

# An operating system for the future of public sector work



 **slack**  
from  Salesforce

## CHAPTER ONE

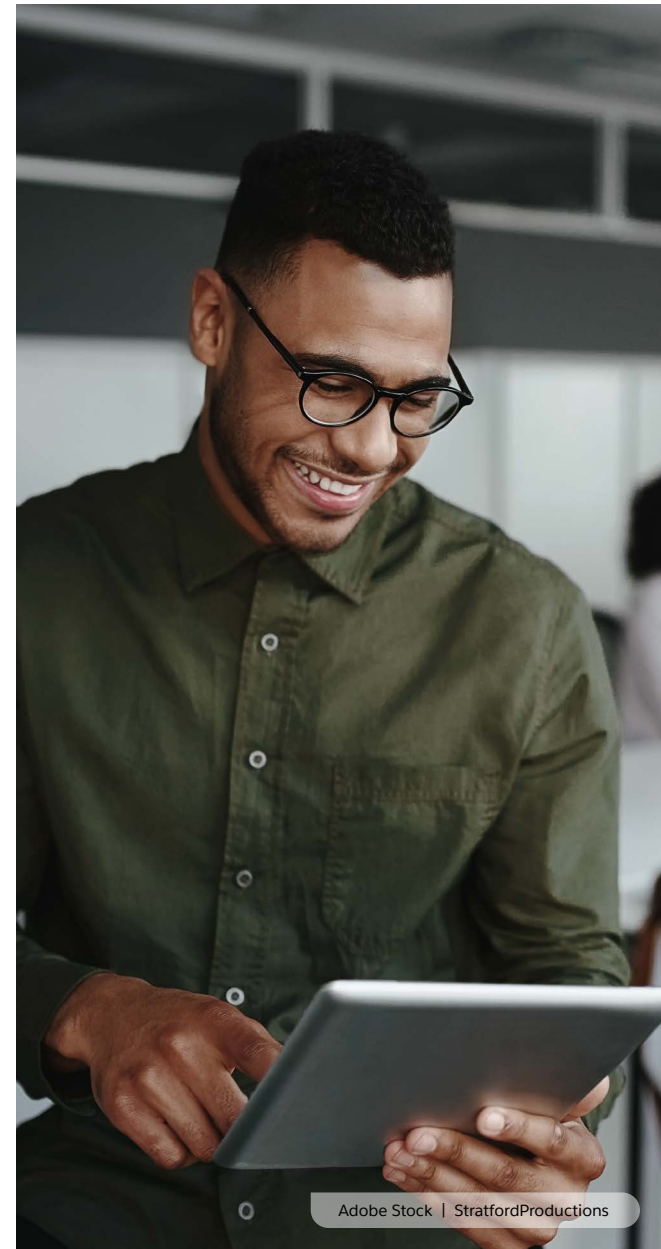
### Meeting today's missions requires a new approach to public service.

Public sector agencies have the opportunity to reimagine how communities, societies, and companies can better work together. Realizing this new model for public service delivery requires organizations move past traditional technologies like email that enforce linear processes and instead focus on more human-centered approaches that prioritize the needs of employees and the customers they serve.

Understanding what users need is a cornerstone of the 2021 “Executive Order on Transforming Federal Customer Experience and Service Delivery to Rebuild Trust in Government.” The Customer Experience (or “CX”) Order, as it is colloquially known, charged federal IT leaders with using “technology to modernize government.” This provides an opportunity for government agencies to adopt several modern technology that are driving innovation in the private sector like AI and agentic technology.

For federal IT leaders, their customers include the public servants and stakeholders within their agencies who too often struggle to do their jobs under the weight of technological debt, point-in-time tools, and onerous policies prohibiting access to industry-best solutions. Program offices spend months (if not years) understanding and documenting the problem, contracting officers turn those problem statements into requests for proposals (RFPs), government partners bid to build solutions, and the chosen team is staffed. This leads to long lag times between when the problem was identified and when solutions are provided. And too often the solutions miss the mark as either the problem or the technology to address it evolves.

Slack understands that this technological debt is an inhibitor of mission speed. While Slack continues to invent and innovate, Slack Chief Customer Officer Peter Doolan emphasizes that the company does this in a way that brings the benefits of the consumerization of technology to the enterprise, where the burden of resiliency, security, and interoperability are shared.



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“We don’t bring a platform that is obsolescent as soon as it’s brought to bear in the mission,” said Doolan. “You have to ensure that you have a technology platform that’s comfortable, consistent, and simple for people to use.”

If the technology is too complex or not built for the end user, federal leaders run the risk of adding another unused tool to their workforce’s toolbox. That’s why Slack offers users a work operating system that brings people together with data, enterprise apps, workflow automations, and even artificial intelligence (AI) assistants and digital agents in a single command center. With [Agentforce](#), a platform that lets companies build and deploy autonomous AI agents across all business areas in Slack, government agencies and private sector organizations can easily access the newest wave of artificial intelligence, allowing them to increase employee productivity by carrying out multistep actions and advanced reasoning right in the flow of work.

Slack’s founding mantra was, “Make work life simpler, more pleasant, and more productive,” explained Doolan.

Government innovators looking to scale industry-leading solutions to solve public sector challenges should receive that message well. The Defense Innovation Board 2024 report, “[Aligning Incentives to Drive Faster Tech Adoption](#),” recommended leveraging user insights “and industry experimentation practices to demonstrate the value of commercial capabilities to meet operational needs.” Slack’s user-focused approach to innovation perfectly aligns with this recommendation.

“Federal employees are mission-driven. They want to do whatever it takes to help customers, and they’re turning to tools like Slack because they know it, they trust it, and it helps them meet mission demands,” said Kevin Carter, Head of Customer Success, Public Sector, at Slack.

Public servants play a unique role in connecting and building the nation its customers want to see, and private sector corporations like Slack play a critical role in helping organizations not only unlock the power of communication but also harness the power of technology to improve productivity.



## CHAPTER TWO

### Unlocking efficiency at scale.

Antiquated technology stacks inhibit agencies' ability to meet operational needs, but agencies that use Slack are finding ways to increase impact and productivity at scale.

At the [General Services Administration's \(GSA\) Federal AI hackathon](#), government employees, vendors like AWS, and members of the public collaborated to build AI solutions for improving access to public services while working together within Slack.

"The GSA Federal AI hackathon was a digital manifestation of participatory government. GSA leadership showed a new model for not just how to serve, but how to actually engage with and learn from the public," said Carter.

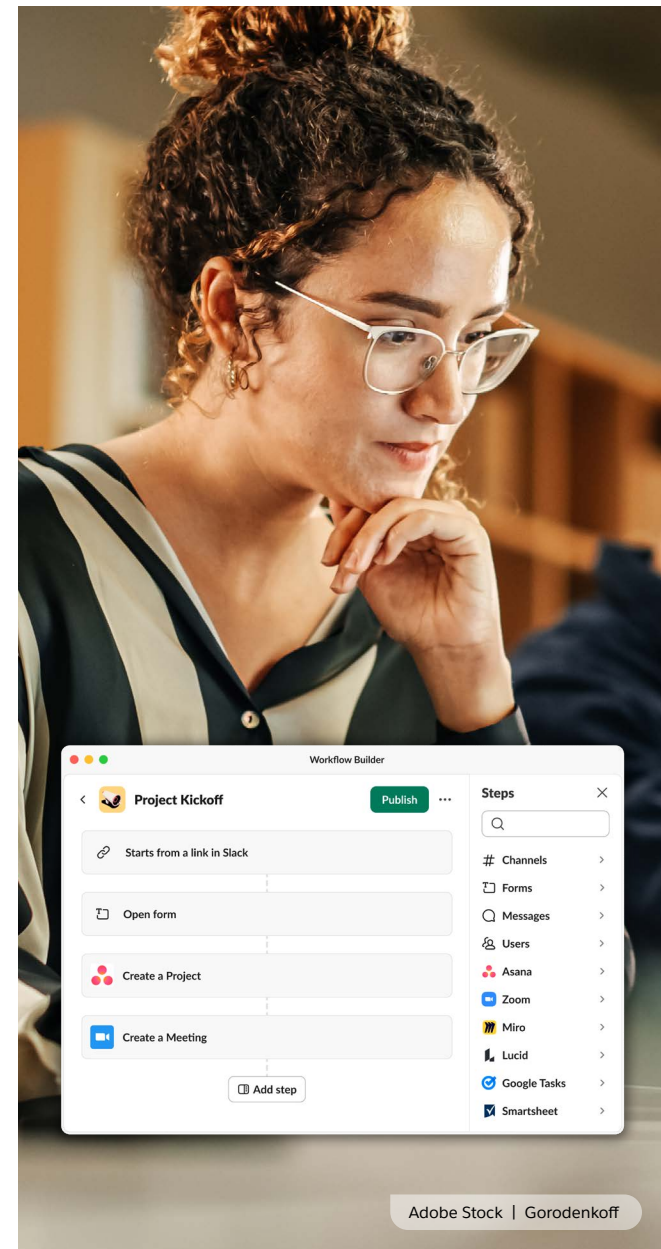
"Slack provides an open communications platform for people within and outside of an organization to communicate, collaborate, and work together in a narrative interface that adds in all sorts of workflow capabilities to drive productivity amongst the community," added Doolan.

In Slack, users can automate complex, multisystem business processes with Workflow Builder – a capability designed to be self-serving through simple, no-code, plug-and-play interfaces that support enhanced productivity and connectivity between people and systems. With Slack Workflows, the scope of what's possible expands because employees no longer need to rely on specialists to build automated workflows. And with Slack AI capabilities being integrated into Workflow Builder, users will be able to start with the objective while generative AI offerings will create the workflow for them.

Slack is also the ideal platform to build and deploy autonomous agents, a new software capability that is changing how teams across the public sector



**On average, agencies that use Slack see a 28% increase in employee productivity.**



meet their missions. Agents work with varying degrees of autonomy, making them more advanced than what AI assistants or copilots are able to do today. An agent can amplify employee capability by searching and summarizing data relevant to the job or request, proactively suggesting actions for employees, and autonomously executing actions on the employee's behalf. Slack lets you turn agents into teammates, working side by side in channels and engaging with them just like any other member of your organization. These agents can assist with onboarding, incident response, and case management all from Slack's familiar, intuitive user interface. Agents in Slack let the public sector realize the potential for automation to create a workforce without limits.

With automation, employees can expedite rote task completion. Instead of spending hours checking boxes, staff can focus on delivering value to the end user. But what about knowledge retention? What if a user is wondering how the agency previously addressed an issue? Institutional knowledge plays such an important role in government operations. Long-tenured public servants understand the nuances of policy and regulations and bring their deep subject matter expertise to help shape customer service delivery. But as organizations see more employees retiring from their ranks, solutions like Slack can act as a repository of that collective agency and domain knowledge, where users can not only exchange artifacts – documents, video, and audio – but with emerging technology like generative AI, organizations could quickly search and summarize years of information.

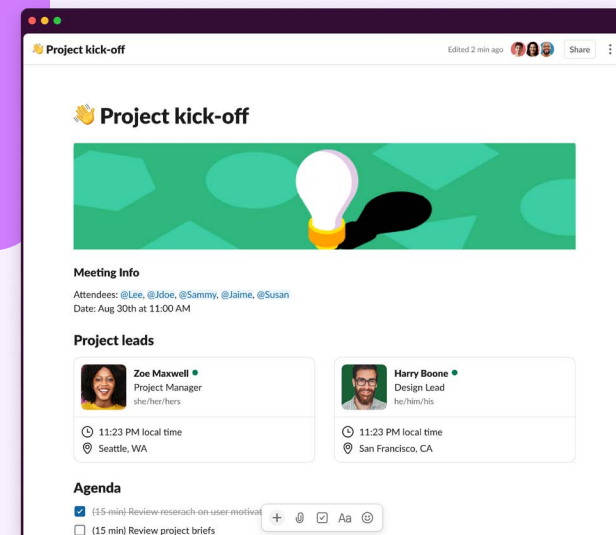
Slack can help new employees and recently onboarded contractors get quickly up to speed on mission objectives so they can start delivering on the mission faster.

A newly hired federal or recently staffed contractor can be added to an existing project's channel and read through the entire history of what's happened, why, and who was involved. Or even better, they can use Slack AI to summarize the channel or ask specific questions in plain language. It speeds

up how quickly they can provide value to the project without discounting the context or institutional knowledge that is so important within agencies.

Another capability that helps users meet emerging mission demands is clips. Inside Slack, employees can record short, four-minute audio or video clips that are transcribed and shareable with other staff or channels. And channels? As the fundamental unit of organization within Slack, they're a great way to create an open, democratic forum where users can work together to solve issues, celebrate wins, and learn more about recent events. In short, channels are where work is actualized.

Canvas is another feature that's central to curating knowledge, and driving the mission forward. Canvases are flexible surfaces for teams to create, organize, and share information – all inside Slack. Canvases can contain a wide range of content, from text



and files to rich media and link unfurls. You can even embed workflows inside a canvas, increasing discoverability of automations while providing more context around how they can be used.

When agencies need to capture, organize, and track the most important parts of the conversations happening in Slack – like action items, deadlines, owners, and critical resources – they can turn to Slack lists. By bringing structure to the conversations occurring in Slack, next steps sent in a project channel can be converted into actionable deliverables. Requests received in a direct message can be added to a list that's shared across teams for better visibility. Every row (and potentially every cell) in a list becomes a conversationally threaded element. Threaded conversations are durable, meaning that as the document or as the individual moves around Slack, that thread moves with them, creating a powerful structure for organizing work around projects.

Whatever the medium, whether it be audio clips, Huddle notes, lists, channel posts, Canvas documents, or uploaded files – Slack allows users to search and find information shared with coworkers. The variety of offerings for sharing information within Slack fosters better access to knowledge. Users can access, share, and receive information in the medium with which they're most comfortable and productive.

Given the interconnected nature of so many different missions that happen inside the public sector and the fact that many tend to be urgent, Slack can help drive connections within secure, trusted networks.

“During the fall of Afghanistan, there was a concerted effort by volunteers in the U.S. to identify and expatriate Afghan nationals whose lives and families were at risk,” said Carter. “Those volunteers turned to commercially available, user-friendly, trusted tools to build a tech stack that would meet their mission needs.” Slack was one of those tools used in the “[Digital Dunkirk](#)” and their workspace grew to thousands of volunteers.

“In times of crisis, you can't teach someone how to use a tool. The user experience needs to be intuitive and core to the product,” Carter emphasized.



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## CHAPTER THREE

### Security and technology.

With trusted new technologies rapidly shaping our society, public sector leaders are exploring the boundaries of what's possible. For example, the Central Intelligence Agency (CIA) is exploring the role of generative AI in content triage, [as explained by Lakshmi Raman](#), the CIA's Director of Artificial Intelligence Innovation.

“In our open-source space, we’ve also had a lot of success with generative AI, and we have leveraged generative AI to help us classify and triage open-source events to help us search and discover and do levels of natural language query on that data,” said Raman.

Slack and its public sector customers are also seeing success with generative AI. Slack AI is the in-product offering that drastically accelerates users’ ability to source and understand critical information within their workspaces through channel and thread summaries as well as natural language search capabilities.

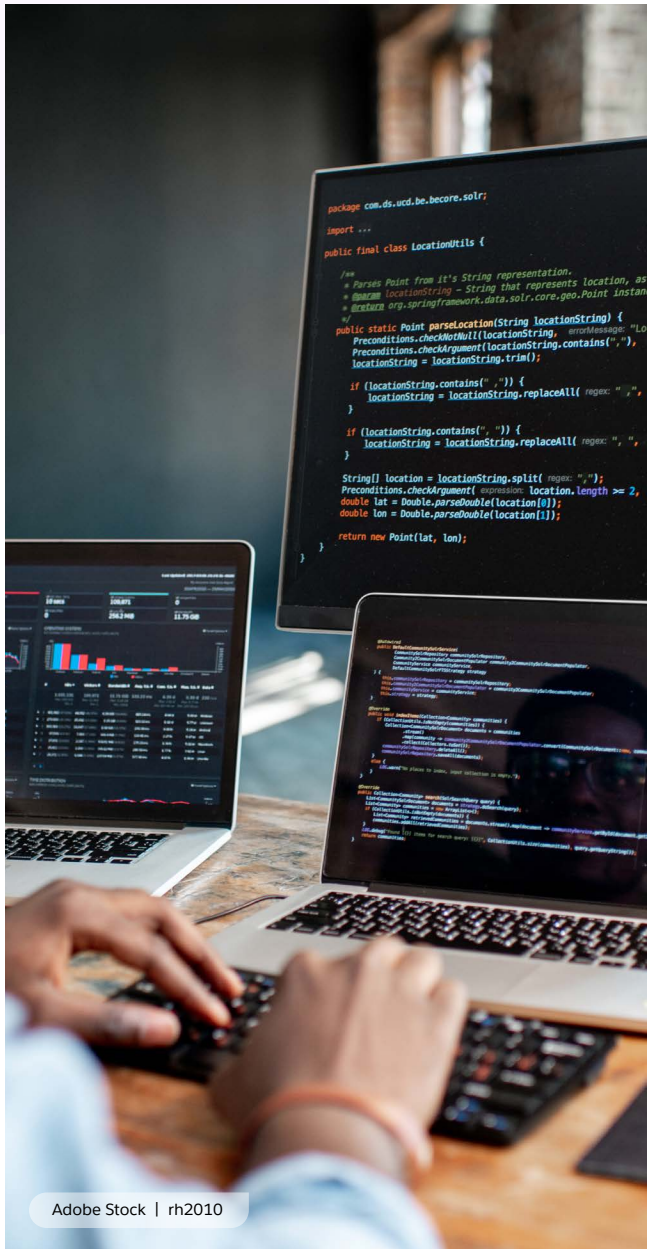
“Generative AI is the perfect mechanism to understand, distill, and summarize information to create new value and insights,” said Doolan. “Going forward, generative AI will have a huge impact on the information sitting latent inside departments and organizations that we can reach back into and tease out insights for process optimization.”

Slack AI users in the public sector point to the ease of use and integration into a platform with which they are already familiar as key drivers of their satisfaction and productivity with the offering. Rather than building a repository of documents or AI tooling that lives outside their workflow, users can access Slack AI results from the same search bar they use every day. Slack’s user-friendly and intuitive features, which extend to Slack AI, help drive user adoption which in turn results in agencies realizing faster time to value.

The large language model (LLM) that powers Slack AI is unique, as it localizes generative capabilities within a trusted space and doesn’t train on or learn from the data. What this means for government leaders committed to



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maintaining public trust is that data remains within your workspace and that inputs and outputs are not shared to the internet or across different models and workspaces. Your data remains your data.

The outputs generated by Slack's LLM also come with attributions, meaning that users can look into and review how the system came to a certain decision.

"We also state that it's a generative result, and we'll say why this was generated and provide you with the opportunity to validate and verify that it's not a hallucination," Carter said. "We're designing an experience built with trust and transparency at the forefront."

Trust plays a foundational role in each action Slack pursues. Without trust, new capabilities are meaningless. Users need to trust that data is free from tampering and that their data remains their data. With trusted new technologies rapidly shaping our society, public sector leaders are exploring the boundaries of what's possible. All Slack enterprise customers, regardless of whether they're commercial or public sector, have the assurance of knowing their data resides in [a FedRAMP Moderate-authorized platform](#), with strict compliance controls and granular security features like "guest access, retention policies, [single sign-on](#), [Slack Enterprise Key Management \(Slack EKM\)](#), [audit logs](#), and both native and third-party data loss prevention (DLP) capabilities."

"For us, our North Star is simple. We're all about putting the employee at the center of your mission. If you think about it from that viewpoint, we're investing in technologies that make those experiences as pleasant and simple as possible," Doolan said.



**Agencies using Slack saw a 28% increase in time saved due to process automation.**



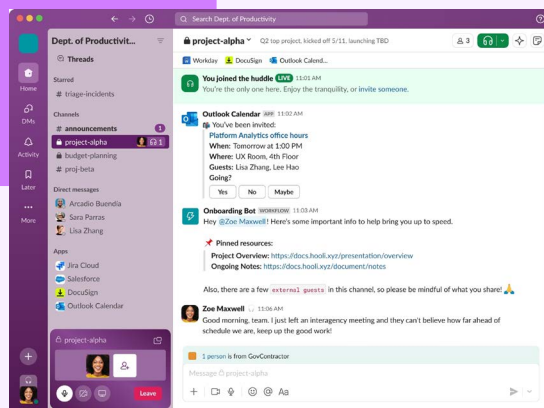
## CHAPTER FOUR

### GovSlack: For mission-critical workloads.

For agencies and departments that handle controlled unclassified information (CUI) or information deemed For Official Use Only (FOUO), [GovSlack](#) provides increased security measures. GovSlack is certified FedRAMP High, with FIPS 140-2 encryption validation. In addition to existing credentials, GovSlack is working with the Defense Information Systems Agency (DISA) to confirm operational capabilities at DoD SRG IL4.

GovSlack's value lies in the opportunity to support sensitive missions across the public and private sectors. As staff work on projects, information and deliverables can quickly move from publicly shareable to controlled unclassified information. When this happens, employees have to switch how and where they work. Systems, people, and data sets that were available in the lower-security environment are now less accessible. Work has to be pulled into CUI-approved tooling often with the expense of context switching and a degraded user experience.

GovSlack bridges that gap and saves users from switching to antiquated, broken platforms that cannot meet mission needs.



On average,  
agencies  
using Slack  
experienced  
29% faster  
resolution times.



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## CHAPTER FIVE

### Achieve mission objectives faster with Slack.

Harnessing institutional knowledge across vast agencies and complex missions seems like a dream. Soon, however, this dream will become a reality, helping users sort through the digital detritus that seems to grow as we become increasingly interconnected. But this will require platforms and solutions that are simple and easy to use.

“In the public sector, collaboration is the secret to success. If we can connect people in a shared space, a shared understanding of work, a shared understanding of status, the full power of the incredible nature of the public sector workforce can be brought to bear to have incredible outcomes for every single person in every constituency, and that’s the power of solutions,” Doolan said.

In this era of improved productivity, Slack users will be able to:

#### 1 Harness the power of discovery to drive impact.

The federal workforce will unlock the potential to converse with their data. Users can ask questions like: “Who fixed this problem before me?” or “Was this an issue before? How was it resolved?” While users can still search for artifacts, conversing with existing data can help **create** time.

#### 2 Break down silos of institutional knowledge.

A [GovFuture Podcast](#) featured the Government Accountability Office’s Taka Ariga, Chief Data Scientist and Director of the Innovation Lab, who mentioned that the federal government still struggles to share data and insights. Agency leadership can liberate knowledge by using solutions like Slack and GovSlack to create a single holistic pane of knowledge – thereby vanquishing data silos **for good**.



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### 3 Cut through the noise and get to the “why.”

Ask any average public sector employee why they joined, and they’ll most likely explain that they felt a calling. Today, however, tasks and notifications compete for attention. Users can easily get bogged down by notifications, distracting them from the mission. Slack AI’s “Recap” ability aims to simplify and reduce notification fatigue. Recap does this via generative summaries of notifications or channel updates that may pique a user’s interest due to either implicit or explicit signals.

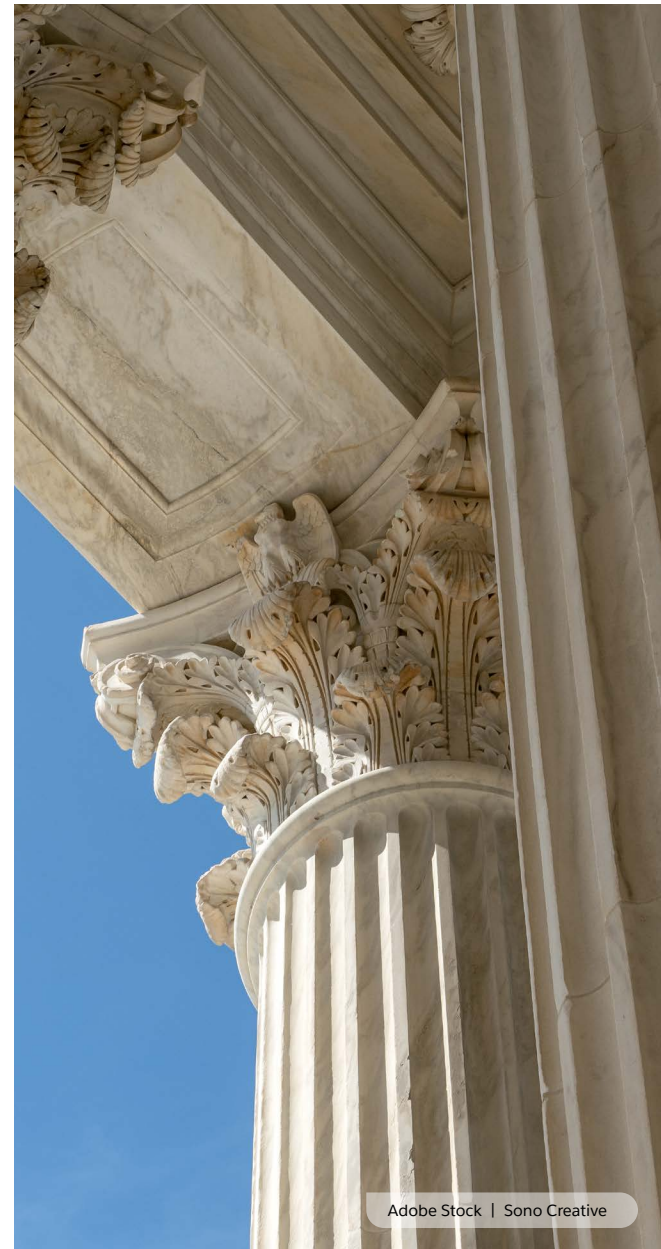
### 4 Break down silos of institutional knowledge.

Use Agentforce to transform your ability to search, collaborate and carry out multi-step actions. Agentforce enables teams to easily bring agents into any Slack conversation. Take advantage of Slack’s wealth of domain knowledge from DMs, channels, and canvases, which provide a point of reference for Agentforce to draw from, enhancing the relevancy of responses and actions by utilizing both public and permissioned information in Slack.

Slack will play a crucial role in helping federal agencies meet their mission objectives, not because it’s another tool in your organization, but because Slack unlocks the power of people, data, and applications so agencies can deliver tailored experiences and unlock efficiency.



Connect with the team at Slack to  
accelerate mission success, today.



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