# Slack supercharges workspace with over 25 new AI apps and unveils Agentforce 2.0



### Slack Expands AI Capabilities with New Apps and Enhancements

In a significant move to enhance its platform, Slack, the workspace communication tool owned by Salesforce, has announced the addition of over 25 generative AI applications to its marketplace. This expansion aims to facilitate various tasks such as content creation, market research, and HR operations, ultimately enabling organisations to streamline workflows and improve productivity.

This burgeoning marketplace allows users to integrate a variety of applications into the Slack environment, providing a robust framework for enhancing functionality. As noted, the newly introduced AI apps come from renowned companies including Asana, UiPath, Adobe, and Perplexity. Beyond the current offerings, Slack has indicated that ten additional apps are set for release in the near future.

Rahul Sharma, Vice President of Sales at Salesforce India, highlighted the transformative potential of these AI apps for workplace functionality. “With new AI apps now available in the Slack Marketplace, we’re seeing a powerful shift in how work gets done – right within the conversational interface employees already use daily,” he stated. This sentiment echoes a broader trend within industries, where reliance on AI tools is rapidly increasing, viewing them as indispensable assets rather than mere supplementary aids.

In tandem with this announcement, Slack is further evolving its platform through the introduction of Agentforce 2.0, an advanced digital labour system compatible with Slack. This initiative incorporates sophisticated AI agents designed to handle multistep tasks, interact in real-time within channels and direct messages, and leverage enterprise search to provide contextual insights from Slack’s extensive data repository. The platform is set to empower teams by allowing these AI agents to work alongside human users, effectively merging human creativity with AI efficiency.

The recent introduction of Agentforce coincided with a notable trend reported earlier this year, where predictions suggest that employees may soon interact more with AI agents than with their human colleagues. This shift marks a pivotal moment for workplace dynamics, where AI not only assists but also takes on autonomous roles in daily operations. Slack's CEO, Denise Dresser, emphasised this strategic integration of AI, envisioning Slack as an AI-powered work operating system.

Additionally, Salesforce has reported securing over 1,000 paid deals for its Agentforce platform, which serves to further embed AI within workplace environments. CEO Marc Benioff noted that AI applications have already halved the number of humans needed for straightforward customer queries, though he maintained a focus on enhancing human roles rather than outright replacements. He advocated for the advancement of "digital labour," which he believes holds the potential to augment human work and stimulate economic growth through increased efficiency.

Despite this promising trajectory, concerns linger about the implications of AI on job security. Critics argue that while AI can enhance productivity by handling repetitive tasks, it also raises the spectre of automation potentially displacing human employees. The balance between leveraging AI’s capabilities and ensuring meaningful human interaction remains a critical discussion point for organisations embracing these technologies.

As Slack continues to innovate, it positions itself at the forefront of the evolving technological landscape, where the integration of AI agents stands to redefine not just operational workflows but the very nature of collaboration in the workplace.

## Reference Map:

* Paragraph 1 – [[1]](https://news.google.com/rss/articles/CBMingFBVV95cUxNRHZMRGMxWkFnZ3Z5Rldua19ReWxlSHJocDRENUlvUkI0a0ZCQ0lWOUdzemFfZmZkeTZLLVhPc0s0ZzRHTTZUSkxnNUxlQnJ2aU9uakVvckZ1RjBKdkF5MkFYQUhsT2d0V3lFUzViaDZ3MmVuZU1kMGUyQUZHc1N3SE01NEJMYWMtT1JuZWhYN2t1elQxRjlKYzZ3UGFLQQ?oc=5&hl=en-US&gl=US&ceid=US:en), [[2]](https://www.axios.com/2024/09/16/slack-ai-bots-dreamforce-salesforce)
* Paragraph 2 – [[1]](https://news.google.com/rss/articles/CBMingFBVV95cUxNRHZMRGMxWkFnZ3Z5Rldua19ReWxlSHJocDRENUlvUkI0a0ZCQ0lWOUdzemFfZmZkeTZLLVhPc0s0ZzRHTTZUSkxnNUxlQnJ2aU9uakVvckZ1RjBKdkF5MkFYQUhsT2d0V3lFUzViaDZ3MmVuZU1kMGUyQUZHc1N3SE01NEJMYWMtT1JuZWhYN2t1elQxRjlKYzZ3UGFLQQ?oc=5&hl=en-US&gl=US&ceid=US:en), [[2]](https://www.axios.com/2024/09/16/slack-ai-bots-dreamforce-salesforce)
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* Paragraph 5 – [[4]](https://www.reuters.com/technology/artificial-intelligence/salesforce-closes-1000-paid-agentforce-deals-looks-robot-future-2024-12-17/), [[6]](https://www.axios.com/newsletters/axios-ai-plus-26da1ff0-f305-11ef-9d73-1f45c5c9c1be)

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## Bibliography

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2. <https://www.axios.com/2024/09/16/slack-ai-bots-dreamforce-salesforce> - Slack is introducing new AI features that enable the incorporation of AI-powered agents from Salesforce and other providers within its platform. These enhancements aim to transform Slack into a hub where human users can interact with an increasing number of intelligent bots and agents. Announced ahead of Salesforce's annual Dreamforce conference, Slack will now support agents from companies such as Adobe, Anthropic, Cohere, Perplexity, Writer, alongside Salesforce. This initiative is part of Salesforce’s broader strategy to promote the idea that generative AI can drive autonomous agents, enhancing the potential for efficient work environments beyond merely assisting human users. Slack CEO Denise Dresser described this direction as aligning with Slack's vision to become an AI-powered work operating system. ([axios.com](https://www.axios.com/2024/09/16/slack-ai-bots-dreamforce-salesforce?utm_source=openai))
3. <https://slack.com/blog/news/limitless-workforce-with-agentforce-in-slack> - Salesforce has announced Agentforce 2.0, the newest version of Agentforce. This is the first digital labor platform for enterprises that brings employee-facing agents directly into Slack, allowing them to work alongside your team. Agentforce 2.0 ushers in the next wave of artificial intelligence, carrying out multistep actions and advanced reasoning right in your flow of work: Slack. By deploying Agentforce in Slack, you’ll be able to collaborate with Agentforce in channels and DMs, extend Agentforce with pre-built Slack actions, and unlock conversational context with Enterprise Search. All of these advanced capabilities will be generally available in January. ([slack.com](https://slack.com/blog/news/limitless-workforce-with-agentforce-in-slack?utm_source=openai))
4. <https://www.reuters.com/technology/artificial-intelligence/salesforce-closes-1000-paid-agentforce-deals-looks-robot-future-2024-12-17/> - Salesforce has finalized over 1,000 paid deals for its AI-driven platform, "Agentforce," aimed at creating virtual representatives, according to CEO Marc Benioff. During a company event in San Francisco, Benioff highlighted enhancements in building bots for tasks such as recruiting and customer service, integrated with their messaging app Slack. He mentioned that the company's AI applications have halved the number of humans needed for simple customer queries while planning to increase sales staff by over 10%. Benioff emphasized the impact of "digital labor" on augmenting human work and expanding the economy. Salesforce is also preparing to launch a "robot force partner program" to connect real-world and virtual machines. He cited the potential for hotel chains to use digital assistants for office tasks and robots for cleaning. Additionally, Benioff expressed hope that the incoming Trump administration would engage with CEOs on digital labor topics. ([reuters.com](https://www.reuters.com/technology/artificial-intelligence/salesforce-closes-1000-paid-agentforce-deals-looks-robot-future-2024-12-17/?utm_source=openai))
5. <https://slack.com/blog/news/agentforce-ai-slack-actions-data> - Last month, we made Agentforce, the digital labor platform for enterprises, available in Slack. This enabled companies to deploy trusted, employee-facing autonomous AI agents across all lines of business—sales, service, marketing, and commerce. Today, we’re excited to enhance Agentforce in Slack with a new feature: Slack Actions. These actions enable Agentforce to automatically perform Slack tasks on your behalf, right in the flow of work. In Agentforce, you can build custom actions for just about everything, and with today’s launch customers can tap into three new pre-built Slack skills: create and update canvases, send direct messages, and look up users. ([slack.com](https://slack.com/blog/news/agentforce-ai-slack-actions-data?utm_source=openai))
6. <https://www.axios.com/newsletters/axios-ai-plus-26da1ff0-f305-11ef-9d73-1f45c5c9c1be> - AI agents are becoming an integral part of the workplace, with predictions that workers will soon engage more with AI agents than human colleagues. Over the past year, companies have introduced autonomous AI agents capable of performing tasks on behalf of users. Platforms like Slack and Salesforce's Agentforce have been at the forefront of this shift. Concerns remain about AI agents replacing human jobs, although proponents argue that they can augment human roles by handling repetitive tasks. Despite their potential, AI agents currently have limitations, such as inconsistencies and a need for oversight. Meanwhile, Anthropic has integrated advanced reasoning capabilities into their new Claude 3.7 Sonnet model, offering near-instant or step-by-step responses based on user needs. Ensuring that such developments do not diminish human social interactions and protecting jobs amidst technological advancements remain key issues for the future. ([axios.com](https://www.axios.com/newsletters/axios-ai-plus-26da1ff0-f305-11ef-9d73-1f45c5c9c1be?utm_source=openai))