most relevant data. And AI is getting better and better at being able to do that. And when you have the conversational context that's within slack, you can actually sort of rank information in the right way, find the context around it so you know that it's the right document or, or financial information or marketing asset to pull up to be able to answer that question. So, um, we see the power of AI is actually starting to answer this promise of I can have many, uh, different data systems that I can talk to in a centralized way. We obviously want to be one of those, and there's obviously going to be thousands more that the customers are going to be able to leverage.

Speaker D

00:43:13

Well said. All right, so you've been a slack since day one. Did you turn on Slack?

Speaker G

00:43:18

It was like day three. I was moving from AOL into messenger. So, um, I was, all right, all right, all right.

Speaker D

00:43:22

We're dating ourselves right now, but you've been a customer. Thank you for that and a great partner. But I would love to know how you think about Slack truly as a work operating system, because I think you are a slack first company.

Speaker G

00:43:32

Yeah, yeah, I mean, uh, it's slack 24/7 obviously in our environment. Um, I think my average slack message is like, hey, is the AI, uh, product update ready? Um, and that's like the primary conversation there.

Speaker D

00:43:45

You can create a workflow for that.

Speaker G

00:43:46

Uh, yeah, but, um, I still need to be able to prove to my board of directors that I do some work. Um, that's at least the thing I have to nod out of. Um, we live, breathe, eat, sleep

slack. Um, and of course being able to have it connected to our various, uh, it systems is critical, uh, box included. So the ability to access, share, collaborate around content within a slack environment. Every single project has a slack channel. Every single customer engagement has a slack channel. Um, and so it's fully the backbone of how we communicate at box. Um, and again, kind of, it becomes our sort of interface for federating different IT systems together. So we love what, uh, you folks are doing and want to see more of it.

Speaker D

00:44:25

Well, Erin, I'm so grateful that you came here today to be part of this keynote. Thank you for this partnership for such a long time. Thank you for pushing us. A lot of the innovation we do is because of people like you and our partners and our ecosystem to deliver this product. So I'm glad you're happy with the innovation, but thank you most importantly for being such a great partner.

Speaker A

00:44:39

Thank you. All right.

Speaker D

00:44:40

Thank you for being here. Aaron Levy all right, the future of work. And so what you can hear from Erin and from May and from all of us, the future of work is here now and it requires this deep ecosystem so that we can take advantage of all of this innovation. And we are so excited about bringing that right into the flow of slack. And what I would when we think about agent force, which is incredible, what we're also announcing today are two key platform innovations that are going to help expand this ecosystem. So Slack continues to be that open ecosystem for you to get your work done. The first one is not only agent force agents, but all third party agents are going to be available in slack right in the right hand rail. We're so excited about this because all of this innovation comes to you right in the flow of work and it's going to be available through our slack marketplace. So we have twelve partners today. Fiverr live. Thank you to Adobe box writer cohere Asana. And then you can see who's coming soon with anthropic and canva and glean and perplexity and so much more to come and bringing this innovation right to you, right in the flow of work. And then we're not stopping with agents. You heard Caitlin talk about Salesforce channels. We're expanding that paradigm to more enterprise software providers so that you can bring that information, that record information right into the flow of work in Slack. And we talked about Salesforce channels, but how about workday channels? How about being able to bring in all of your workday data, the job requisitions, the candidate information, your employee information in channel in slack so that you can collaborate and then bidirectionally slack in workday. And we're so excited about these innovations coming soon. I want you to see a little bit of this in action before we wrap up. So I'm going to bring

Rob back up one more time. Careful on the knee. Careful on the knee. Let's see it.

Speaker A

00:46:26

Thank you all right. I'm going to do this quick to get us out of here. So just to tie back to Amy's demo, who we didn't introduce, by the way, Amy Bauer is the designer on the design team. Uh, we are lucky to have one of the best design teams in the world. Um, it makes slack a better product every day. At the top of my inbox here, you can see, uh, back to that prior demo, a reminder or to do for me to go write an executive summary. So what I'm going to do is I'm going to hop back over to that collab channel about that, uh, RFP that we were responding to earlier. I'm going to go into this project brief, which is a canvas, and I'm going to scroll down, and as part of a response to an RFP, you typically have to write a summary of your company, and then you do some overview of the partnership that you already have with the company. And so I'm going to go up into the top right there, and I'm going to open up. These are the agents or assistants that are available to me. I wish I could show every single one. I wish I could show Box Adobe coherence, some of these others, but I'm going to show writer, and I'm going to open this up, and I'm going to ask writer. I could even say, hey, write this in Axios format. But for now, I'm just going to say, hey, compose a brief, one paragraph summary about our company. I don't need to be spending my time writing that. It's probably been written 100 times and it's on the web. So here you can see Ryder actually writing to a canvas in real time. So what you've seen here is a new right hand rail for these assistive apps, these kind of multi turn, prompt based apps. Okay? Third parties can build on it, but you as a customer can build these, too. Okay? So we have 2600 apps in our app directory, but we have over a million apps that have been developed by our customers. So look at this through the lens of, uh, Rider, Box, Coher, et cetera. But also think about what you might be able to do internally. So anyway, rider has given us a company overview. Now I want to toggle over to agent force and have Agent Force give us details because it exists in our CRM system about our relationship with Capricorn Health. So I'm going to ask it to write a brief summary of our relationship. Here you can see it's got new load states. This is different than a traditional slack app agent force comes back with an overview of our relationship, but I'm going to fine tune it and say, hey, give us a little more detail on the ROI that they've achieved. And so when I send that again, you see better load states and it's going to come back with, uh, better payloads, uh, than an app has today. And it's going to show you, uh, the different or the delta of what it said before. And, um, now I'm going to ask it to put that into that canvas. And just like rider, that's actually going to write in real time to that canvas. Um, so it's kind of a magical experience. One, it's bring the AI that you want right there with you in slack. That integrates with the systems that you already use. Two, it can actually write to slack surfaces as well. So I'm going to go back to my inbox now. Now, Denise mentioned expanding that concept of salesforce channels out to other systems. This is a workday channel, so this is a job wreck. Many of us are probably hiring managers like, you find the right candidate and then it's just like this painful process to

actually get them hired. You gotta go to finance to get like an offer approval. And then you don't even know who to talk to, to actually send them the letter. Anyway, this is a record chat, a, uh, record channel in Slack about workday. So I can see the job details from workday. I can see all the candidates that we're interviewing. I can see the offer details, but I know the one that I want and I actually want to go get approval, but I don't have the faintest idea who needs to approve it. So I'm going to open the workday assistant and say, hey, who actually needs to approve this? Because I may want to immediately dm them or pull them into this channel. So it's going to spit back that, uh, Nicole and Eric actually want a need to approve this. They probably don't want to, but they're going to, um, so we're going to ask them, we're going to ask the assistant to actually submit that approval on our behalf. And what it's going to do, it's actually going to add Eric and Nicole into this workday channel. So they've got the whole context of the conversation that's been happening about the candidates, the person that we've selected, and it's actually submitted the approval through the process. All right, um, I think we go back slides now. All right, cool. So that, uh, I think shows you the end of the three vignettes. And to close this out, I'm going to bring up Denise.

Speaker D

00:50:14

Rob, thank you. All right. All right. So listen, I warned you.

Speaker C

00:50:19

I warned you.

Speaker D

00:50:19

There was a lot to show. We showed you a lot. Okay, so first of all, if you remember one thing, what I want you to remember is this is a momentous. We are at an inflection point in the way that the world works, but it's going to, and it's. And it's going to remove limits for all of us. When you think about the potential, we talked about it. AI is here and it is helping us be more productive to work without limits. This is the future of a platform that allows you to bring humans and agents all together in one place, that's conversational, that brings your data, your workflow, your apps, and now your agents all into one place. And that is slack. And we were made for this moment. And we are so excited to go on this journey with all of you. And the journey really starts today in the keynote. But we have also crafted three perfect days for you to learn more. If you scan the QR code right there in the bottom right, you can see the agenda for all of the slack sessions that will help you. But to be really specific, there's a campground and Kaylin talked about line of business demos. We want you to know how to deploy slack in all sorts of lines of business to get the most value out of it. And you can see that in action. Then if you are curious and you want to finally bring agents with humans together in slacken, we can help you do that through personalized sessions and consultations. And then don't take our word for it. Hear from

our customers. We have over 100 sessions with customers speaking. You can see these incredible companies that are going to be speaking. And last, but before you walk out the door, I want to talk about one more thing. And that is Dreamforce is absolutely about learning and connecting and collaborating, but it is also about giving back. And when I leave this stage, I'm walking out to the Slack launch zone where we are going to be launching something called ALS together. And this is a platform bringing patients, caregivers and community together all in one place to really help accelerate finding a cure for ALS. And I'm doing this in sponsorship with my partner and colleague Brooke Ebe. And I would love it if you meet me in the Slack launch zone to celebrate this use of slack for good. And with that, thank you everybody. Have a great dreamforce. Hello and welcome.