The new Slack experience
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Summary
Work has forever changed—it’s hybrid, it's connected, and it continues to evolve with emerging tools and technology. As digital tools have become a bigger part of people's working lives, more teams have turned to Slack as their productivity platform. Customers rely on Slack to help them manage their work and get it done more efficiently.

The new, more intuitive user experience helps you stay organized, focused, and productive. With better organization and intuitive places to find what you’re looking for, you'll be able to get work done, faster.

Highlights of the new experience

- Navigate Slack with new dedicated views that organize all your channels, conversations, data, and tools.
- Dedicated view for direct messages to keep track of conversations.
- A new Activity tab to centralize your mentions, threads, reactions, app notifications and more.
- Easy access to Slack’s most powerful tools from a new create menu.
- Quickly peek into these tabs or workspaces and even to actions without navigating away from the current task.
- Users on Enterprise Grid can now view all channels from all their org’s workspaces at once, or filter to a specific workspace to focus.
Organized for better focus
An intuitive layout to get work done, faster.

The new design helps users:

● Easily navigate channels and conversations so they can move work forward faster
● Focus on what’s important to knock out tasks without distractions
● Find and use essential tools to simplify their work day
Our goal is to help make Slack more productive and intuitive for our customers. Since our last major update, we've released hundreds of new features, like huddles, clips and canvas, plus functionality to better support both users and admins in their work. For this redesign we listened to feedback and set out to ensure all these new capabilities, and those we will add in the years ahead, are intuitive and easy to find to empower you to do your best work without distraction.

Why did the design change?

The new Slack experience

Before

After
A single view for what’s important

The sidebar is now Home, showing all of your channels, direct messages, and apps in a single view—just as it always has.

Channel-based collaboration is essential for modern work and productivity in a distributed world. A default home view makes it easy for people to quickly find what they need, no matter how big their company.

Home helps you better view your work through a consolidated and customizable list of all your conversations so you can keep track of critical information.
For users on Enterprise Grid who are part of multiple workspaces, you can now **view all the workspaces** you're in across your organization at once or choose to focus on each a specific workspace.

While workspaces will continue to be useful for administrative and governance needs, it is no longer necessary for members to jump between workspaces or share channels across their workspaces for themselves or project members in other workspaces just to see updates in a timely manner.
Preserve focus for uninterrupted work

The redesigned interface organizes collaboration into **dedicated views** so you can focus your attention on updates when you want or choose to maintain momentum on the task at hand.

Views help you navigate through your updates and conversations faster to find your next task or get back in the flow more quickly.
The best work happens when people come together, and each team member is contributing to their fullest potential. But the result of this rich web of collaboration is each person can quickly have a lot to keep up with.

You can now peek into a tab or workspace by hovering over it to see what might be urgent.

Use these new views to decide what needs your immediate attention and what you can come back to when you’re ready.
Your most useful tools, one click away

From no-code workflows to your enterprise-trusted apps; from curating knowledge with canvas, these powerful tools are at your fingertips.

The new user experience puts your tools, content, and partners in reach, so you can quickly find what you need.
Orientation for all members
Introducing the new Slack experience

**History & navigation**
To get back to where you were

- **Switch Slack orgs**
  Or add a new org

- **Home tab**
  Formerly the sidebar

- **Direct messages tab**
  Internal and external conversations

- **Activity tab**
  Mentions, threads, reactions and apps

- **Later tab**
  Reminders and saved messages

- **More menu**
  Canvases, workflows, apps, files, people, channels and Slack Connect

**Settings & tools**
For admins and those with access

- **Filter home**
  Workspaces (Grid), conversations, Slack Connect

**Help & learning**
Search or browse for answers, updates and tips

**Search**
Anything in Slack, powered by AI

**Create**
A message, huddle, canvas or channel

**Your status**
Profile, preferences and do-not disturb
Introducing the new Slack mobile experience

- Minimum version required as of Aug 7: 23.08.30
The sidebar is now Home, showing all of your channels, direct messages, and apps in a single view—just as it always has.
Focus on what is most important:

- Only external conversations, including in Slack Connect
- Only internal conversations
- Unreads
- Conversations with mentions
- Per your custom section settings

Note: The default Connections section for Slack Connect conversations will no longer be available. Instead Home and many other views allow you to filter on external conversations. Wherever you are working external awareness signals will still be provided on avatars, in conversations, and when hovering over channel names.
Direct messages

DMs now live in a dedicated tab so you can choose when you want to engage in conversations and when you want to be heads down.

Now you can filter DMs:

- by external
- by unread

Tip! Hide DMs from home for even more focus there. Head to Preferences > Home tab.
Take a peek at your direct messages

Before you leave a conversation for another, **hover over DMs** to see a snippet and decide what to do.

Stay focused

- Mark as read
- Save for later
- Set a reminder

If needed, click to go read in context.

Or open in a new window to reference side-by-side with the task at hand.
The new Activity tab centralizes your mentions, threads, reactions, app notifications and more so you can quickly identify the collaborative work that requires your attention.
Take a peek at your activity

Quickly view and act on your updates before navigating to a new conversation.

- Mark as read
- Add a reaction
- Set a reminder
- Save for later

Tip: If you need to keep the latest updates in view you'll be able to pop your Activity feed out into its own window soon!
Filter activity to streamline work

Filter by unread to see what still needs attention.

View by type of update.
Take action directly from your activity feed

From the peek or feed itself you have options for each type of update to act quickly and move on review further when more attention is needed.
Invitations from external people to collaborate in Slack Connect can be accepted right from the activity feed if your organization settings allow.

Note, invitations for some users or scenarios may still need to be accepted from an email invite.
Later lets you collect your reminders and saved messages to help you manage your important messages to reference or create a working to-do list.

Keep track of your tasks with due dates, and quickly jump back into the conversation to pick up where you left off:

Tip: Right click on any saved message for the full set of available actions.

Note: Later will only appear for users who have saved at least one item for later.
Take a peek at your saved messages & reminders

From the peek:

- Mark complete or snooze
- Pop a message out to its own window to keep in view while you gather information to complete it
- Pop out Later to its own window to keep as a task list or reference list
- Go to the message
Search

AI-powered search and advanced filters helps you find what you are looking for quickly.

Start a search by by clicking on the magnifying glass button or with keyboard shortcuts:

- **CMD/⌘+G** for a global keyword search
- **CMD/⌘+F** to search where you are
- **CMD/⌘+K** opens the quick switcher to navigate instantly through Slack
Search to act or respond directly

From the results of a keyword search you can:

● **New!** Click to see the message in its conversation and respond directly without leaving search
● Apply advanced filters
● React, forward, save and any other standard action
● Act with a shortcut for your favorite apps
Messaging is still the core of Slack, but these days there are so many more ways to collaborate with your team.

From the new create menu, you can start:

- messages
- huddles
- canvases
- channels
- add new internal or external people if your permissions allow
More menu

Quickly browse and access all your most important tools, data and collaborators easily from the More menu to launch dedicated views for:

- Canvases
- Workflow and app automations
- External connections in Slack Connect
- Channels
- People and user groups
- Files and clips
More menu: canvases

Browse, filter and search for the canvas you are looking for.
More menu: workflow and app automations

Find your recently used workflows or create a new automate your teams processes with Workflow Builder.

Browse available workflows other teammates have made to streamline your day.
More menu: workflow and app automations

Browse apps installed in your org.

Search the Slack app directory to bring the best tool for the job right into the flow of work, in Slack.
More menu: external connections

Find all your external, organizations, people, channels, and invitations in one place in the More menu.

From here you can create new external direct messages or channels and accept or manage Slack Connect invitations if your permissions allow.
More menu: channels

For a focused view on the channels that make up your organization's productivity platform on Slack.

Filter, sort and search to find where your colleagues are driving alignment and getting it done.
More menu: external channels

To find Slack Connect channels you or your org are part of, navigate to ‘Channels’ in the ‘More’ menu to view a list of your external channels.

From here filter, sort or search to the right external channels.

This replaces the former default “Connections” sidebar section.

The Home view can also be filtered to only show external conversations.
More menu: people

Browse, filter and search for colleagues and collaborators from other orgs.

Grid customers with Atlas will see org charts here.

Invite people to your workspace.

Find, create and manage user groups.
Find files and audio-video clips you created or have access to.
Changing organizations

Chances are you are part of more than one Slack organization.

To switch to a different org, click the current workspace logo at the top of the sidebar to see other workspaces you are part of and add others.

Soon: Preview activity in background workspaces via a peek before fully switching by hovering over their logo.
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New preferences

Preferences
- Notifications
- Home
- Themes
- Messages & media
- Language & region
- Accessibility
- Mark as read
- Audio & video
- Connected accounts
- Privacy & visibility
- Advanced

Show activity
- Show a dot on the Home icon when there is unread activity

Show in the sidebar
- Unread
- Direct messages
- Threads
- More

Filter conversations
- All your conversations
- Unread only
- Mentions only
- Customize for each section

Sort
- Alphabetically
- Most recent
- By priority

You can also choose how individual sections are sorted directly from your sidebar.

Sidebar display
- Show profile photos next to direct messages
- Show direct messages in the sidebar
- Show apps in the sidebar
- Show unread items outside of sidebar menus

Sidebar organization
- Move items with unread mentions to the top of sections
- Separate direct messages from apps in the sidebar

Themes
- Color Mode
- Theme Colors
- Customize

Accessibility
- Zoom
- Links
- Animation
- Window transparency
- Hover previews
- Screen reader

Customize your screenreader experience

Themes
- Choose if Slack’s appearance should be light or dark, or follow your computer’s settings.
- Theme Colors
- Customize

Accessibility
- You can also change the zoom level by pressing Ctrl +.

Home (sidebar)

Themes

Accessibility
FAQ for all members

Some Slack orgs I’m part of have the new experience and others don’t. Can I have it for all of them or wait until it’s available for all of them to switch personally?
We investigated this, however it is not possible from a technical or logistical standpoint with our systems. This should be a short lived scenario for most people.

Can I customize the views at the top of the home tab like we could in the sidebar?
These views are either tabs on the left or still quick to access from the More menu. We are considering customization to allow users to level up features that they use every day. Today, you can quickly access most features that were available at the top of the sidebar by hovering over a tab to peak into recent updates.

Why can I no longer enter a search term directly without clicking into the new search icon?
By putting all of the core actions of Slack in one menu, we’ve were able to improve keyboard navigability and accessibility. In our research, we found that users were still able to find and successfully complete a search with the new placement. If you want to quickly kick off a search, you can still use CMD+G, CMD+F, or CMD+K.

Will any minimum versions of the apps be required?
For mobile, the minimum version will be 23.08.30 or higher. For desktop we do not currently anticipate a requirement for a minimum version. However we strongly recommend all users update to the latest available desktop app release, 4.33.x expected reach 100% availability on Aug 23rd. Otherwise, users may have a suboptimal experience.
Orientation for Grid members working in multiple Grid workspaces
Grid members can now see channels from all their workspaces in a unified view.

You no longer need to go to a different workspace or share a channel to work without friction in Slack, saving users and admins time.

When greater focus is needed, conversations & channels in the sidebar can be filtered by:

- Workspace
- Unreads only
- Mentions only
- According to each custom section’s preferences
- Internal conversations only
- External conversations including via Slack Connect
Workspace names & custom sections will help provide context and focus

Channels with the same name in different workspaces will show the name of their workspace next to each.

When all workspaces are selected, all custom sections will be visible with their channels from any workspace. Previously this required sharing a channel across workspaces for members to see all their related channels in the same section. Sections would often disappear when switching between workspaces.
When creating a channels, pick the workspace first

When working in the default view you won’t often need to think about which workspace you are in.

Channels must still have a workspace to organize, secure and govern them.

When creating new channels, choose the workspace that it is most closely associated with the people and purpose.
New invitations may be received in Slack and accepted from the activity feed.

Next, choose the Grid workspace to which the channel should be connected.
Navigating to org and workspace settings

While workspaces will be less prominent for most users, policies, administration and access controls for workspaces are not changing.
FAQ for all Grid members

**Why are we defaulting showing all channels from all workspaces a member has access to?**
Our research has shown that most people do not understand the concept of workspaces within a Grid. This results in collaborators in a channel missing important information or timely updates. To get around this they share channels between Grid workspaces, often requiring admin assistance at least once and even many times over the lifecycle of a channel. This makes securing and governing access in Grid even more difficult over time. By letting every user see every channel they have access to by default everyone will be more productive in a more secure and easier to manage Grid.

**I have too many channels in my sidebar now, and some I want to hide so I’m not distracted.**
We recommend organizing channels in custom sections. Custom sections can be collapsed or set to have unique sorting and view preferences. We’ll have specific onboarding for members of Grid orgs that introduces sidebar customization at launch time.

**Is there an option to hide a specific workspace?**
We do not plan to offer an option to hide a workspace’s channels. Instead we recommend putting channels in a section and collapsing or adjust the view and sorting preferences.

**Will my apps installed on a workspace still work as expected in the new Grid experience?**
The underlying architecture of Grid is not changing and workspaces continue to be ways to govern access, security, and compliance for people, channels, external, organizations, and apps.
FAQ for all Grid members

How will I know which workspace I am working in?
You will be able to see workspace info easily in channel details. You'll also encounter workspace info when taking an action that requires a workspace — eg. creating a channel, inviting a person, accepting an invite, etc.

Will I have to rename my channels with the same name in different workspaces?
No, for any duplicates Slack will always show the workspace name after the channel name.

Will any minimum versions of the apps be required?
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FAQ for Grid admins

How can we prepare for the launch of the new experience beyond this deck?
Grid sandboxes orgs will get early access to the new experience followed by Grid org level owners and admins in your production org several weeks before the earliest date the rest of your users might get it. We are offering opt-in dates for several months on Tuesdays. Please ask your CSM to schedule your launch for your preferred Tuesday.

What if workspace awareness is critical for security and compliance, e.g. Slack Connect workspace?
We are consider options to allow admin to select which workspaces always show workspace name for a channel. For example, Slack Connect enabled workspaces or workspaces where customer data is shared might always carry the workspace label.

If workspaces will be less prominent for users, why should we continue to use Grid workspaces?
Workspaces are still a use useful experiential and logical container for grouping together people, channels and apps. Users can choose greater levels of focus with workspaces. They can make a bigger organization feel small or allow you to more quickly navigate the sidebar. Workspaces also enable federated administration, restricted use of features like Slack Connect channels or sensitive apps, barriers between sensitive groups or content, and more granular security controls or governance policies.