

Slack, end to end: from sign-in to a new channel

Desktop app, web browser and iPhone, with a deep dive on channel creation: findings, UX laws, redesign and how to test it.

28 real screenshots

7 usability findings

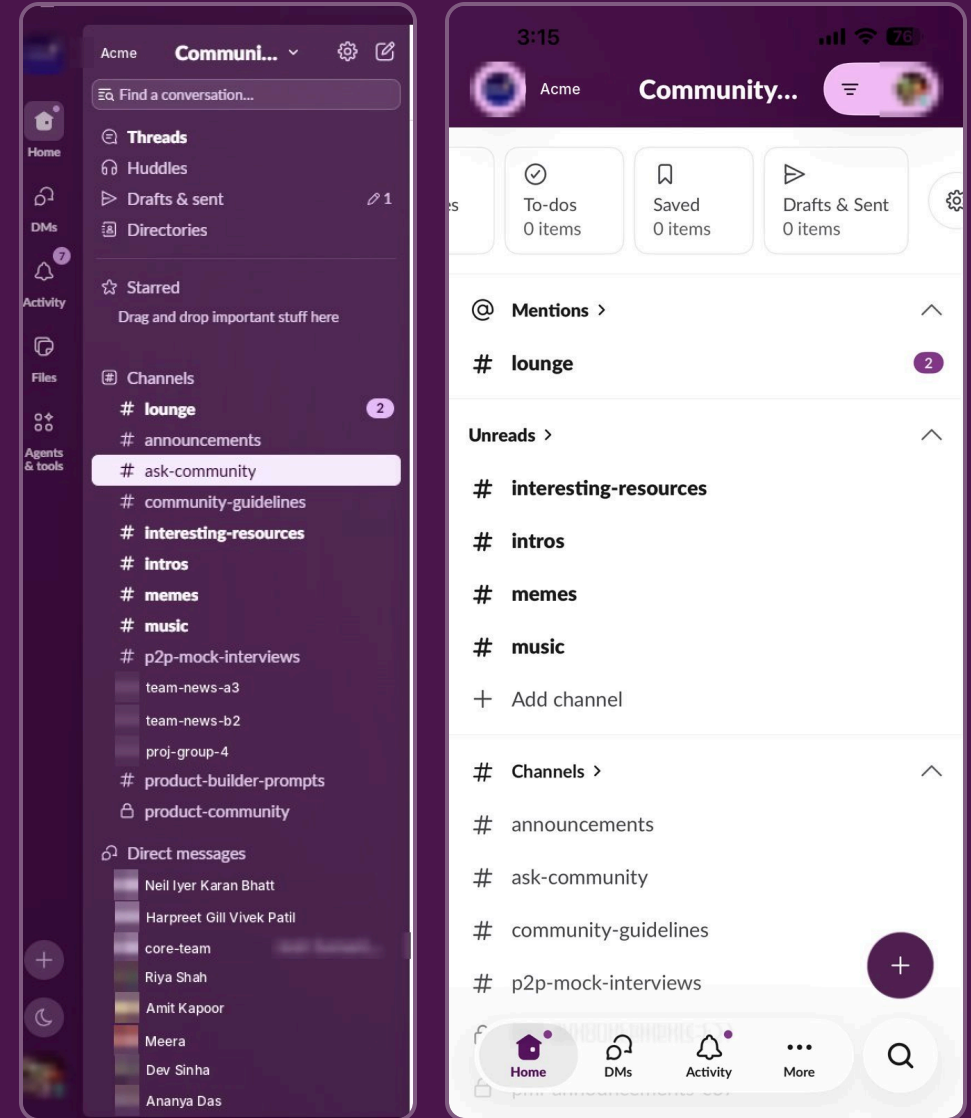
3 UX laws

Proposed redesign

Test plan

Evaluated 19 Oct 2026 · Slack desktop app (Windows) · Slack for iOS 26.10.20 (462746) · Free plan · member role

All names in screenshots are changed; photos, messages and workspace details are blurred.



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How to read this report

REAL SCREENSHOT

Taken by the evaluator on 19 Oct 2026 in a real Free-plan workspace. Names are replaced with random ones; photos, message text and workspace name are blurred.

IDs: **D1–D6** desktop app, **M01–M22** iPhone.

RECREATED

Screens that were not captured (sign-in, web browser, the channel-creation steps) are rebuilt from Slack’s Help Center and the real screenshots, with made-up names. Replace them with your own captures before submitting.

PROPOSED CONCEPT

Redesign ideas. They are concepts to test, not shipped Slack features and not measured results.

Evaluation record

Date	19 October 2026
Desktop	Slack desktop app on Windows; same interface as app.slack.com in a browser
Mobile	Slack for iOS 26.10.20 (462746), iPhone
Workspace plan	Free (Billing row: “View or manage your Free Plan”, M02)
Role	Member; “Add channel” is visible, so channel creation is allowed
Not available	Slack analytics, user interviews, paid-plan templates

Three kinds of statement

- **Observed:** seen in a real screenshot or in Slack’s documentation.
- **Expert interpretation:** my reading of why it could slow or confuse a user.
- **Hypothesis:** something only user testing can confirm. Expected benefits are always hypotheses.

Privacy: no real people, phone numbers or personal messages appear in this report or in the prototype.

Slack at a glance: the building blocks

Slack is a B2B collaboration platform. Companies get a **workspace**; inside it, people talk in **channels** (by topic or project) and **direct messages**. Everything else hangs off those two.

Workspace	The company’s Slack. One person can be in several (M18).
Channel	A shared space for a topic. Public (anyone in the workspace) or private (invite only).
Direct message	1:1 or small-group chat outside channels.
Thread	Replies to one message, so side topics don’t flood the channel (M15).
Huddle	A quick audio/video call from any conversation (M16).
Canvas / List	Docs and trackers inside Slack. Paid plans on this workspace (D4).
Apps & agents	Integrations such as Google Drive, Polly, Claude, Notion (D6); AI agents (D5).
Slackbot	Built-in assistant. Since April 2026 it can create channels, send DMs and invite people (Slack Feature Drop).

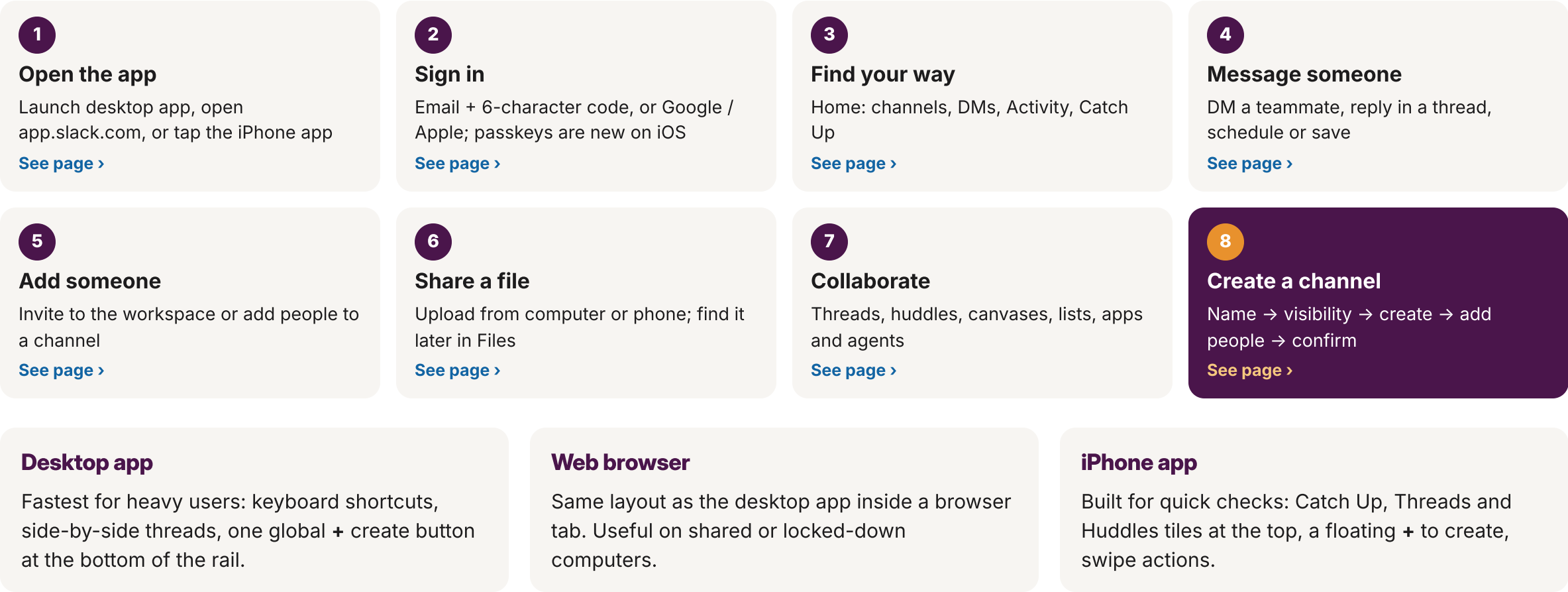
Platforms in this report

- **Desktop app** (Windows/Mac): left rail with Home, DMs, Activity, Files, Agents & tools; sidebar with channels and DMs.
- **Web browser**: the same interface at app.slack.com. No install needed.
- **iPhone app**: Home, DMs, Activity, More tabs; a floating + to create.

Plans (as seen)

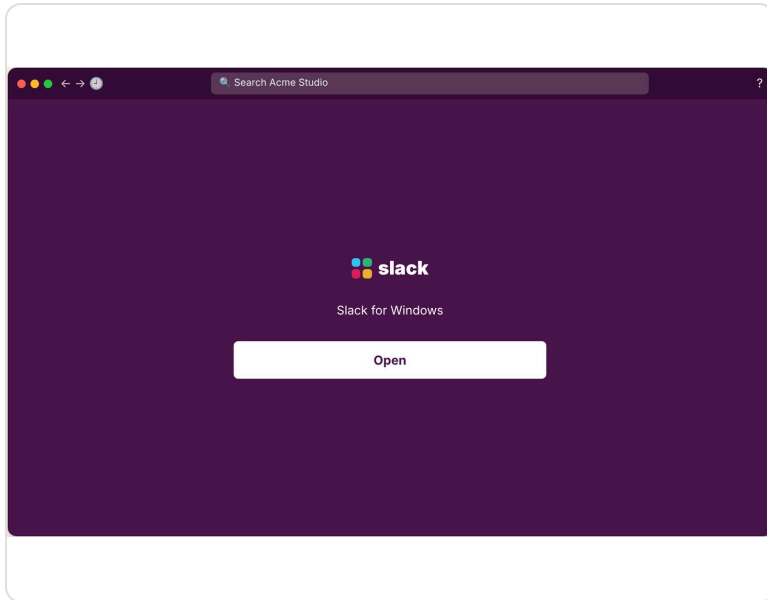
Free plan limits show up as upgrade prompts: “Compare Plans” in Files (D4) and “See Upgrade Options” in Apps (D6). Channel templates and “Blank channel” are paid-plan options (Help Center).

The full journey at a glance

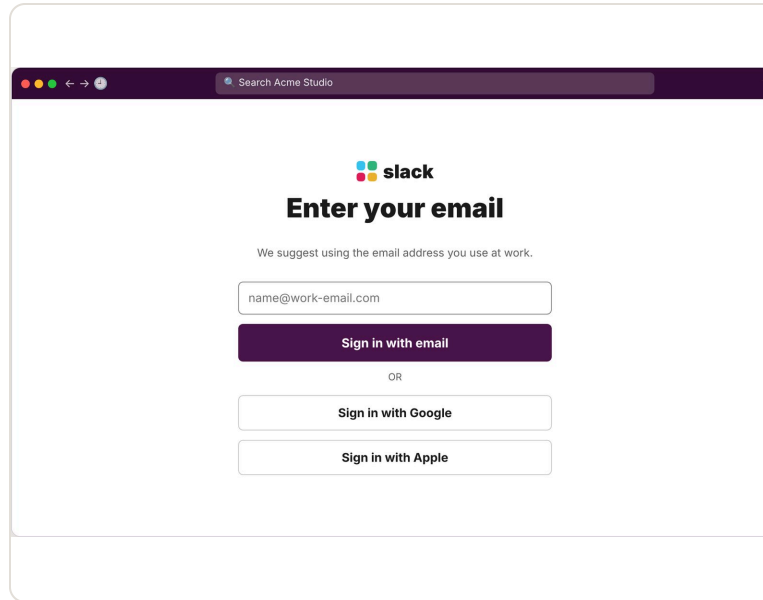


The evaluated flow (step 8, highlighted) gets the deep dive from page 15.

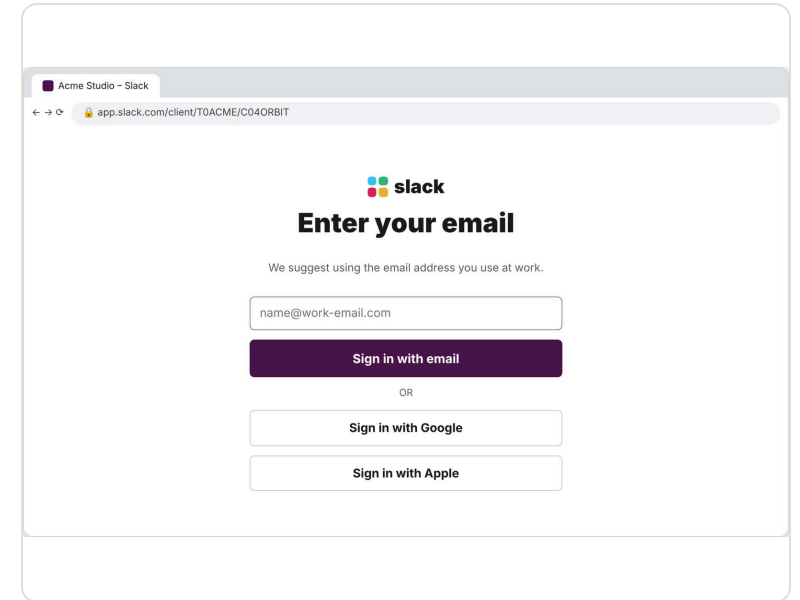
Open the app and sign in (desktop and web)



RECREATED Desktop: first launch



RECREATED Desktop: enter your email



RECREATED Web: slack.com sign-in in a browser

What happens

- Open the app or slack.com and choose **Sign in**.
- Enter your work email, or use Google or Apple.
- Slack emails a short code; no password is needed.

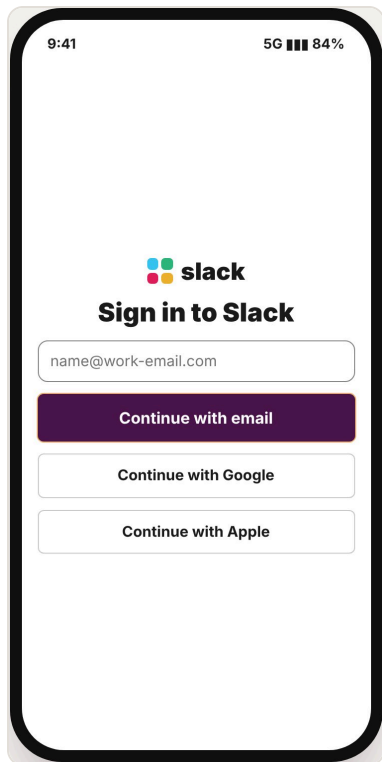
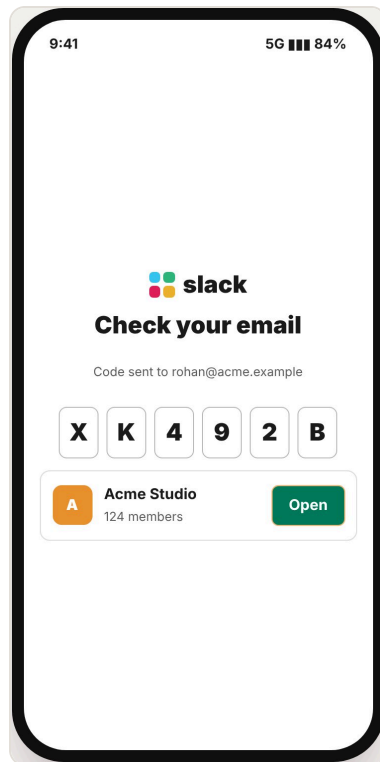
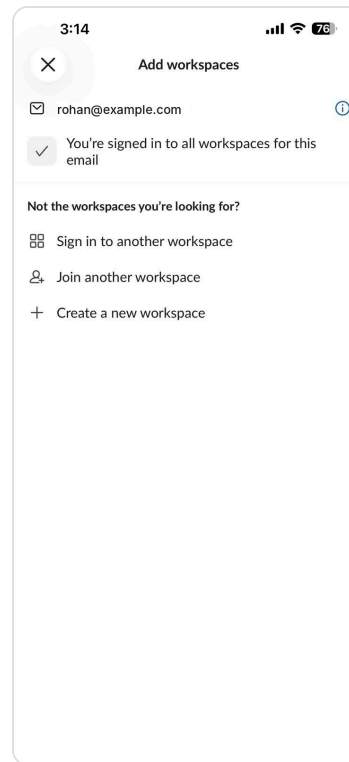
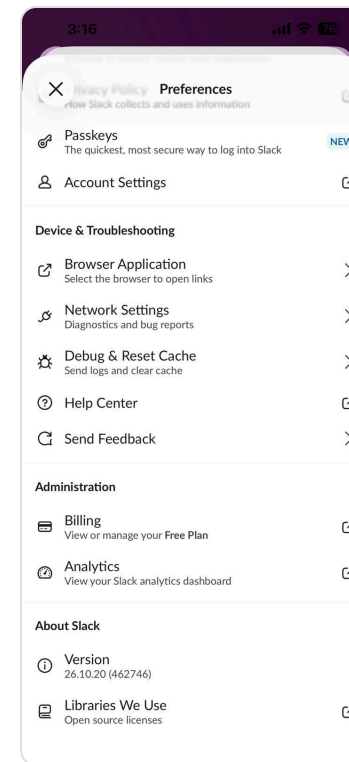
Good

- Passwordless: nothing to forget or reuse.
- The same flow on desktop and web.

Watch

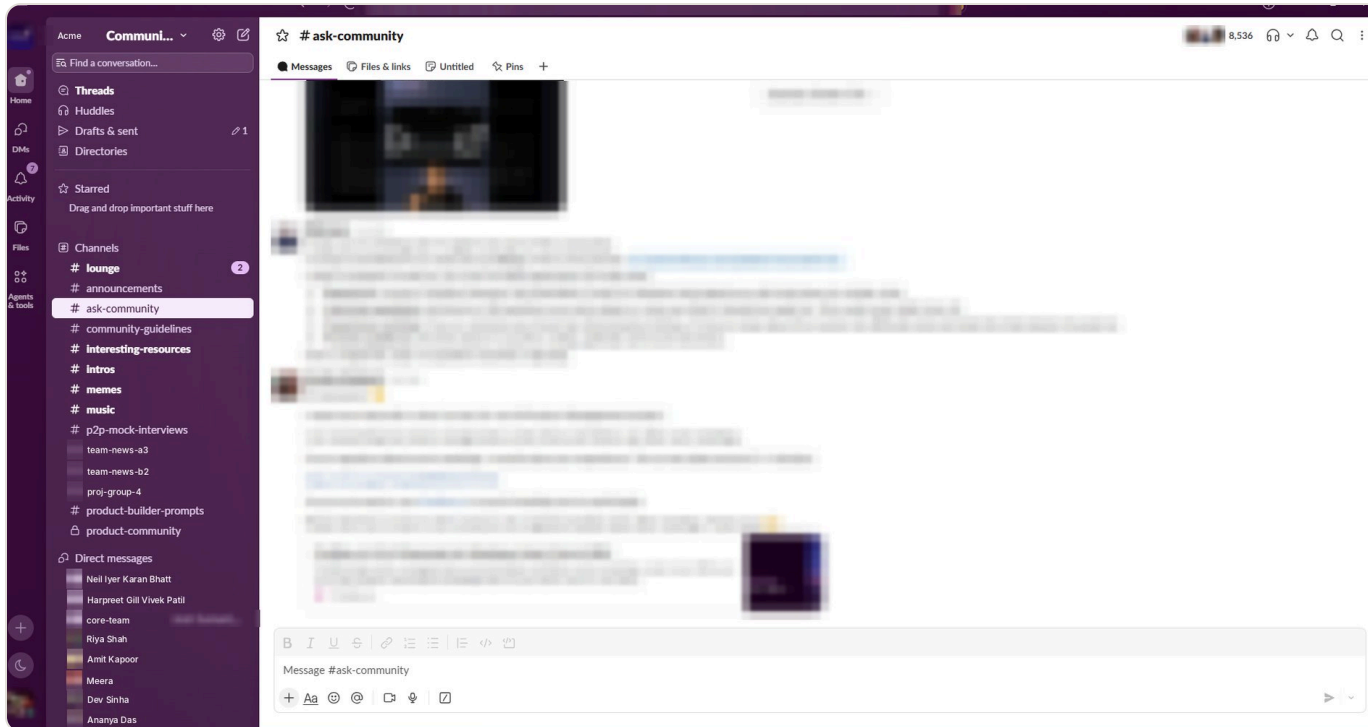
- Users in several workspaces must pick the right one (next page).
- Out of scope for the channel evaluation; no findings logged.

Sign in on iPhone, and choose a workspace

**RECREATED** iPhone: sign in**RECREATED** iPhone: code and workspace**REAL SCREENSHOT** Add workspaces (M18)**REAL SCREENSHOT** Preferences: Passkeys · NEW (M02)

On iPhone the flow is the same: email → code → open a workspace. The real Add workspaces screen offers **Sign in to another workspace**, **Join another workspace** and **Create a new workspace**. iOS Preferences now lists **Passkeys** ("the quickest, most secure way to log into Slack").

Desktop Home: rail, sidebar and the + button



REAL SCREENSHOT Desktop app, #ask-community (D1).

Messages blurred.

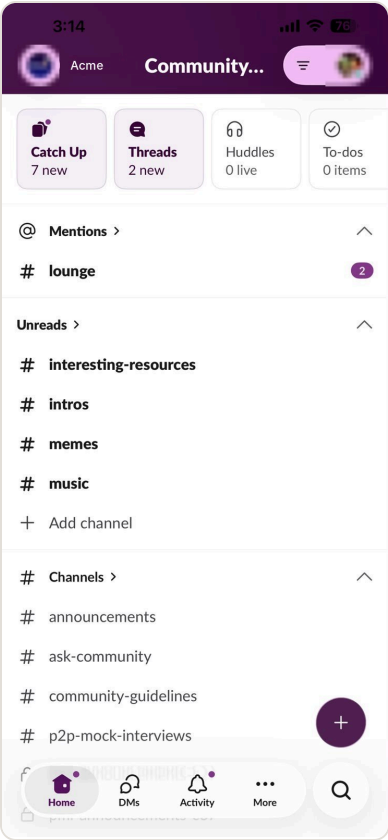
Where things are

- **Left rail:** Home, DMs, Activity, Files, Agents & tools, and a round + at the bottom to create.
- **Sidebar:** Threads, Huddles, Drafts & sent, Directories, Starred, Channels, Direct messages.
- **Channel header:** Messages, Files & links, Canvas, Pins, +.
- **Composer:** formatting bar, + for files, emoji, @mention, video, voice.

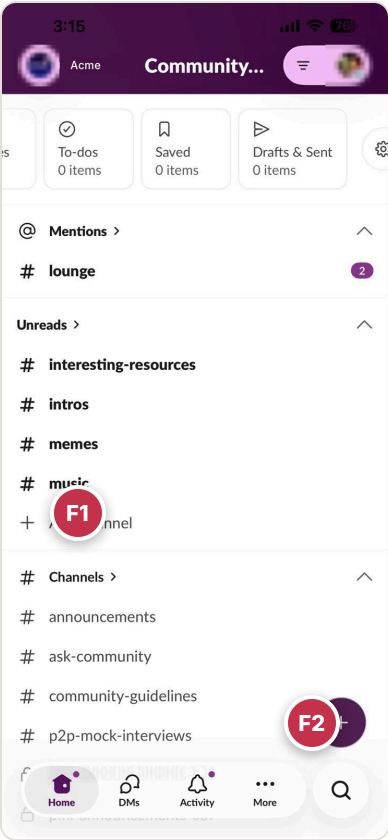
Note for the evaluation

The create + sits at the bottom-left of the rail, far from the Channels list it creates into (Fitts's law, F1/F2).

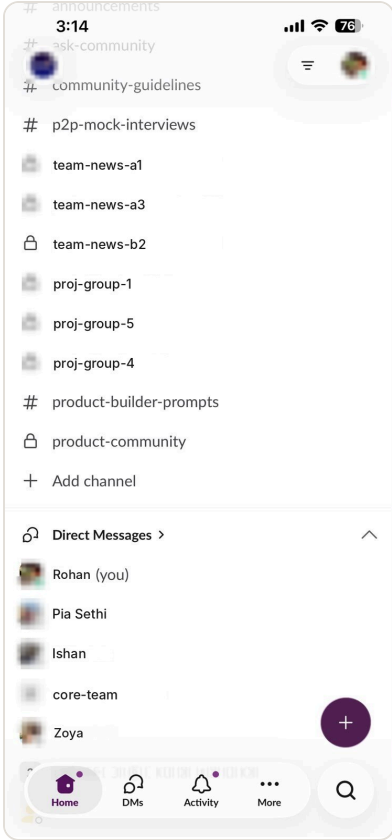
iPhone Home: tiles, sections and the floating +



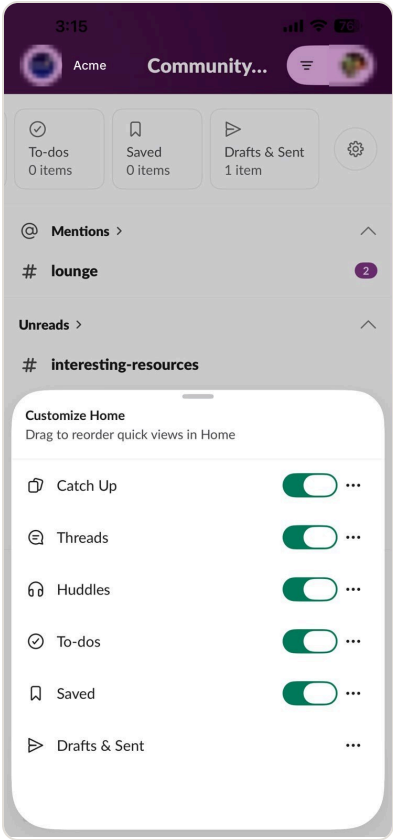
REAL SCREENSHOT Home with Catch Up, Threads, Huddles tiles (M17)



REAL SCREENSHOT Channels list ends with "Add channel" (M12)



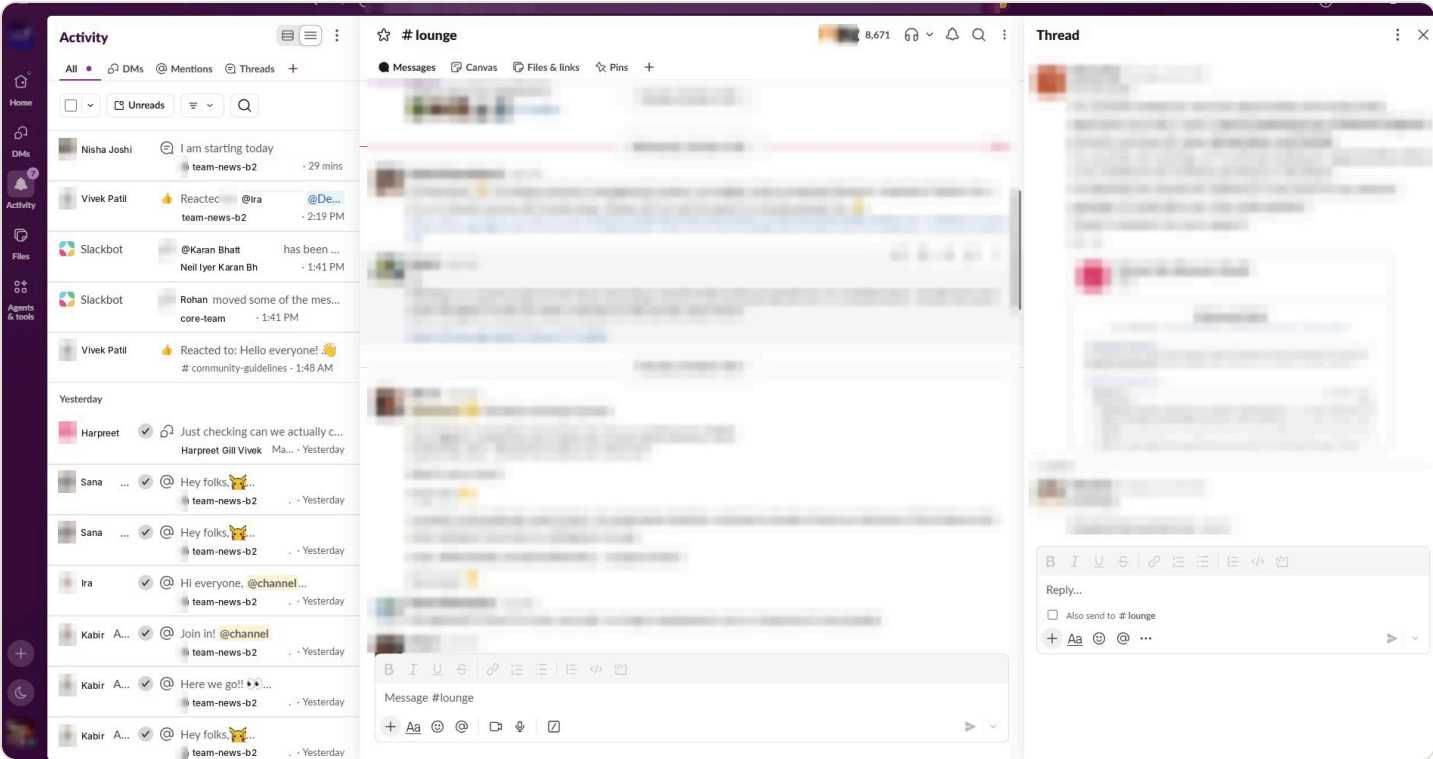
REAL SCREENSHOT Scrolled: more channels and DMs (M13)



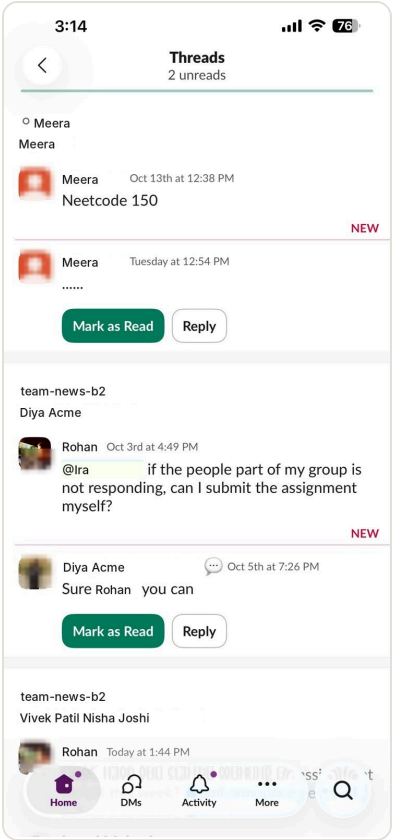
REAL SCREENSHOT Customize Home: reorder quick views (M06)

Sections can be collapsed and tiles reordered. Creation lives in two places: **Add channel** at the end of a section, and the floating +, which in M12 and M13 sits over the last list rows.

Activity, mentions and threads



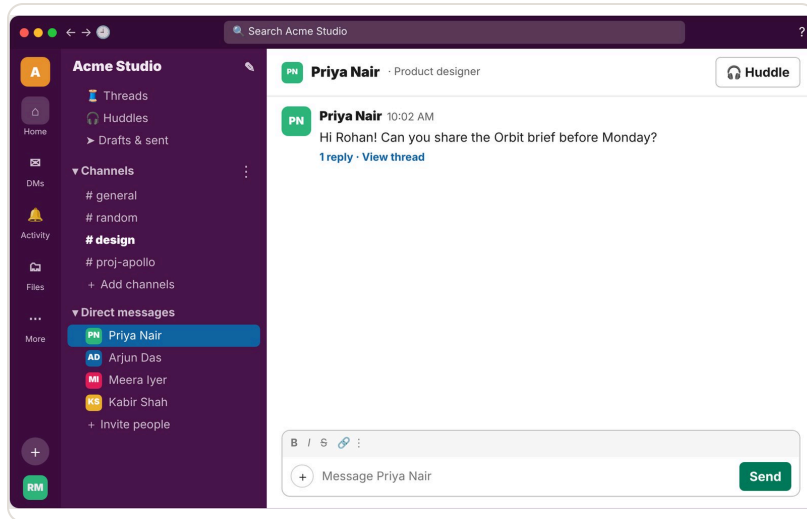
REAL SCREENSHOT Desktop Activity, a channel and a thread side by side (D3)



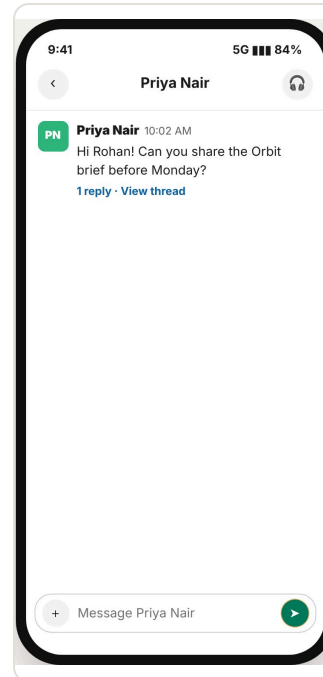
REAL SCREENSHOT iPhone Threads with Mark as Read / Reply (M15)

Slack’s April 2026 Feature Drop says the Activity tab now combines mentions, threads, DMs and channel notifications as “one place to see everything that needs your attention”.

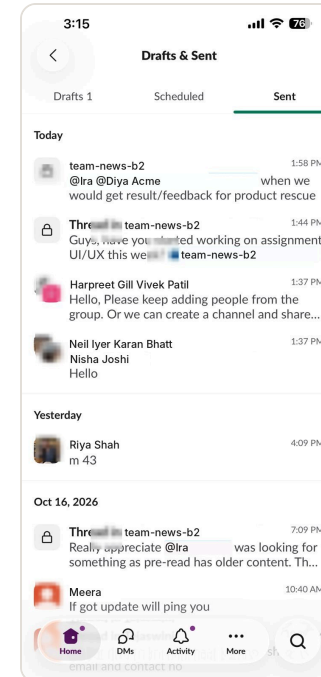
Message a teammate



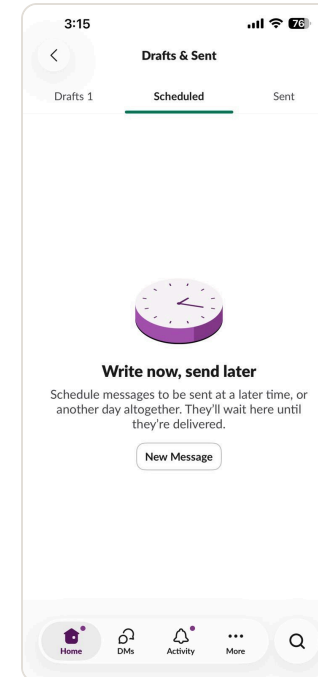
RECREATED Desktop: DM with Priya, composer at the bottom



RECREATED iPhone: DM



REAL SCREENSHOT Drafts & Sent (M05)



REAL SCREENSHOT Scheduled: "Write now, send later" (M09)

Steps

- Open DMs or a name in the sidebar.
- Type in the composer; press Enter or Send.
- Use @name to mention, emoji to react, a thread to reply.

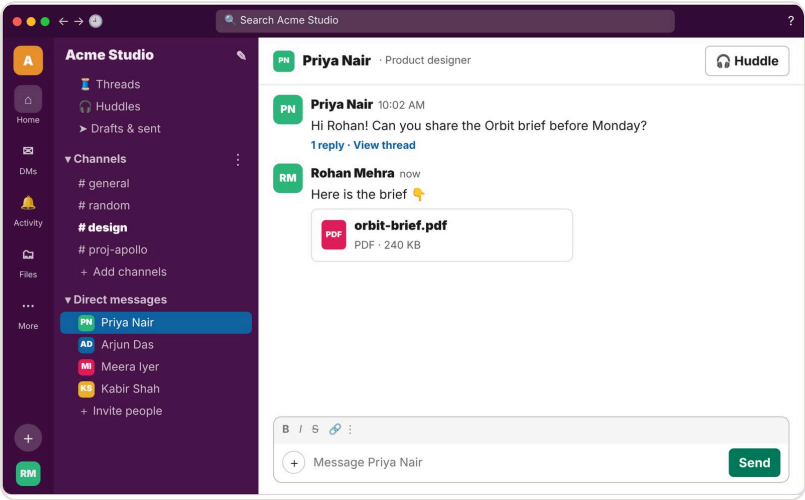
Helpful

- Drafts are kept automatically.
- Messages can be scheduled for later.
- Saved and To-dos keep follow-ups (M10, M11).

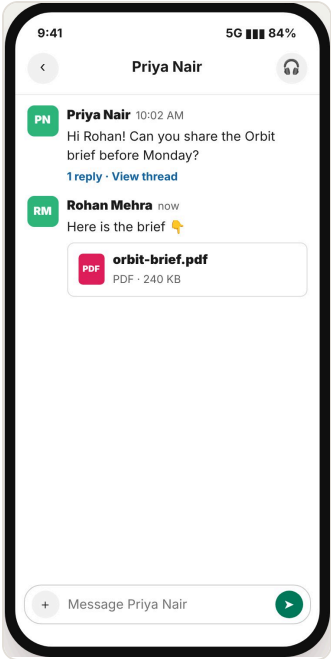
In the prototype

Step 5: type a reply to Priya and press Send. All names are made up.

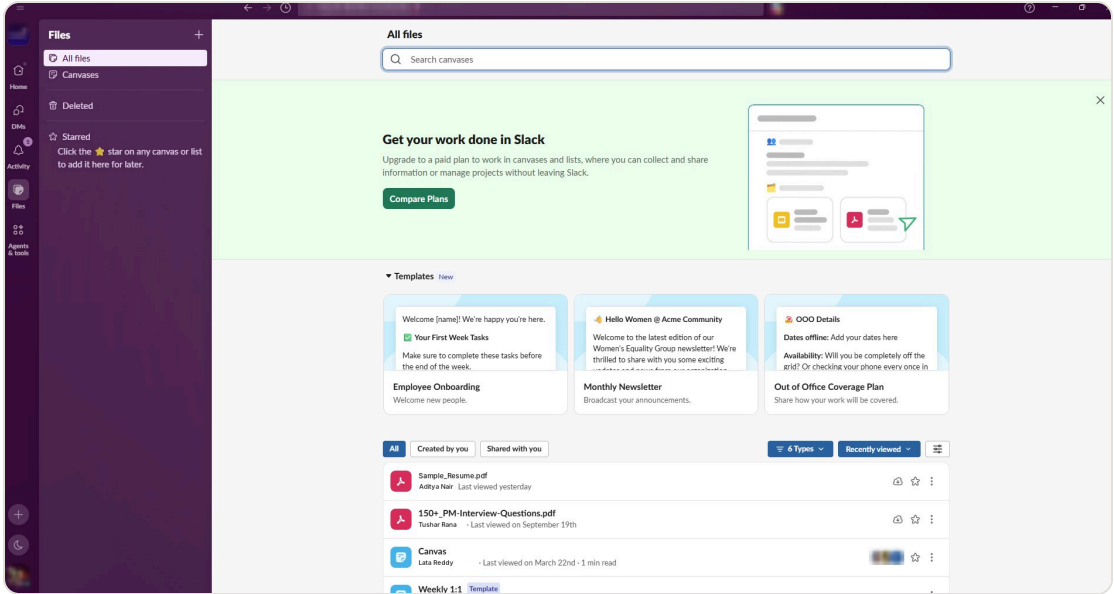
Share a file



RECREATED Desktop: file shared in a DM



RECREATED iPhone: file in a DM



REAL SCREENSHOT Desktop Files: All files, Canvases, templates (D4)

Steps

- Press + in the message box.
- Choose a file from the computer, or Photos / Files on iPhone.
- Add a note and send; it appears inline and in Files.

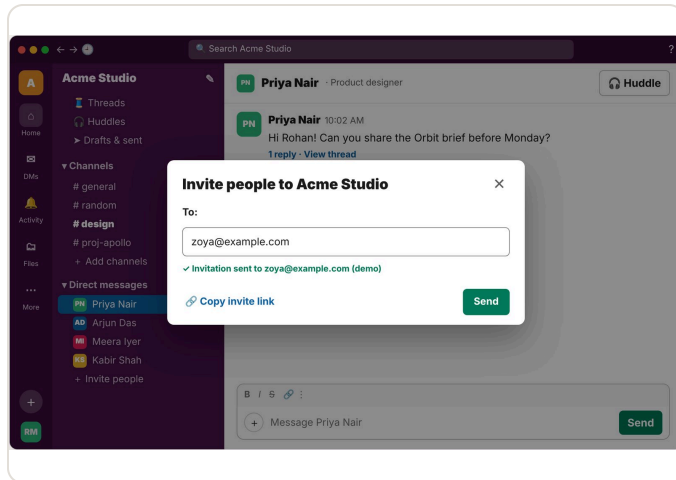
Seen

- Files lists PDFs, canvases and templates, filterable by type.
- Free plan shows “Get your work done in Slack... Upgrade” above the list.

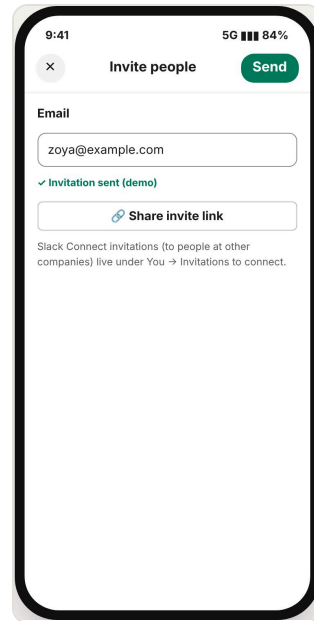
Note

The upgrade banner pushes the file list down. Logged as F7 (severity 1) because it also affects templates in channel creation.

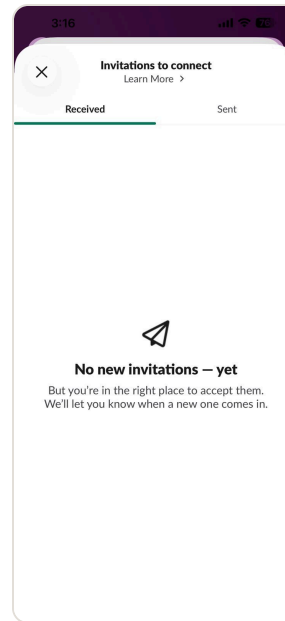
Add someone: invite to the workspace or to a channel



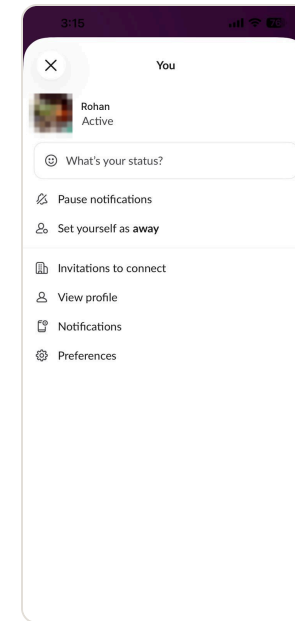
RECREATED Desktop: Invite people to the workspace



RECREATED iPhone: Invite people



REAL SCREENSHOT Invitations to connect (Slack Connect) (M04)



REAL SCREENSHOT You menu: Invitations to connect, profile (M07)

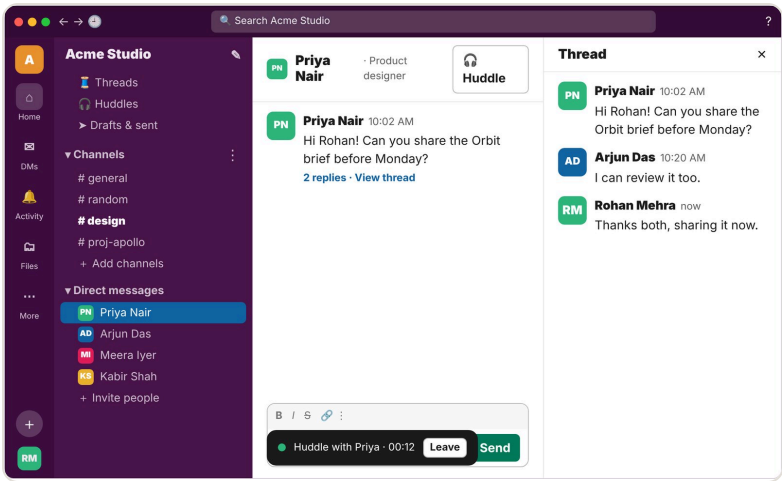
Two different "adds"

- **Invite to the workspace:** by email or invite link; on Free plans they join as members.
- **Add to a channel:** pick existing workspace members; part of channel creation (step 5).
- **Slack Connect:** work with people at other companies; invitations live under You.

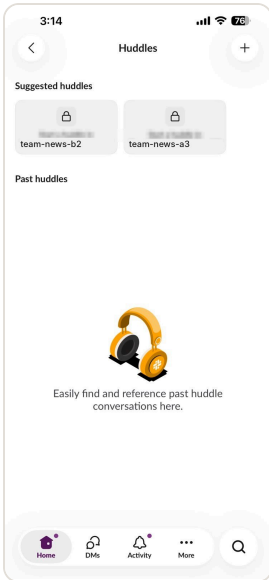
Why it matters for channels

If a teammate is not yet in the workspace, they cannot be added to the new channel. The proposed "Add people" step suggests frequent collaborators and lets you type an email to invite (concept).

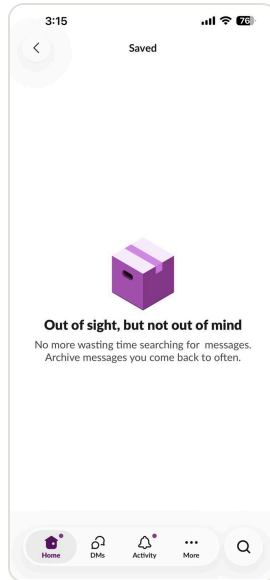
Collaborate: threads, huddles, saved items, apps and agents



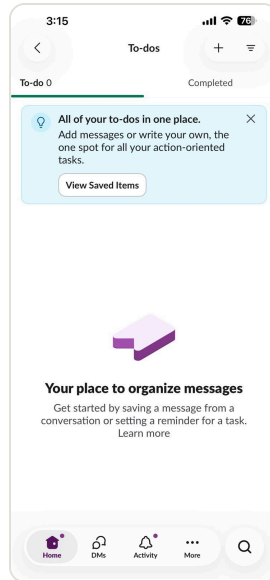
RECREATED Desktop: thread open and a live huddle



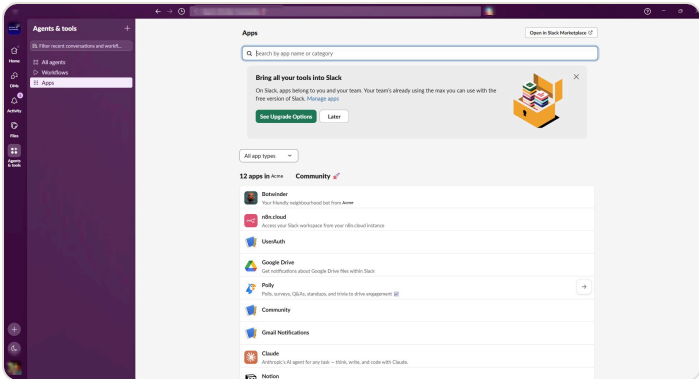
REAL SCREENSHOT Huddles (M16)



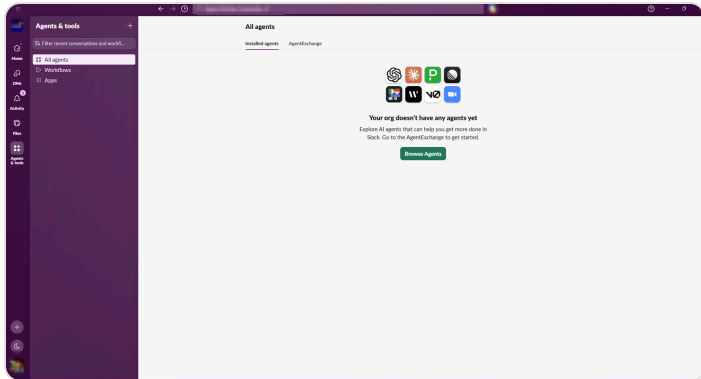
REAL SCREENSHOT Saved (M10)



REAL SCREENSHOT To-dos (M11)



REAL SCREENSHOT Apps installed in the workspace (D6)



REAL SCREENSHOT Agents & tools: no agents yet (D5)

The evaluated flow: verified steps on each platform

Step	Desktop app & web	iPhone
1 Find	Press the + in the sidebar/rail, or the Channels menu → Channel . Paid plans then choose Blank channel or a template.	On Home, tap the + (floating button) → Channel, or Add channel at the end of a section.
2 Enter information	Type a channel name (lowercase, no spaces, up to 80 characters).	Type a name, tap Next .
3 Visibility	Choose Public or Private .	Choose Public or Private.
4 Create	Press Create .	Tap Create .
5 Add teammates	“Add people” appears; can be skipped.	“Add people” appears; can be skipped.
6 Confirm	You land in the new, empty channel.	You land in the new channel.

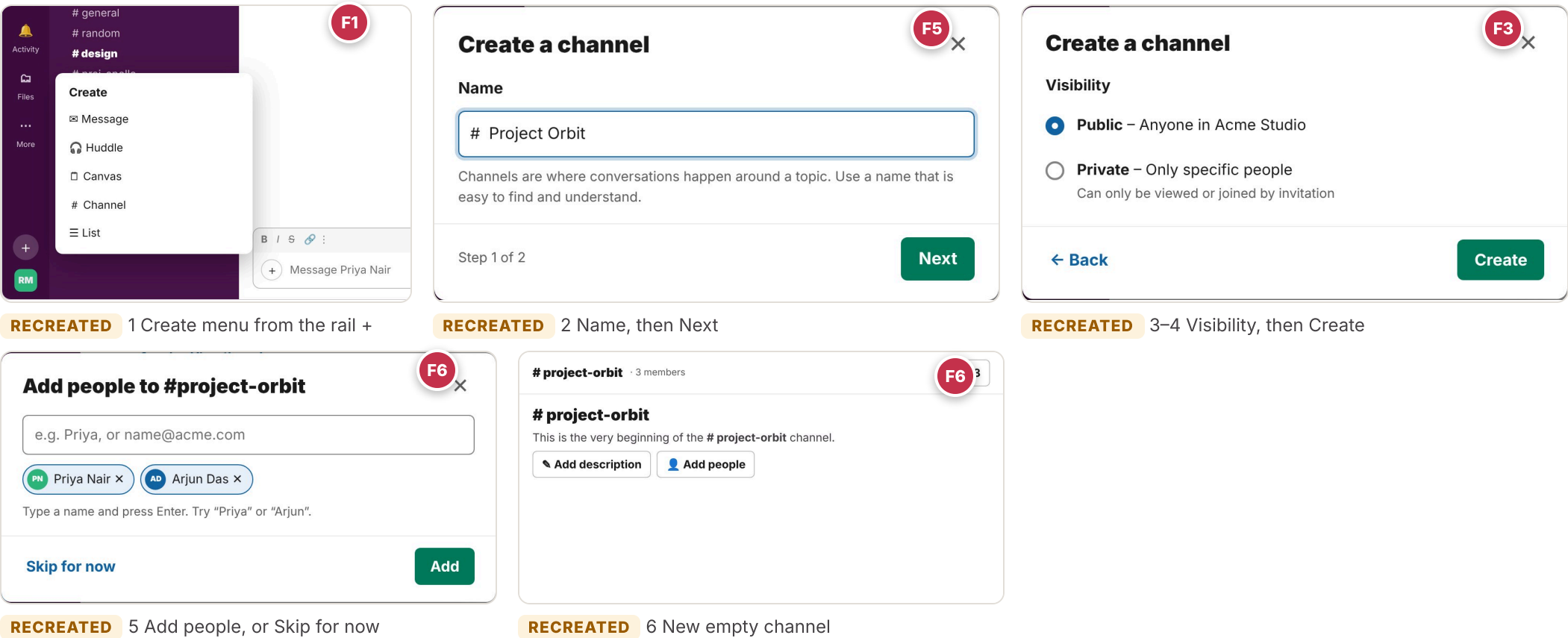
Who can create channels

By default members can; multi-channel guests can create private channels; workspace owners can change this (Help Center). Here, a member on Free could see “Add channel”.

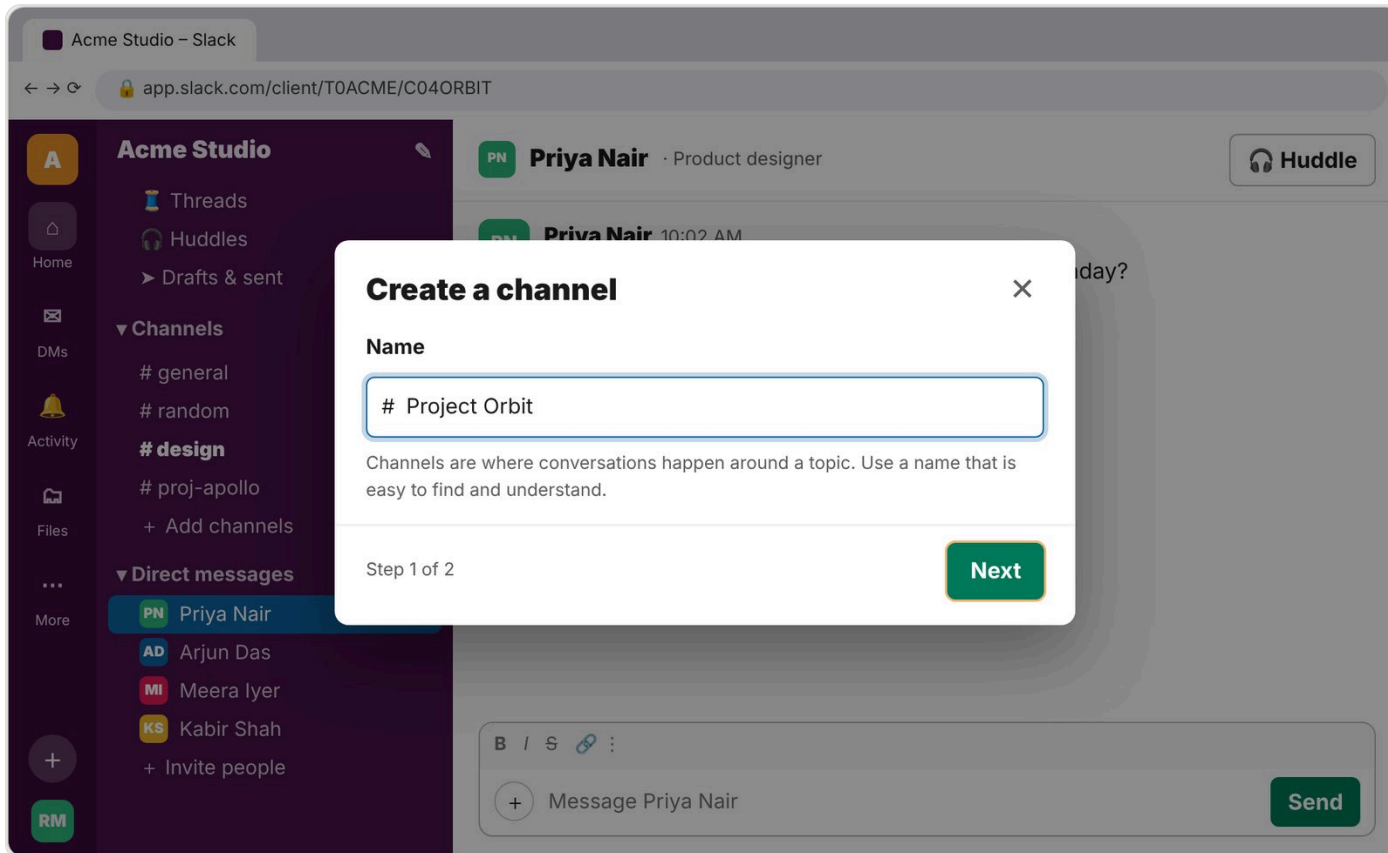
Limitation

The creation screens were not screenshotted. Steps 2–6 are recreated from Slack Help Center “Create a channel” (accessed 19 Oct 2026). Name rules from Slack’s Trailhead guide. Replace recreated frames with your own captures.

Current flow on the desktop app



Current flow in a web browser



RECREATED app.slack.com in Chrome: Create a channel, step 1

Same as desktop

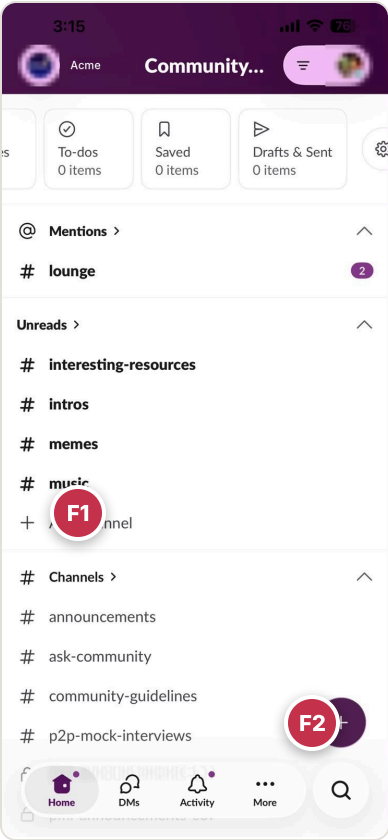
The browser version uses the same dialog and steps as the desktop app, so findings F1, F3, F5 and F6 apply equally.

Web-specific checks

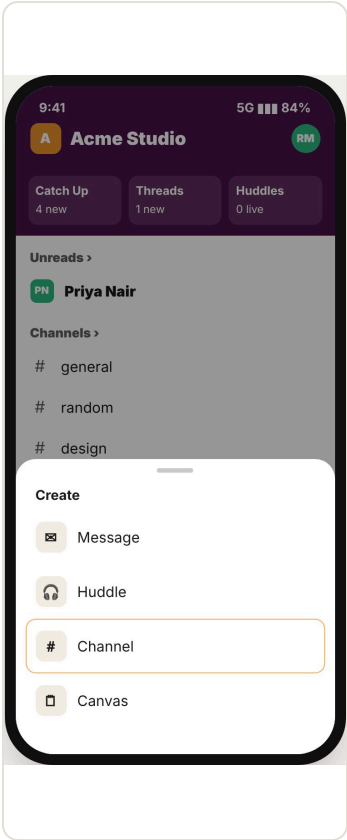
- Keyboard: Tab order Name → Next; Enter submits.
- Focus should move into the dialog and return to the + when it closes.
- Browser zoom at 200% must not hide the Create button.

These are checks to run, not observed problems.

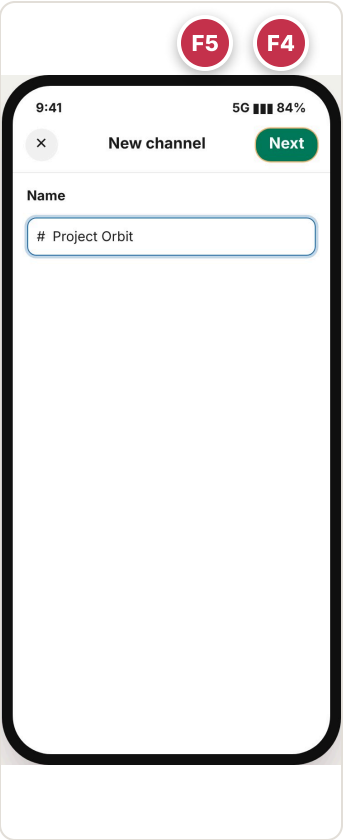
Current flow on iPhone



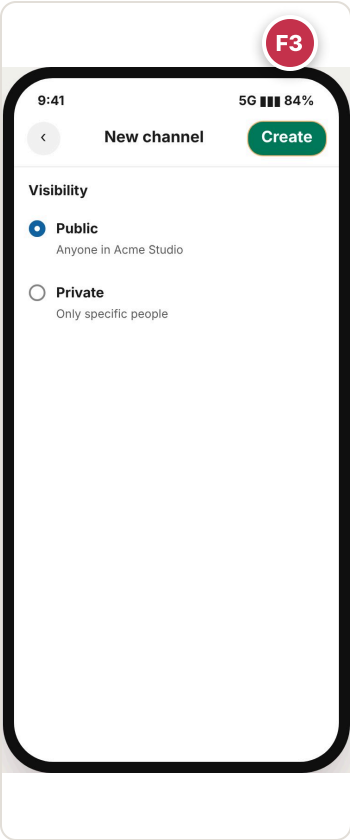
REAL SCREENSHOT 1 Find: + or Add channel (M12)



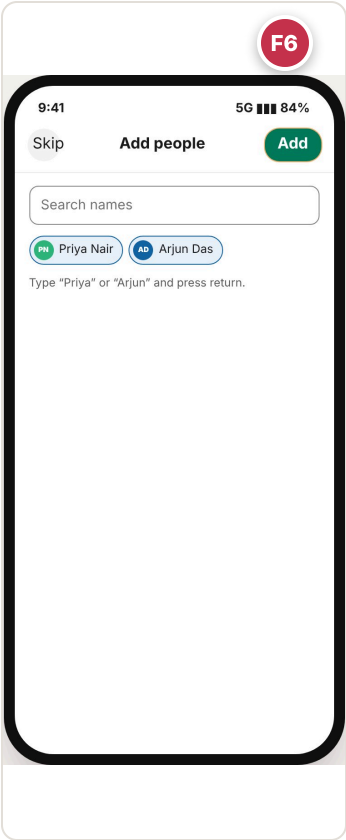
RECREATED 1 Create sheet



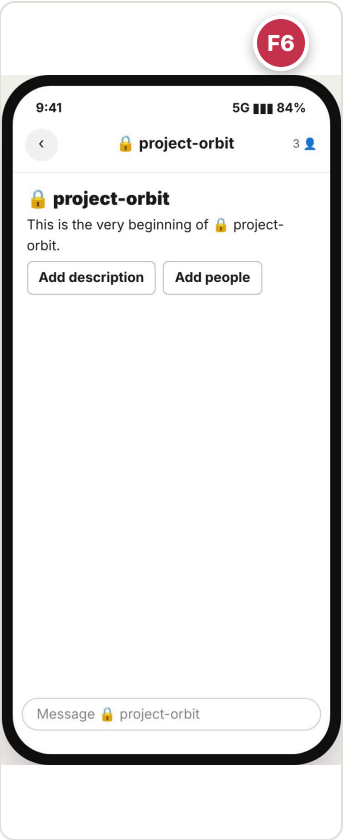
RECREATED 2 Name → Next



RECREATED 3–4 Visibility → Create



RECREATED 5 Add people / Skip



RECREATED 6 Channel

Method: heuristics, severity and evidence

Nielsen’s 10 heuristics (used where evidence supports)

- 1. Visibility of system status
- 2. Match between system and the real world
- 3. User control and freedom
- 4. Consistency and standards
- 5. Error prevention
- 6. Recognition rather than recall
- 7. Flexibility and efficiency of use
- 8. Aesthetic and minimalist design
- 9. Help users recognise, diagnose and recover from errors
- 10. Help and documentation

Heuristic 9 is not used: no error states were captured. Issues seen on both platforms are counted once.

Severity 0–4

0	Not a usability problem
1	Cosmetic: fix if time allows
2	Minor: slows people down
3	Major: can cause a wrong or risky outcome
4	Catastrophe: blocks the task

Rated on impact, frequency and recoverability. Frequency is **unknown** without analytics.

Summary

F1	Several differently named entry points	Web + iOS	2
F2	“Add channel” far down, under the +	iOS	2
F3	Visibility consequences unclear	Web + iOS	3
F4	No step count	iOS	2
F5	No purpose asked	Web + iOS	2
F6	No “it’s ready” confirmation	Web + iOS	3
F7	Plan prompts and gated templates	Free plan	1

F1 · Several doors to create a channel, with different names

Web + iOS

Severity 2/4

#4 Consistency & standards · #6 Recognition rather than recall

Jakob's law

Evidence: Observed + documented

What the interface does

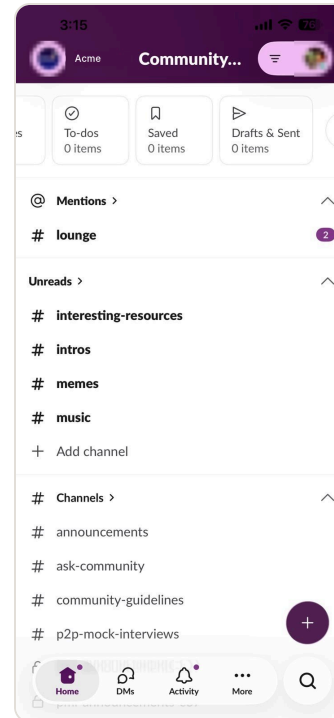
- Desktop: a round + at the bottom of the rail opens a create menu (D1).
- Sidebar: "Add channels"; Channels header has its own menu (Help Center).
- iPhone: floating + and "Add channel" at the end of a section (M12, M13).
- "Add" mixes creating a new channel with joining an existing one.

Why it makes the task harder

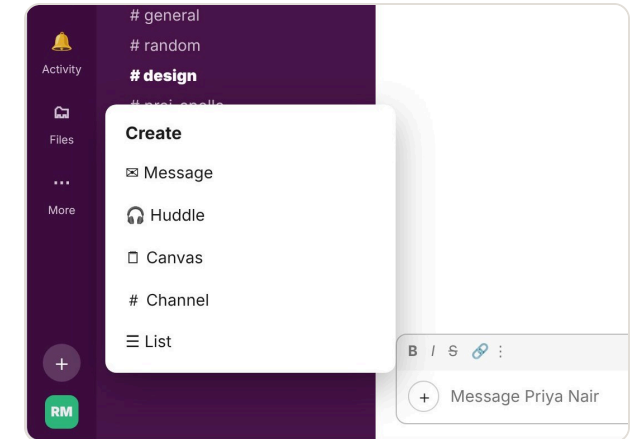
People must remember which door does what. New users may press "Add channel" expecting to join, or search the sidebar for "Create". Slack's own PM said in 2023 that create options were "a bit admittedly scattered around the interface" (Diginomica).

How to improve

- Use one label everywhere: **Create channel**.
- Split the sidebar item into "Create channel" and "Browse channels".
- Keep the global + as a shortcut for power users.



REAL SCREENSHOT iPhone entry points (M12)



RECREATED Desktop create menu

F2 · On iPhone, "Add channel" is far down the list and partly under the floating +

iOS Severity 2/4 #7 Flexibility & efficiency of use · #8 Aesthetic & minimalist design Fitts's law Evidence: Observed

What the interface does

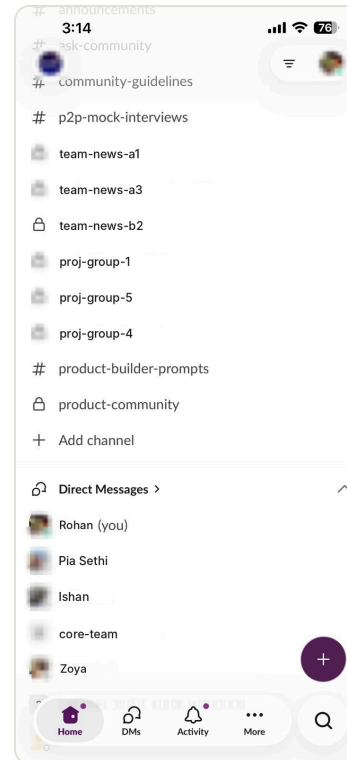
- "Add channel" is the last row of the Channels section (M12, M13).
- With a long list it is below the fold.
- The 56-pt floating + overlaps the last rows (M12, M13).

Why it makes the task harder

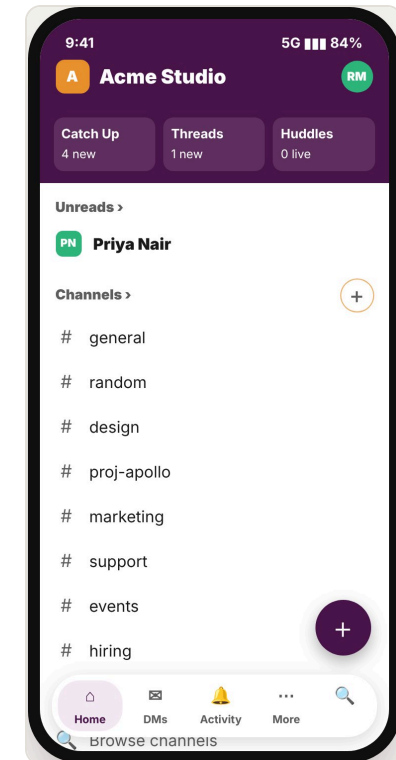
Reaching the target means scrolling to the end of the list. Overlap also hides list content behind the button.

How to improve

- Add a + to the Channels section header (44×44 pt), VoiceOver label "Create channel".
- Pad the list bottom so the floating + never covers a row.



REAL SCREENSHOT Scrolled list with Add channel and the + (M13)



PROPOSED CONCEPT Proposed: header + and Create / Browse split

F3 · Public vs Private: the consequence is not explained when choosing

Web + iOS Severity 3/4 #5 Error prevention · #2 Match with the real world Hick's law (keep both options) Evidence: Recreated + interpretation

What the interface does

- Two short options: Public “Anyone in the workspace”, Private “Only specific people”.
- No mention of search visibility, file access or how many people can see it.
- Public appears selected by default in the recreation (verify).

Why it makes the task harder

Someone creating a channel for a confidential project may pick Public by accident. Once colleagues have read messages or files, it cannot be undone. Frequency unknown, impact high: severity 3. This is an expert interpretation to test.

How to improve

- Two cards stating who can see it and how many people (“124 people in Acme”).
- Say what it means for search and files.
- Nothing pre-selected; note “making it public later may need an admin”.

Create a channel

Visibility

☒ Public – Anyone in Acme Studio

☐ Private – Only specific people
Can only be viewed or joined by invitation

← Back

Create

RECREATED Current visibility step

Who can see #project-orbit?

1 Name ✓

2 Who can see it

3 People

Public · anyone in Acme Studio

• 124 people can find, read and join it

• Messages and files show up in search for everyone

• Good for open topics and announcements

Private · only people you add

• Only invited members can see it or find it in search

• Good for confidential projects, HR, clients

• Making it public later may need an admin

← Back

Next: add people

PROPOSED CONCEPT Proposed consequence cards

F4 · iPhone flow has no step count

iOS

Severity 2/4

#1 Visibility of system status

—

Evidence: Recreated

What the interface does

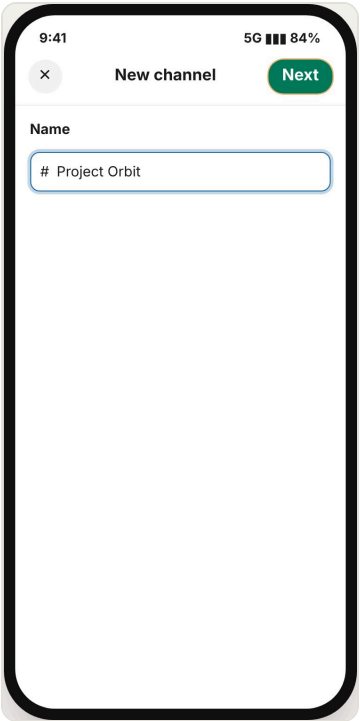
- Name → Next → Visibility → Create → Add people across separate screens (Help Center).
- No “1 of 3” or progress bar.

Why it makes the task harder

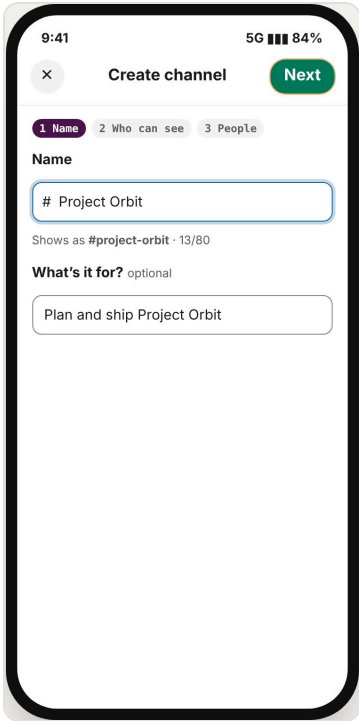
Users cannot tell how much is left or whether pressing Create ends the process.

How to improve

- Show “Step 1 of 3”, keep Back on every step, repeat the channel name on later steps.



RECREATED Current name screen



PROPOSED CONCEPT Proposed with step bar and purpose

F5 · Nobody asks what the channel is for

What the interface does

- Help Center steps: name and visibility only.
- Slack’s Trailhead guide advises adding a topic or description after creating.

Why it makes the task harder

Without a purpose, teammates see a bare name like #proj-orbit and must guess what belongs there; creators must remember to add it later.

How to improve

- Optional “What’s this channel for?” with example chips.
- Naming tips (proj-, team-, help-) and a live preview of the final name.

Create a channel

Name

Project Orbit

Channels are where conversations happen around a topic. Use a name that is easy to find and understand.

Step 1 of 2

Next

RECREATED Current: name only

Create a channel

1 Name & purpose2 Who can see it3 People

Channel name

Project Orbit

It will appear as #project-orbit · 13/80

What's this channel for? (optional)

Plan and ship Project Orbit by Dec 15

Plan and ship a projectTeam updatesAsk for help

You can change all of this later

Next

PROPOSED CONCEPT Proposed: name, live preview, purpose

F6 · No clear “it’s ready” moment

What the interface does

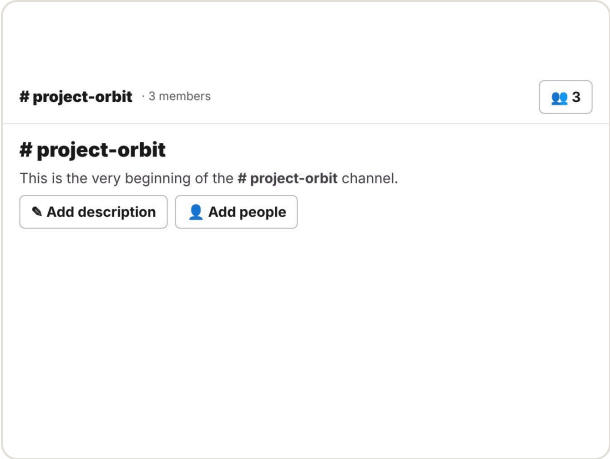
- After Create, “Add people” can be skipped (“Skip for now”).
- You land in an empty channel: “This is the very beginning of #...”.
- No single view of name, visibility, members and purpose.

Why it makes the task harder

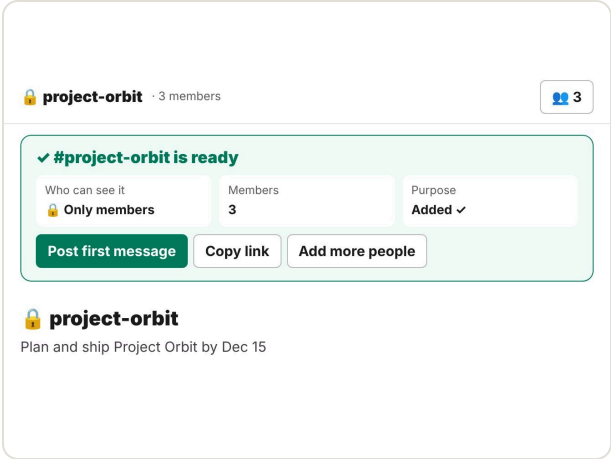
The user’s goal includes knowing setup is complete. A channel with only its creator, or the wrong visibility, may go unnoticed. Expert interpretation; verify.

How to improve

- A “#name is ready” card: who can see it, member count, purpose.
- One-tap fixes: add people, add purpose, change visibility (if allowed).
- Next steps: post first message, copy link.



RECREATED Current end state



PROPOSED CONCEPT Proposed summary card

F7 · Plan prompts and gated templates

Free plan

Severity 1/4

#8 Aesthetic & minimalist design · #4 Consistency

Hick's law

Evidence: Observed

What the interface does

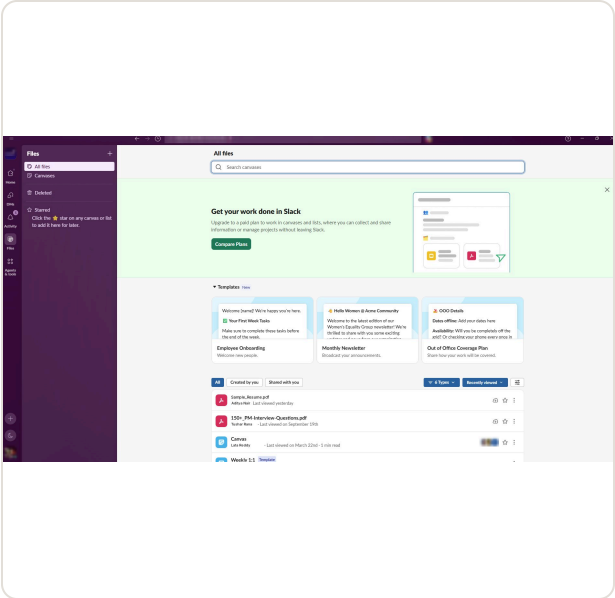
- “Get your work done in Slack... Compare Plans” in Files (D4).
- “See Upgrade Options” in Apps (D6).
- Templates and “Blank channel” are paid-plan options (Help Center).

Why it makes the task harder

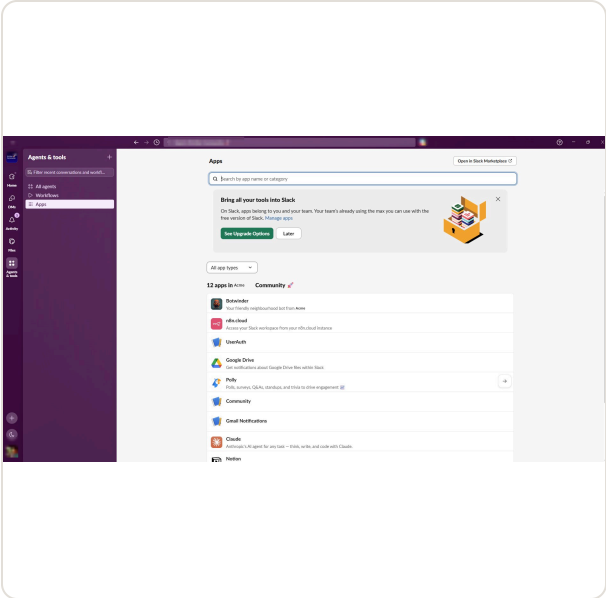
Banners interrupt; on paid plans, a template gallery adds choices before a simple blank channel. Low severity: easy to ignore or dismiss.

How to improve

- Remember dismissals across sessions.
- Start blank; offer “Start from a template” as an optional link after naming.



REAL SCREENSHOT Files with upgrade banner (D4)



REAL SCREENSHOT Apps with upgrade banner (D6)

UX laws: observed issue → law → reasoning → change

Hick's law

F7, with a note on F3

Observed: Paid plans show a template gallery before the name field. Visibility offers two options.

Law: Decision time grows with the number and complexity of choices.

Reasoning: The gallery adds choices to a simple task. Two visibility options are not too many, so removing one would be wrong; the fix for F3 is clearer consequences.

Change: Blank by default; templates as an optional link after naming.

Still needed: Time to first keystroke on a paid workspace.

Fitts's law

F2 and F1

Observed: iOS "Add channel" is the last row and partly under the floating +. Desktop + is bottom-left of the rail, about 32 px (estimated from D1), far from the Channels list.

Law: Time to reach a target depends on distance and size.

Reasoning: People look at the Channels header when they think "new channel"; the target is far or hidden.

Change: Header + at 44×44 pt on iOS; at least 24 px on web with a visible focus ring; list padding.

Still needed: Measure taps and seconds to open the create flow.

Jakob's law

F1

Observed: "Add channels", "Add channel", "+" and "Create a channel" are used for one job; two different + patterns.

Law: Users expect an app to work like the other apps they use, and like itself.

Reasoning: A + next to a list title commonly adds to that list. Mixed wording slows recognition, especially for new users.

Change: "Create channel" everywhere; header + on both platforms; keep the global + for power users.

Still needed: Ask new users where they would click first (first-click test).

What to fix first

Rank	Change	Fixes	Severity	User benefit	Effort (assumption)	Confidence
1	Explain visibility; no default	F3	3	High	Low–medium	Medium
2	“Channel is ready” summary	F6	3	High	Medium	Medium
3	One label + header + on iOS	F1, F2	2	Medium	Low	High (observed)
4	Step indicator on iOS	F4	2	Medium	Low	Medium
5	Optional purpose field	F5	2	Medium	Low	Medium
6	Calmer plan prompts	F7	1	Low	Low	High

How the order was set

Severity × expected benefit ÷ effort, then adjusted for confidence. Effort is my assumption and has not been checked with engineering.

Quick win

Rank 3 is mostly copy and one icon, with strong evidence from real screenshots, so it can ship alongside the bigger ranks 1–2.

Proposed flow on desktop and web

Create a channel

1 Name & purpose

2 Who can see it

3 People

Channel name

Project Orbit

It will appear as #project-orbit · 13/80

What's this channel for? (optional)

Plan and ship Project Orbit by Dec 15

Plan and ship a project

Team updates

Ask for help

You can change all of this later

Next

PROPOSED CONCEPT 1 Name, live preview, optional purpose, step bar

Who can see #project-orbit?

1 Name ✓

2 Who can see it

3 People

Public · anyone in Acme Studio

124 people can find, read and join it

Messages and files show up in search for everyone

Good for open topics and announcements

Private · only people you add

Only invited members can see it or find it in search

Good for confidential projects, HR, clients

Making it public later may need an admin

← Back

Next: add people

PROPOSED CONCEPT 2 Who can see it: consequence cards, no default

Add people

1 Name ✓

2 Private ✓

3 People

Suggested: people you work with most

PN Priya Nair ✓

AD Arjun Das ✓

MI Meera Iyer +

KS Kabir Shah +

ZK Zoya Khan +

Or type a name or email

Add later

Create with 3 members

PROPOSED CONCEPT 3 Suggested teammates, "Add later"

project-orbit · 3 members

✓ #project-orbit is ready

Who can see it

Only members

Members

3

Purpose

Added ✓

Post first message

Copy link

Add more people

project-orbit

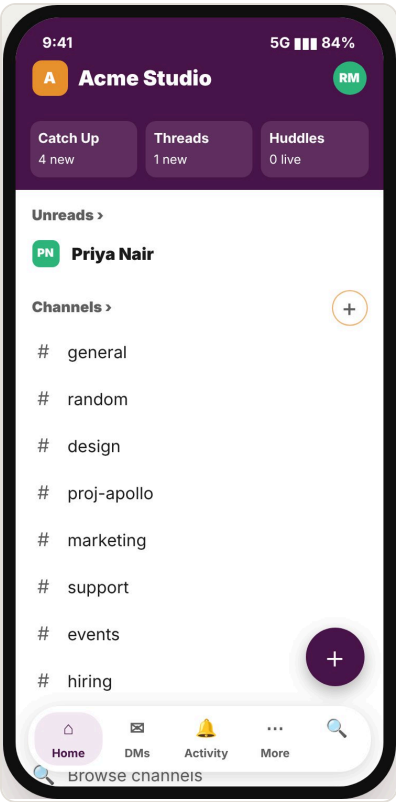
Plan and ship Project Orbit by Dec 15

PROPOSED CONCEPT 4 "#project-orbit is ready" summary with fixes

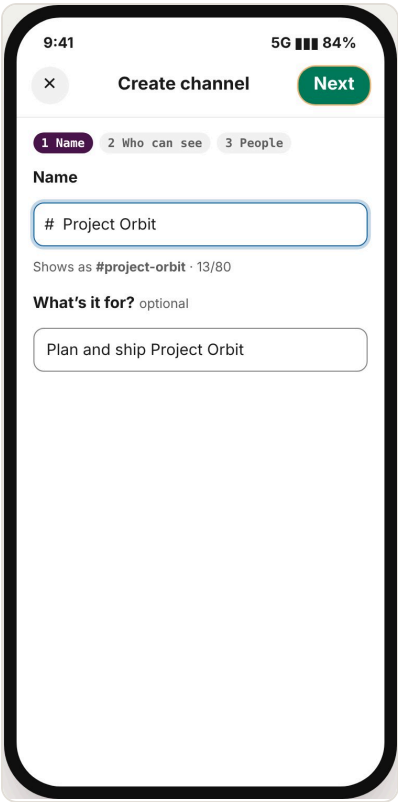
What changed

- "Create channel" in the Channels header (F1).
- Step bar 1–2–3 (F4 on web too).
- Purpose field and naming preview (F5).
- Consequence cards (F3).
- Ready summary (F6).

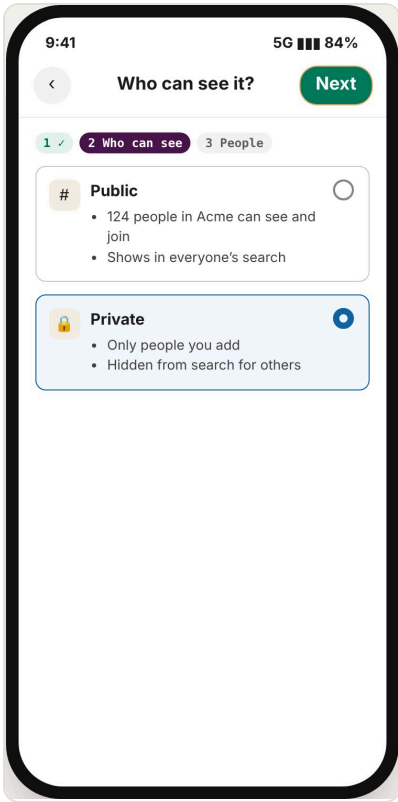
Proposed flow on iPhone



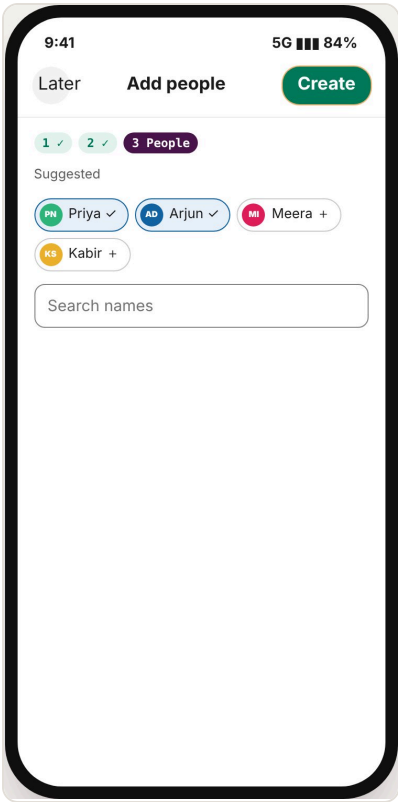
PROPOSED CONCEPT Header + and Create / Browse



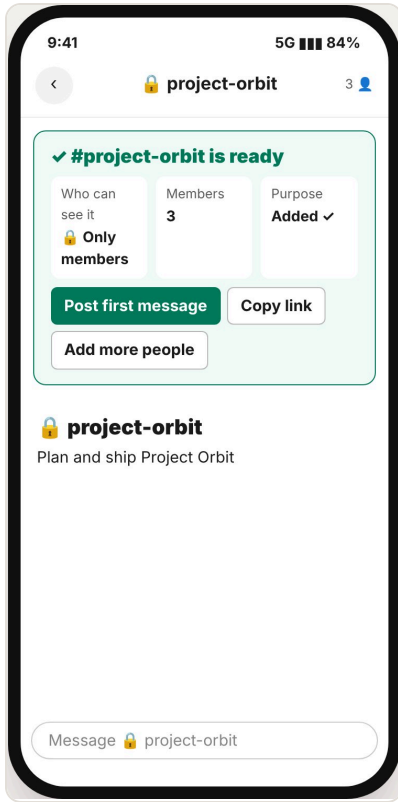
PROPOSED CONCEPT 1 Name + purpose



PROPOSED CONCEPT 2 Who can see it



PROPOSED CONCEPT 3 Suggested people



PROPOSED CONCEPT Ready summary

Same three steps as web, using native full screens and a top-right primary action. The floating + stays for power users; the list gets bottom padding so it never hides a row.

Accessibility, trade-offs and dependencies

Keyboard & screen readers

- Visibility cards are a radio group: arrow keys move, Space selects.
- Step bar announced as “Step 2 of 3”.
- Summary card uses a status role so screen readers read it once.
- VoiceOver label for the header + : “Create channel”.

Contrast & targets

- Text 4.5:1 or more against its background.
- iOS targets 44×44 pt; web targets 24 px or more with a 3 px focus ring.
- Do not rely on colour alone: lock icon and words for Private.

Trade-offs

- One extra deliberate click on visibility, in exchange for fewer accidental public channels.
- A summary card adds height to a new channel; it hides after the first message.
- Longer copy needs localisation room.

Kept as is

Every choice and permission stays: public and private, guests’ rules, owners’ settings, admin-only conversion. Dependencies: a member-count API for the audience line, plan-aware template entry, and Slackbot actions if the conversational option is built.

Usability study plan

Participants and set-up

- 10 people: 5 new to Slack, 5 who use it weekly.
- 5 on web or desktop, 5 on iPhone.
- Moderated, remote, about 30 minutes each; think-aloud.
- Each person uses the current flow and the prototype, in counterbalanced order, with two equal projects (Orbit, Atlas) to limit learning effects.

Tasks

- **Main:** "Create a private channel for Project Orbit and invite Priya and Arjun."
- **Check:** "Who can read this channel? Who can find it?"
- **First-click:** "Where would you start to make a new channel?" (Jakob/Fitts)

Script cues

- Don't say "create" or "add"; say "set up a space for the project".
- Note every Back press and hesitation over 5 seconds.

Success measures and guardrails

Measure	How	Success signal (hypothesis)
Task success	Private channel, both right people, no help	90% or more in both versions; higher in the prototype
Time on task	From task start to summary or channel seen	Prototype not more than 10 s slower
Errors and backtracking	Wrong visibility, Back presses, wrong invitee	Fewer in the prototype
Understands access	Answer to "Who can read this channel?"	9 of 10 correct
Confidence	1-7 rating: "I'm sure setup is complete"	Median 6 or more

Guardrails

- Accidental public channels: target none
- Wrong or missing invitations
- Drop-off at the visibility step
- Time added by the extra step

If Slack ran it live

- Share of new channels with a purpose
- Public → private changes in the first 24 h
- Channels with 2+ members after a day

Evidence limits

- No Slack analytics
- Creation screens recreated
- Free plan, member role
- 10 people show direction, not proof

What Slack is improving, and what this adds

What Slack has said and shipped

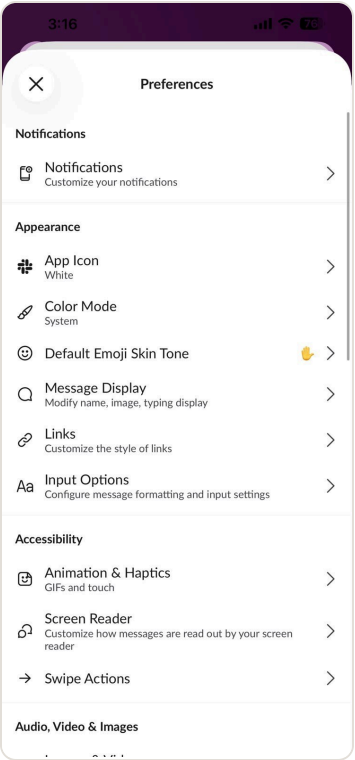
- **2023 redesign:** dedicated DMs, Activity and Later views, and one + create button. Slack's Brad Monroe: "The create options were a bit admittedly scattered around the interface" (Diginomica, 2023).
- **Focus:** the old always-visible sidebar, with "badges and bolding and notifications popping up constantly", made focused work harder (same interview).
- **April 2026 Feature Drop** (published 13 May 2026): Slackbot can create channels, send DMs and invite people; Activity combines mentions, threads, DMs and channel notifications; Slackbot Skills such as Project Kickoff.

Ideas that build on that direction

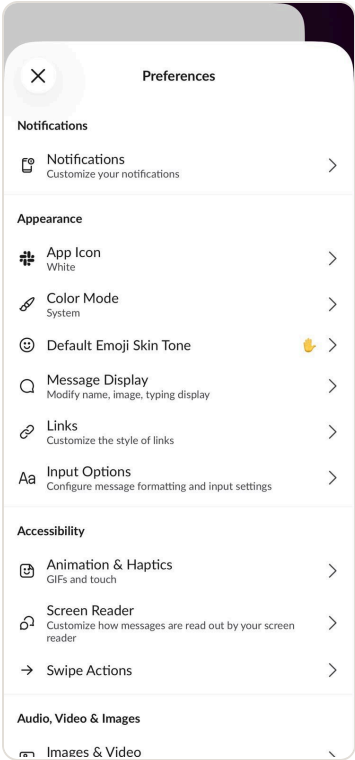
- **Create with Slackbot, safely:** "Create a private channel for Project Orbit with Priya and Arjun" should open the same summary card for confirmation before anything is created (error prevention).
- **Project Kickoff → channel:** a kickoff skill could pre-fill name, purpose and members from a brief.
- **Naming help:** suggest a prefix (proj-, team-, help-) from the purpose text.
- **Duplicate check:** "#proj-orbit-design already exists; join it instead?"
- **Measure:** track channels created without a purpose or with only one member, as a health signal.

Slackbot actions and Skills are plan-dependent; check availability on the workspace's plan before proposing them as default.

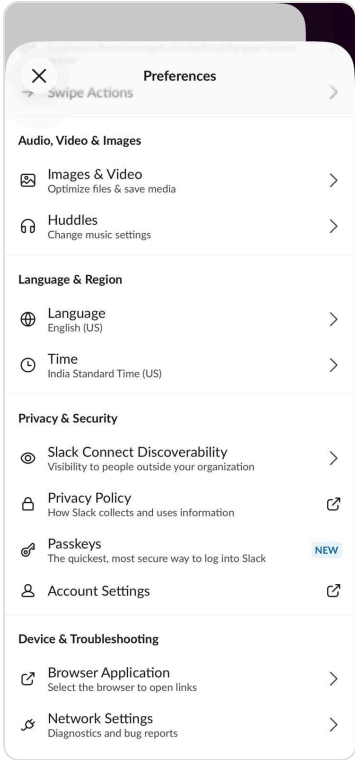
Settings, accessibility and help on iPhone



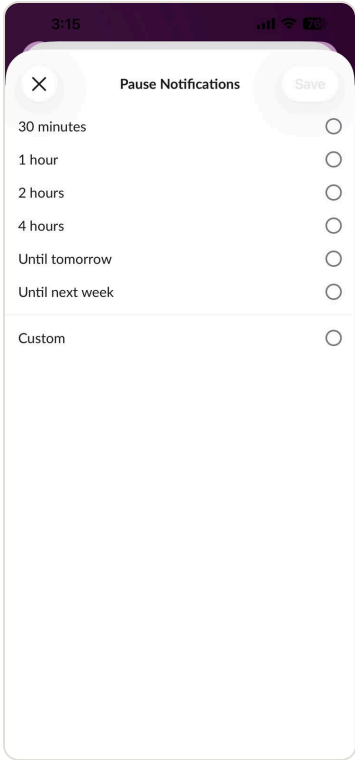
REAL SCREENSHOT Preferences: notifications, appearance (M01)



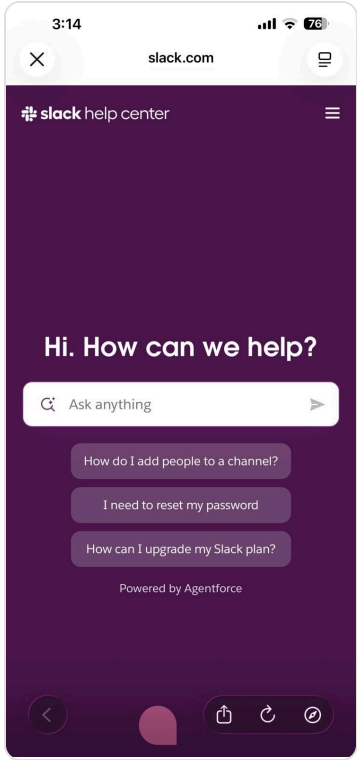
REAL SCREENSHOT Accessibility: Animation & Haptics, Screen Reader (M21)



REAL SCREENSHOT Language & Region, Privacy (M22)



REAL SCREENSHOT Pause notifications (M08)



REAL SCREENSHOT Help Center with AI search (M19)

Slack for iOS has dedicated accessibility settings (screen reader, animation and haptics) and an AI-powered Help Center with suggested questions such as “How do I add people to a channel?”. That question in the Help Center hints that adding people is a common stumbling point, which supports F6 (to be tested).

Sources and evidence register

Sources (accessed 19 Oct 2026)

- [Slack Help Center: Create a channel](#)
- [Slack on Trailhead: Create channels with purpose](#) (naming rules, descriptions)
- [Diginomica: Slack updates UI for more focus \(2023\)](#)
- [TechCrunch: Slack interface makeover, 9 Aug 2023](#)
- [Slack Feature Drop: April 2026 \(13 May 2026\)](#)

Screenshot register

Desktop: D1 #ask-community · D2 DMs (not used: too many names) · D3 Activity + thread · D4 Files · D5 Agents · D6 Apps.

iPhone: M01–M02 Preferences · M03 Profile · M04 Invitations · M05 Drafts & Sent · M06 Customize Home · M07 You · M08 Pause notifications · M09 Scheduled · M10 Saved · M11 To-dos · M12–M13 Home and channels · M14 Channel messages · M15 Threads · M16 Huddles · M17 Home tiles · M18 Add workspaces · M19 Help Center · M20–M22 Preferences.

All names replaced with random names; photos, message text, workspace name and email blurred or replaced.

THANK YOU

Evidence → difficulty → principle → fix → test

Try every step in the interactive prototype: switch between Desktop app, Web browser and iPhone, and between the current flow and the proposed redesign.

↩ Back to contents