

Shared channels in Slack

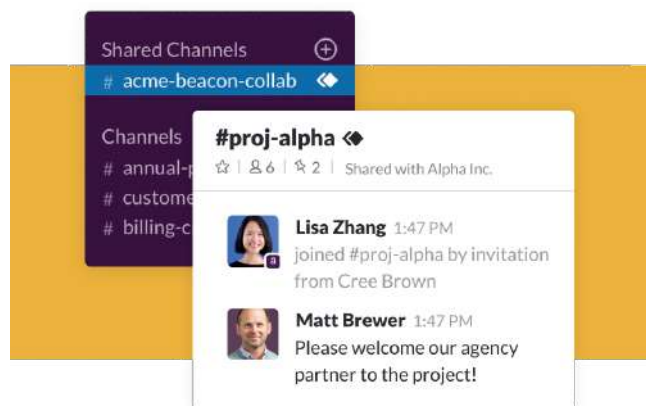


Collaborating with outside organizations is now as simple as it is to work with in-house teams. Here's a quick overview to help introduce your team to shared channels.

HOW IT WORKS

Shared channels let two separate organizations work together in a Slack channel, each from within their own Slack workspace. Members of a shared channel can send direct messages, upload files, use apps and integrations, and start calls—all in a common space.

For the most part, shared channels look and feel like regular channels in Slack, with a few key visuals that indicate the presence of an outside organization.



BENEFITS

Reach the right people

With shared channels, it's easy to loop in the right people—both internal and external—and keep everyone on the same page.

Streamline communication

No need to manage and reconcile disparate conversations happening across email, phone calls and meetings. With everything in one place, there's less context switching. Your team (and theirs) save time.

Share information and context faster

Real-time collaboration means information flows freely between teams, moving work forward. And when new members join a shared channel, they can access and search the channel's entire history, getting them up to speed quickly.

Build trust

Develop deeper partnerships with external partners by making communication easier, more direct and more casual. Both sides can easily see what's happening and who's responsible for what.

“Shared channels has increased our ability to collaborate and the level of transparency. We're able to solve customer issues a lot faster.”

Andre Julien

Senior Manager of Operations, Happy Returns

SECURITY

Shared channels keep your company's data and information secure while allowing your team to do their best work. By default, only owners and admins can create a shared channel, share an existing channel or approve a request to create a shared channel.

Admins can set whether a shared channel is private or public on their own workspace. Once the shared channel is created, members can invite colleagues from their respective teams without admin involvement.

SETTING UP A SHARED CHANNEL

To create a shared channel, owners and admins can follow the simple steps below.

- 1** Identify the workspace and channel you'd like to share. (You can share an existing channel or a brand-new one.)
- 2** Collect the workspace URL and an owner or admin email address for the connecting organization.
- 3** Open the channel you'd like to share, and in the channel settings menu, select "Additional options" and then "Share this channel with another workspace."
- 4** Type in the Slack URL of that workspace, the email for an owner or admin, and an optional message.
- 5** The other org accepts the request via Slackbot or the admin dashboard.

READY TO GET STARTED?

These tips will help you get your shared channels up and running:

- Review external business partners and ongoing initiatives to identify 3–5 initial use cases for shared channels.
- Check the Slack guest account usage in your workspace directory. It might make sense to convert some of your guest accounts to shared channels.
- With your Slack admins, align on shared channel guidelines for how users can request to set up a shared channel.
- Reach out to our customer experience team with any questions by typing /feedback in Slack or sending an email to feedback@slack.com.

YOU'RE IN GOOD COMPANY

Teams of every size, shape and kind are collaborating in shared channels.

