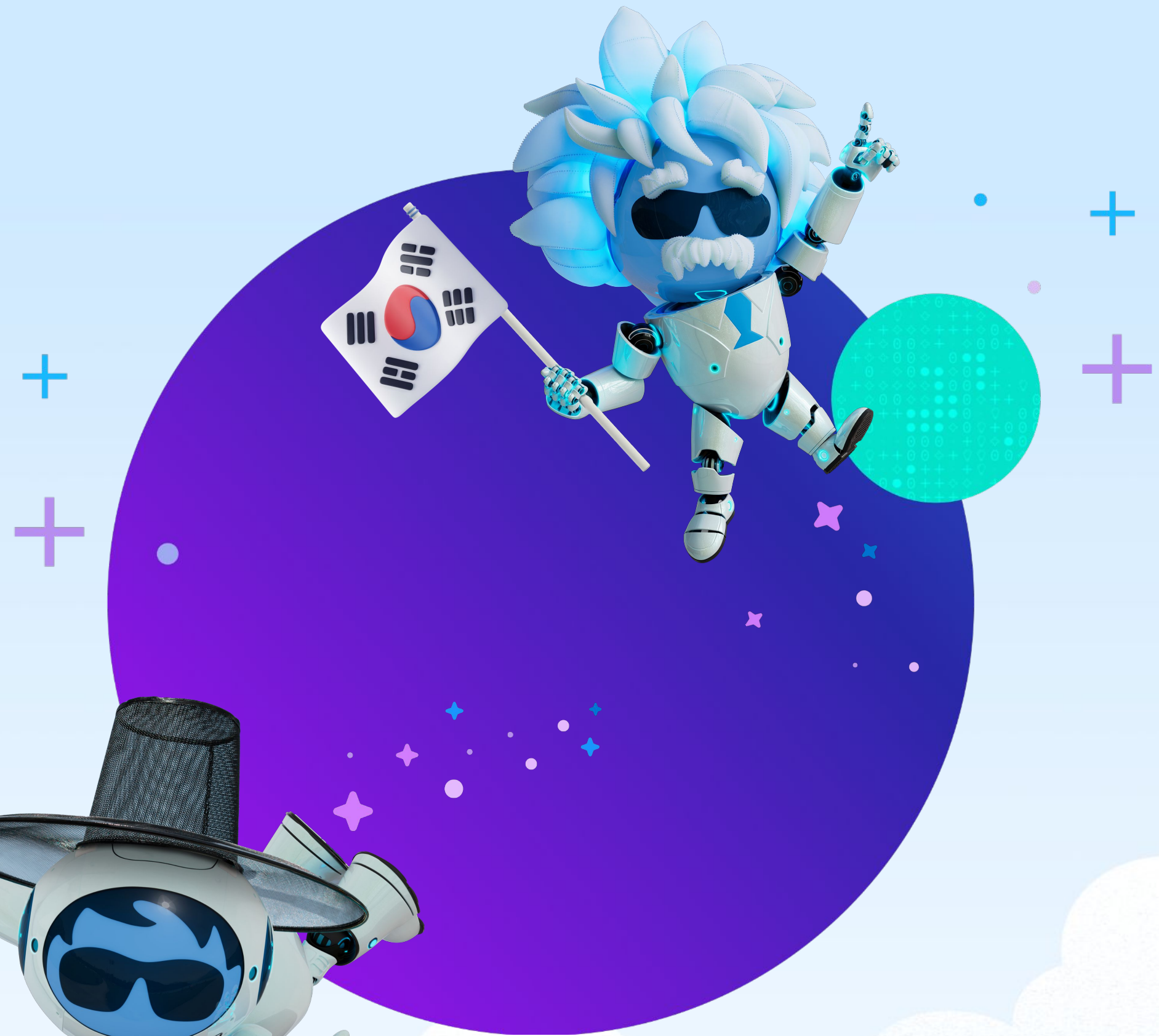




# Agentforce World Tour Korea



# Forward looking statement

This presentation contains forward-looking statements about, among other things, trend analyses and statements regarding future events, anticipated growth and industry prospects, and our strategies, expectation or plans regarding product releases and enhancements. The achievement or success of the matters covered by such forward-looking statements involves risks, uncertainties and assumptions. If any such risks or uncertainties materialise or if any of the assumptions prove incorrect, results or outcomes could differ materially from those expressed or implied by these forward-looking statements. The risks and uncertainties referred to above include those factors discussed in Salesforce's reports filed from time to time with the Securities and Exchange Commission, including, but not limited to: our ability to meet the expectations of our customers; uncertainties regarding AI technologies and its integration into our product offerings; the effect of evolving domestic and foreign government regulations; regulatory developments and regulatory investigations involving us or affecting our industry; our ability to successfully introduce new services and product features, including related to AI and Agentforce; our ability to execute our business plans; the pace of change and innovation in enterprise cloud computing services; and our ability to maintain and enhance our brands.

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# Slack Product Roadmap

and introducing Slack AI



# Presenters

Hello from Japan



**Shota Suzuki**

Product Marketing  
Manager - Slack



**Jason Wong**

Senior Developer  
Advocate - Slack

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# Product Roadmap



# Slack은 끊임없는 혁신의 속도로 업무를 재정의했습니다.

## 메세지를 보내는 것부터 에이전트 업무 운영 시스템으로

Slack  
시작

앱 에코시스템 및  
워크플로

엔터프라이즈  
그리드

Slack 커넥  
트

워크플로 빌더

허들 & 클립

Slack AI  
캔버스 & 리스트

Salesforce 채널

Slack의  
Agentforce

salesforce

2014

2021

150+

countries have daily active users in Slack

64%

Forbes Most Innovative companies use Slack Connect

77


of the Fortune 100 use Slack Connect








Slack의 여러분의 에이전트 업무 운영 시스템입니다  
팀, 앱, 워크플로 및 데이터를 넘어서 검색, 작업 및 협업을 하세요.



## Agentforce



-  사람
-  Agents & AI
-  데이터 & 메타데이터
-  앱 & 워크플로



**13K**  
Slack에서 구축하고 배포된 AI 앱들의 수

**6.4M**  
매월 Slack으로 공유되는 세일즈포스 기록 수

**3M**  
매일 Slack에서 사용되는 워크플로의 수



# Product Roadmap

에이전트 기반 업무 운영 체제 제공



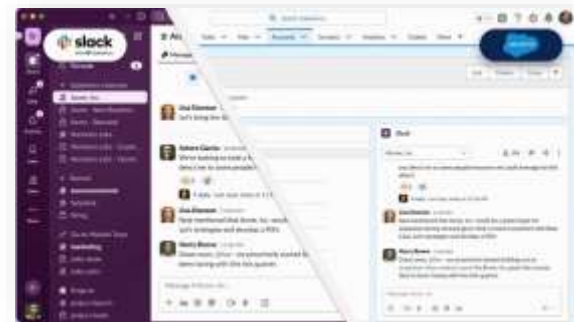
## Agentforce: Employee Agents in Slack



Slack 은 인간과 AI가 함께 일하는 최고의 장소



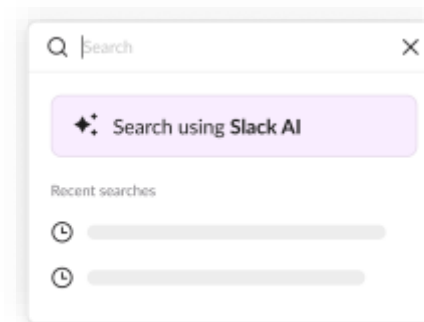
## Slack + C360



Slack을 세일즈포스의 대화형 프론트엔드로 활용



## Enterprise Search



Slack 내부 및 핵심 도구 간의 검색 기능 업그레이드



## AI-powered Productivity



Slack에서 소음 줄이기, 생산성을 높이기 위한 방법



## Trust & Security

강력한 보안 및 관리 기능 제공, 고객들이 모든 사람, 데이터, 작업을 Slack으로 이동할 수 있도록 지원

Introducing

# Agentforce in Slack

업무 과정에서 목적에 맞게 설계된 에이전트를 통해 모든 직원의 주도적인 생산성을 끌어올립니다

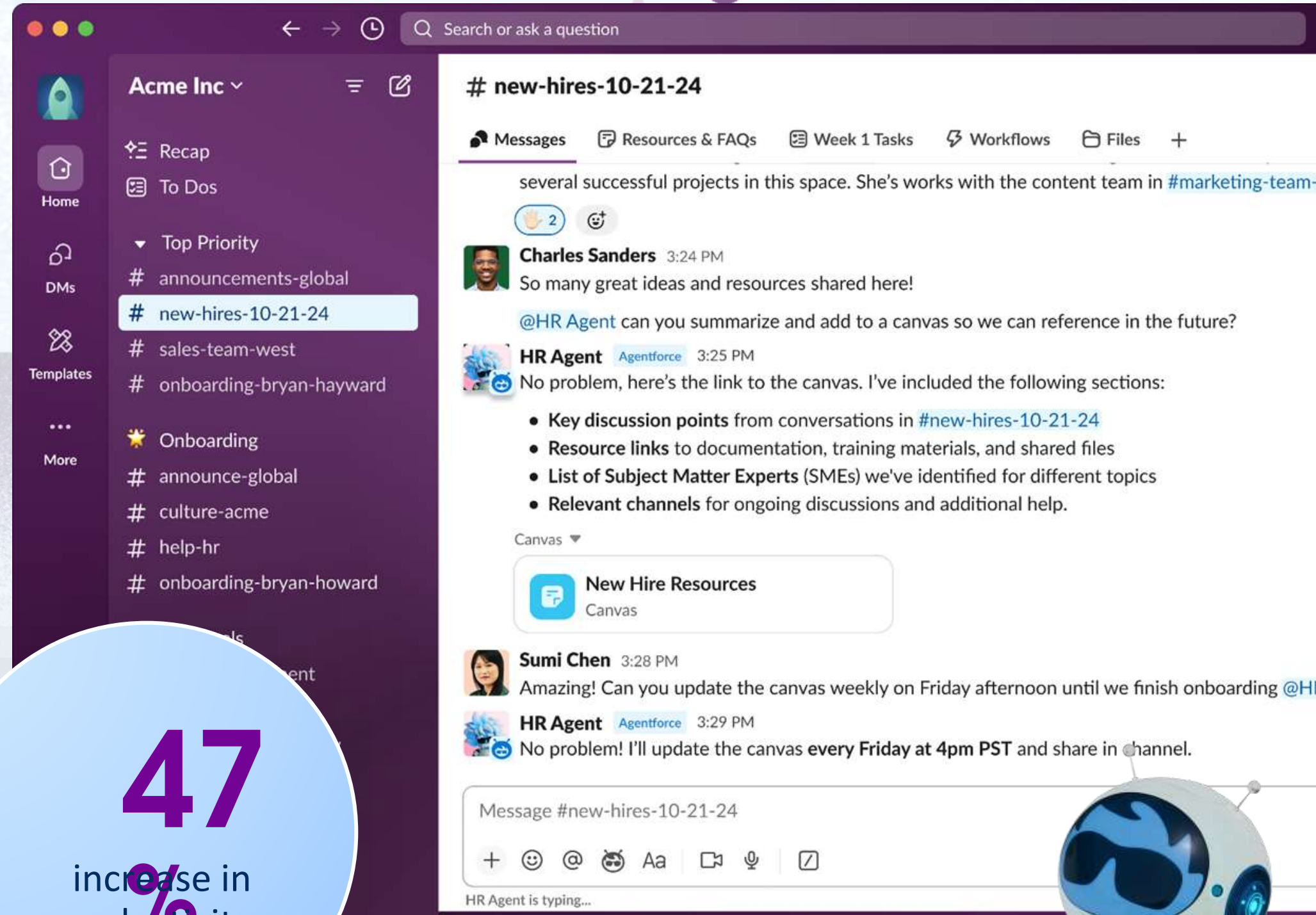
에이전트를 동료로 만들어보세요

모든 직원 에이전트에게 대화의 맥락을 제공해보세요

템플릿과 액션을 사용하여 Slack에 적합한 에이전트를 구축하세요

Source: Slack Customer Survey 2024

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# Agentforce: Employee Agents in Slack

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Slack에서 모든 직원의 에이전트를 활용한 생산성을 높이세요

The screenshot displays the Slack Agentforce interface. On the left is a navigation sidebar with icons for Home, DMs, and Agentforce. The main content area features a header 'Transform the way you work with Agentforce' and four utility buttons: 'Create a to-do list', 'Request time off', 'Create a project', and 'Schedule a meeting'. Below these are six agent cards: Wellness Coach, Product Specialist, Project Assistant, Deal Support Specialist, Content Inspector, and Incident Specialist. A 'Profile' window is open for the 'Deal Support Specialist', showing a 3D avatar of a blue spiky character with sunglasses. The profile includes a description: 'Supporting sales teams by answering questions, automating tasks, and more!' and a list of skills: FAQ Support, Task Guidance, Sales Strategy, Progress Tracking, Competitor Analysis, Ensure Compliance, and Feedback Collection.

The 'Roadmap' graphic lists the following features and their release timelines:

- Employee Agents in Slack** (Agent Library, In-Channel, DMs) - Now
- Slack Actions in Agentforce** (Send Message, Add to Canvas) - Now
- Agentforce Employee Agent (AEA)** (Agent Type and Templates) - Now
- Channel Knowledge Agents** (OOTB, Human Hand-off- FAQ, etc) - Q2
- Better Agentforce interactions** (Streaming Responses, Suggested Agents) - Q2
- Agentforce Orchestration** - H2
- Agentforce Long-Term Memory** - H2



# Say hello to Salesforce channels

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CRM 데이터와 팀 대화를 통해 고객에 대한 통합된 시각을 만들어보세요

세일즈포스와 Slack을 통해 팀원들을 연결하여, 그들이 가장 생산성 있게 일할 수 있는 곳에서 만나보세요

구조화된 데이터와 비구조화된 데이터를 통합하여 Agentforce\*의 더 깊은 맥락을 구축합니다.

76%

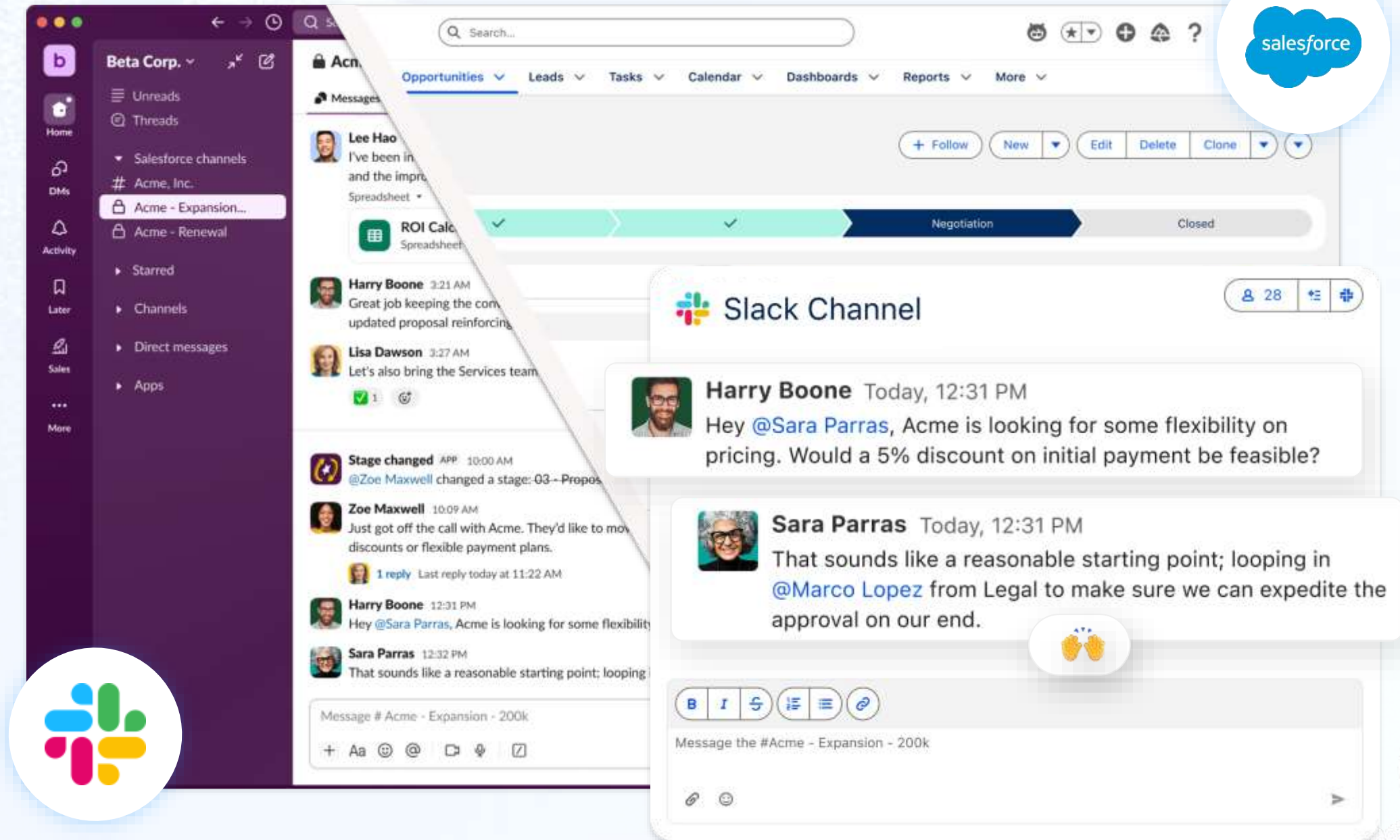
팀이 목표와 과정이 더 잘 맞아떨어지고 협력과 소통이 원활

75%

더 나은 비즈니스 결과의 가시성과 더 빠른 조치

30%

CRM과 대화 사이에서 정보를 찾는 시간을 절약

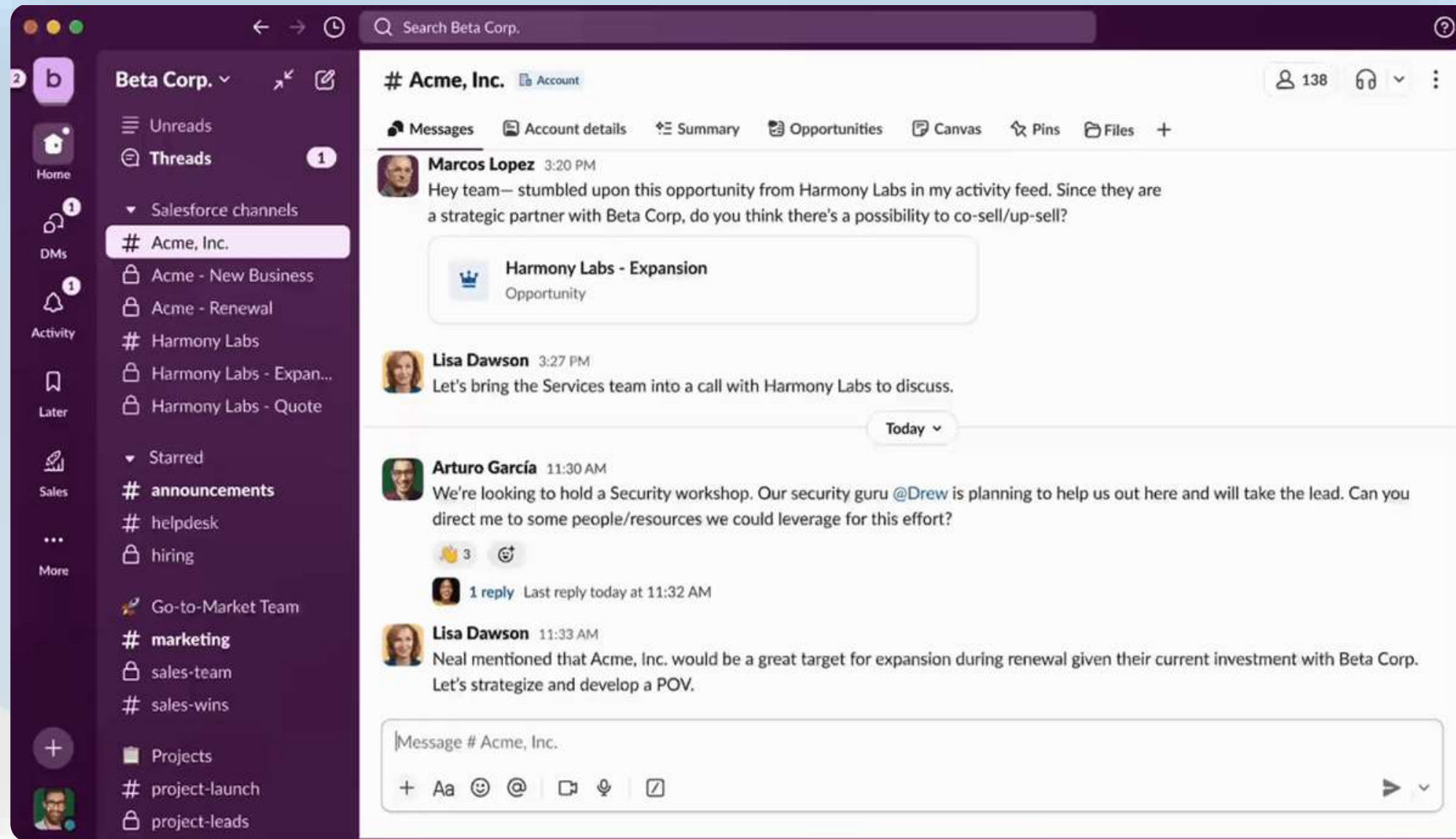


Source: Salesforce Internal survey, August 2024, N = 384. \* requires Agentforce SKU

# Deeply Unified Platform: Slack + C360



채널, 스타터, 데이터 클라우드를 통해 Slack과 세일즈포스를 통합합니다



## Roadmap

Seamless Auth	Now
Salesforce Channels in the Salesforce UI	Q2
Salesforce Approvals in Slack	Q2
Native Tableau Metrics	Q2
Slack Collaboration in Tableau	Q2
Case Swarming in SF Channels	H2
Salesforce Tab	H2
Slack nudges to Starter	H2
Workflow Interoperability with Flow	H2
All Slack Data in Data Cloud	H2

"우리가 모두 기다려온 것 - Slack이 세일즈포스에 원천적으로 통합되었습니다!"





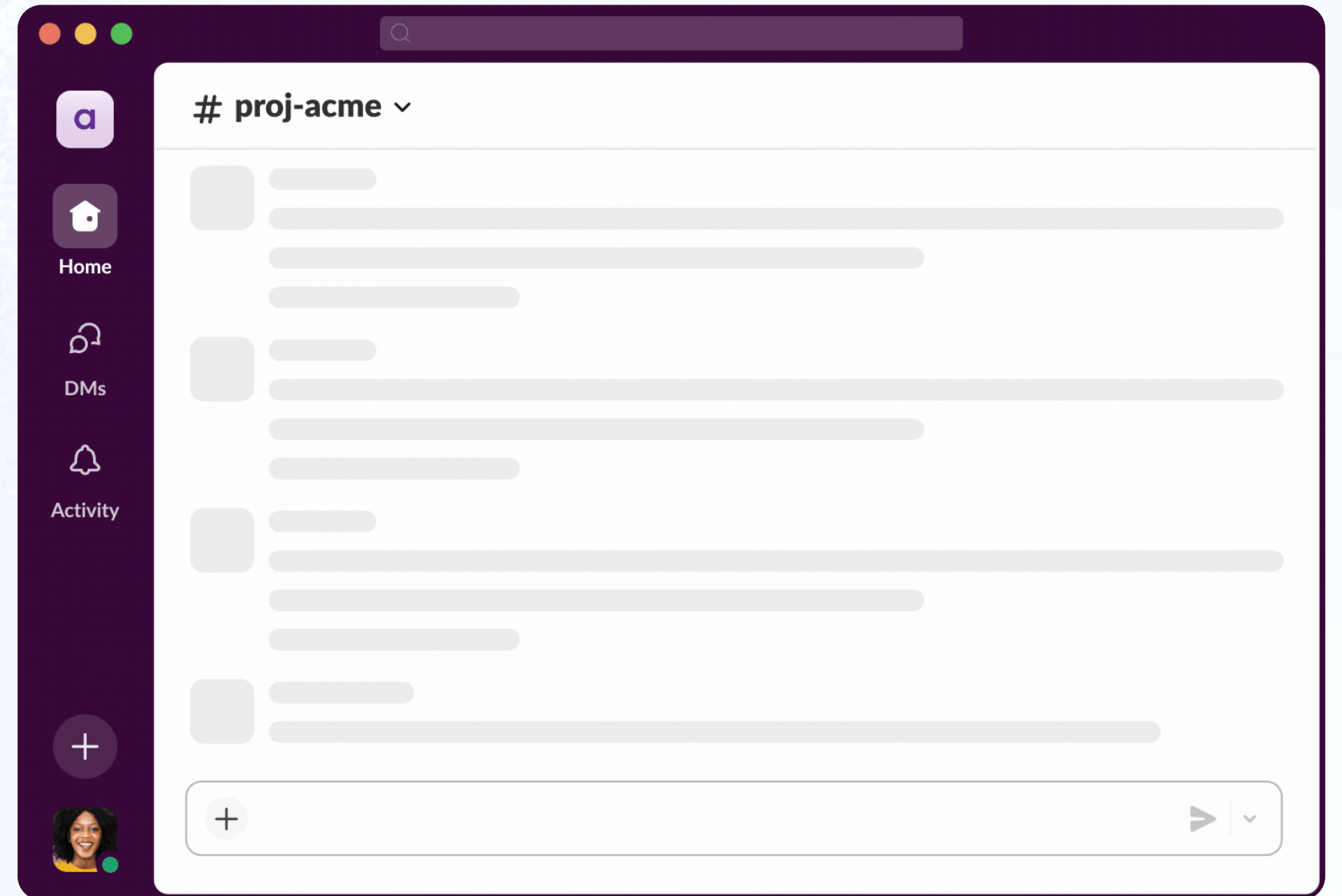
# Slack 엔터프라이즈 검색

모든 것을 검색하세요. 어떤것도 찾을 수 있습니다!

회사의 모든 지식을 한 곳에서 검색하세요.

평상시 말로 검색하면 더 쉽습니다.

권한에 따라 개인화된 결과를 제공합니다.

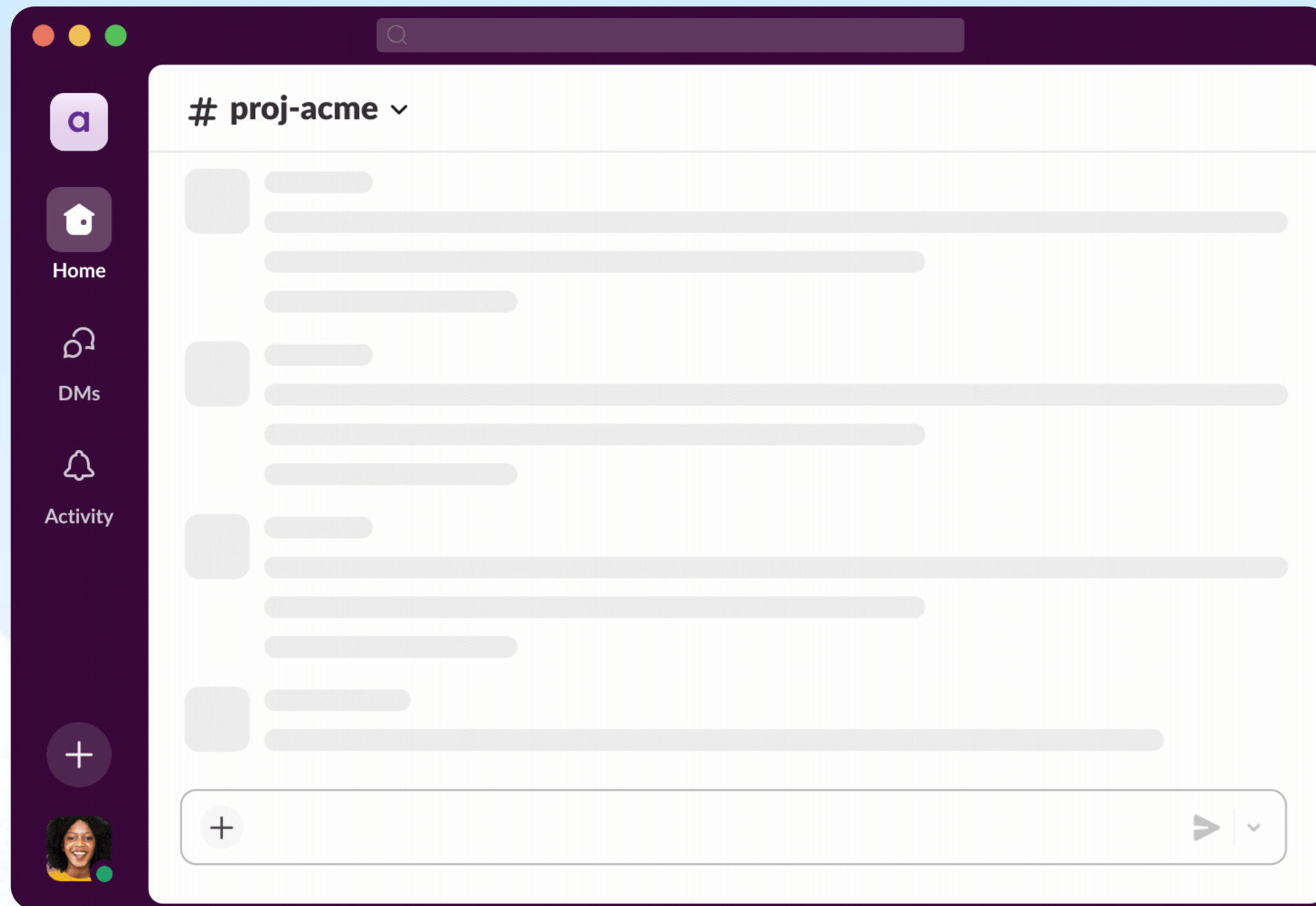


Enterprise Grid 요금제와 Slack AI 라이선스를 통해 이용 가능합니다



# 엔터프라이즈 검색의 미래

## 개선된 탐색, 향상된 쿼리 이해



### Roadmap

Enterprise Search	Now
Search Navigation Omniswitch, Autocomplete	Now
DataCloud Collections	Q2
Improved Results & Retrieval Semantic Search	Q2
Additional Connectors	Q2
Query Understanding Query Classific., Knowledge Graph	H2





# Slack AI

신뢰할 수 있는 AI, 이미 진행되고 있는 협업에서 활용하세요

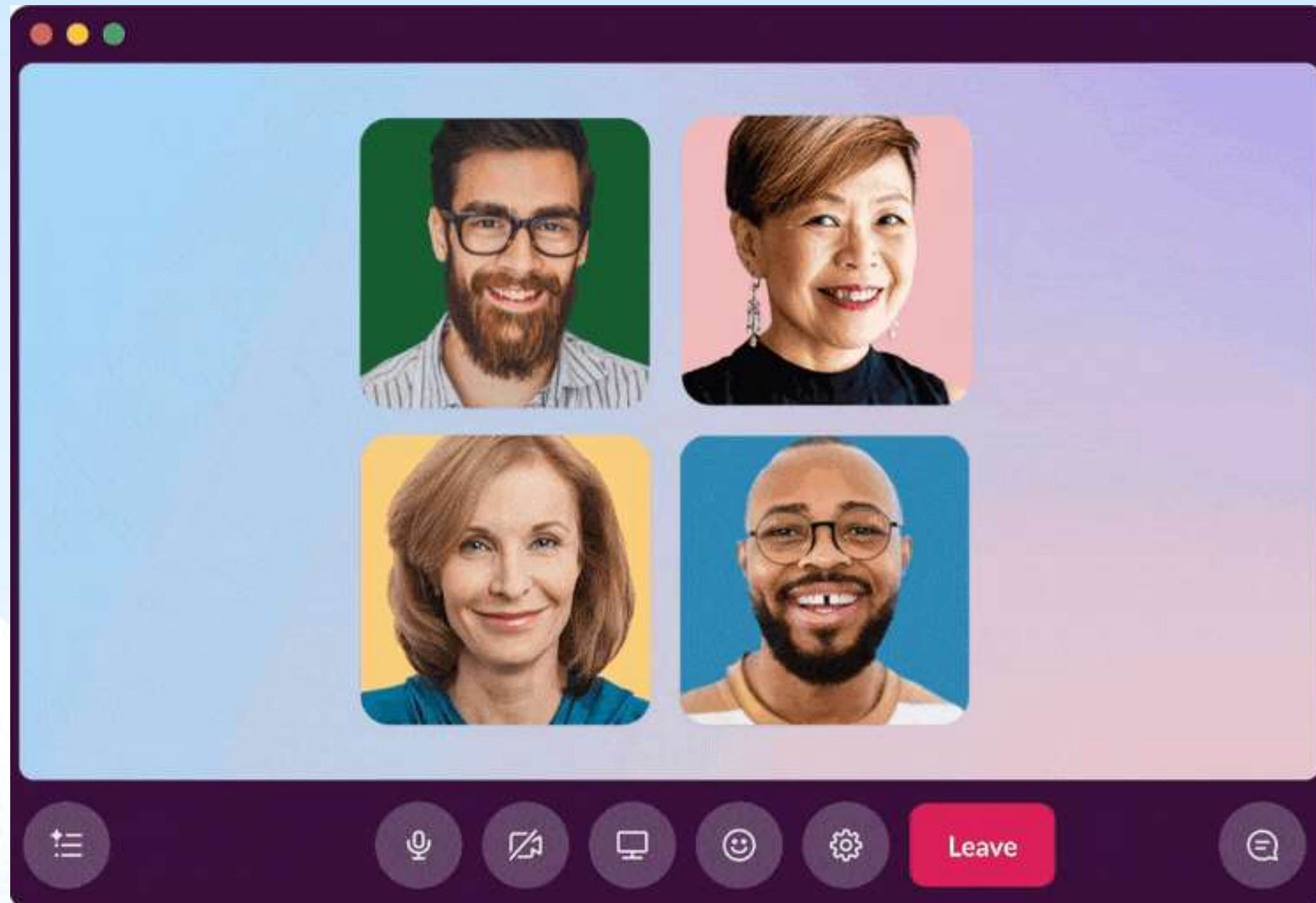
- AI 적용 즉시 바로 생산성을 향상 시켜보세요.
- 사내 모든 정보, 지식의 잠재력을 충분히 활용하세요.
- 안전하고 신뢰할 수 있는 플랫폼에서 AI를 활용하세요.

The screenshot displays the Slack AI interface within a workspace named 'Acme Inc'. A search bar at the top contains the query 'What is Project Nexus?'. Below the search bar, a 'Slack AI result' card provides a concise answer: 'Project Nexus is the name of an internal project aimed at redesigning Acme's marketing website. [1] This is the first rede of the marketing website since 2020. [2]'. To the right, a 'Slack AI' sidebar shows a 'Summary' for 'Jan 2 - Today' with 87 messages and 12 participants. It highlights two key points: 'New planning processes introduced' and 'Project costs are going up'. Below the sidebar, a 'Recap' card titled 'Let's dive in' summarizes 48 messages from yesterday across three channels, including '# announce-sales'. A purple callout box states '97 minutes saved per week by pilot users'. At the bottom, a white box contains the text 'GA Now | All paid plans in Korean'.

# AI-Powered Productivity

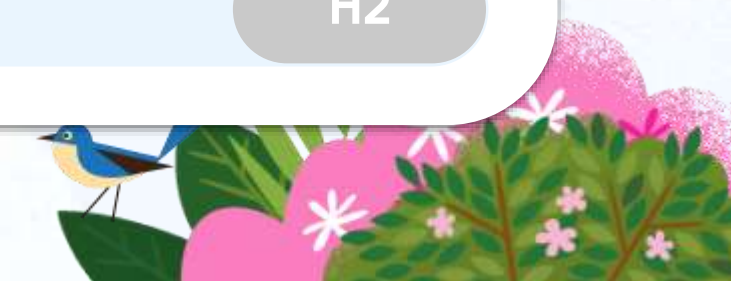
노이즈 줄이기, 맥락을 활용, 품질과 신뢰 제공

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### Roadmap

To Dos	Q2
Slack Calendar	Q2
Rich Work Object Views (incl. SF Records, Tableau)	Q2
Canvas AI	Q2
Intelligent Notifications & Priority	H2
Native 3rd Party Files Integration	H2
Model Context Protocol (MCP)	H2
3rd-Party Approvals in Slack	H2
Inbox (Prioritized Triage)	H2



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# Introducing Slack AI

데모 시간



# Meet Ken: CEO @ Caffeine Technologies

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Ken은 빠르게 성장하고 있는 커피 기반 테크 회사의 CEO입니다.

그는 회사에서 일어나는 모든 일에 대한 책임을 지고 있으며, 일을 맡기는데 주저하고 있습니다.





# Thank you

