



Introducing the Slack Catch-Up Assistant

Addressing information overload with smart, AI-powered solutions to enhance productivity and user experience.

The Problem: Information Overload



Users return to a flood of messages after:

- Vacations (2-10 days)
- Long meetings (1-3 hours)
- Dedicated focus blocks

This leads to missed decisions, delayed actions, and increased anxiety. The core friction is that users don't want all messages—they want clarity, actions, and key decisions.



Why This is a P0 Problem



User Impact

Affects daily active users, causes real productivity loss, and increases stress.



Business Impact

Weakens Slack's value proposition of productivity and async work, leading to burnout and reliance on side conversations.



Target User Personas

1

Primary: Knowledge Worker

PMs, Engineers, Designers, Ops, Managers. Involved in many channels with high volume of mentions and async collaboration.

2

Secondary: People Managers

Need visibility into decisions and blockers, often tagged but lack time to read everything.

Jobs To Be Done: Clarity & Action

When I return to Slack after time away, I want a concise summary of what I need to know and do, so that I can take action confidently without reading everything.

“

“Help me cut through the noise, so I can focus on what truly matters.”

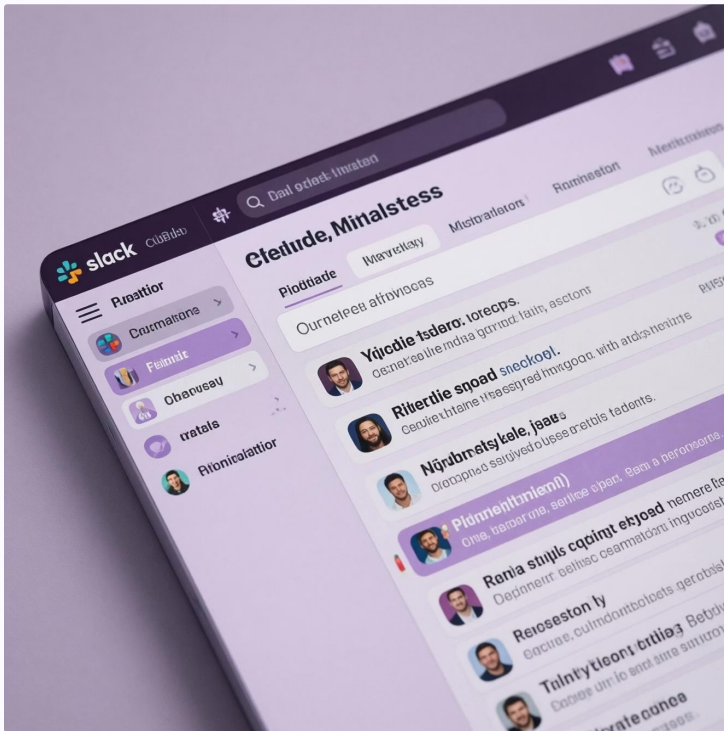
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Existing Solutions & Gaps

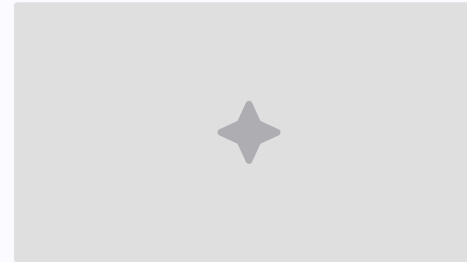
Current Slack Experience

- Unread message count
- Mentions tab
- Manual scrolling



Key Gaps

- No prioritization: What's urgent?
- No structured actions: Clear tasks needed.
- No decision awareness: What was decided?
- No timeline context: When did things happen?



Proposed AI Solution: Catch-Up Assistant

An AI-powered assistant that automatically generates a personalized catch-up dashboard when you return to Slack.

1. Action Items

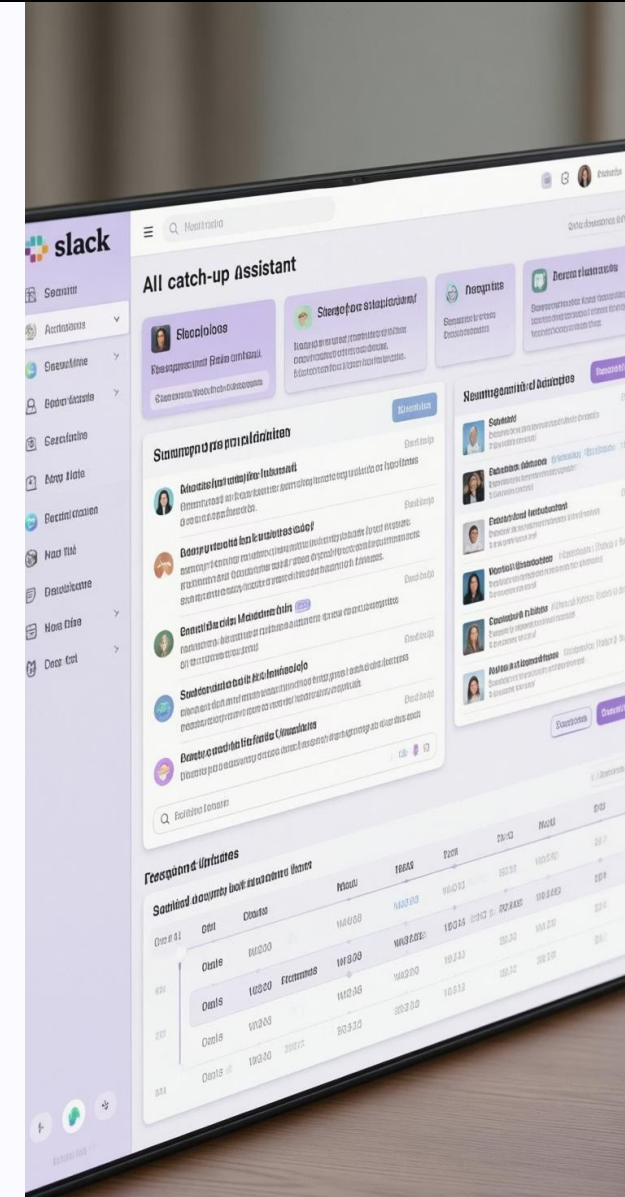
A clear to-do list based on your messages.

2. Need-to-Know Summary

High-impact announcements and changes.

3. Decisions & Updates Timeline

Chronological view of key events.



Feature Breakdown

01

Action Items (P0)

AI extracts direct mentions, requests, assigned tasks, and questions:

-  Reply to @Alex about Q2 roadmap (Today)
-  Review PR feedback requested by @DesignTeam (Tomorrow)

02

Need-to-Know Summary

Summarizes important announcements and changes:

"The API release was delayed.
Marketing launch moved to May 10.
No action required."

03

Decisions & Timeline View

Chronological view of decisions, deadlines, and status changes:

Mon	Finalized onboarding flow v3
Tue	Moved sprint review to Friday

AI Usage: Purposeful, Not Buzzword



What AI Does:

- Natural Language Understanding
- Intent detection (requests vs. FYIs)
- Entity recognition (dates, owners)
- Prioritization (mentions, channel importance, behavior, role context)



What AI Does NOT Do:

- Replace human judgment
- Make decisions for users
- Automatically respond to messages



Why This Feature Matters



For Users

Reduces anxiety, saves time, and builds trust in async work.



For Slack

Strong differentiation, deeper AI value, improved daily engagement & retention.