



Slack



Purpose: This page offers an overview of Slack.



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<https://www.youtube.com/embed/q19RtuCHt1Q>

OVERVIEW

To summarize, Slack is a messaging app for business communications. It is used by everyone at Potloc and the preferred communication between colleagues for quick questions, comments, sharing pictures, quick updates, and more.

SETTING UP YOUR PROFILE

To ensure your profile is properly set up, you must fill out:

- ☐ Your Full Name (Name and Last Name please!)
 - ☐ Your Display name (could be a nickname or shortened version of your name)
 - ☐ Your position
 - ☐ Your phone number (optional) or the company phone number
 - ☐ Select your time zone
 - ☐ A profile image
- ▼ Click here to watch how to access your profile information 📌

https://s3-us-west-2.amazonaws.com/secure.notification-static.com/db927946-a3f4-466f-9a64-d791045194e5/Setting_up_Slack_Profile.mp4

POTLOC SLACK CHANNELS

If you run in to any issue with Slack, please contact Victor Leboeuf.

GETTING STARTED

- You should have received an invitation to join the Potloc Slack workspace. If not, please contact Victor Leboeuf.
- Download the application on your laptop with this [link](#).
- You can also choose to download the Slack App on your mobile device to stay connected at all time.
- Finally, watch this quick video to learn the basics of Slack 👉

<https://www.youtube.com/embed/m2JuAa6-ors>

TUTORIALS

Go through these articles in order to set up your account properly and understand how

<https://s3-us-west-2.amazonaws.com/secure.notion-static.com/7c506806-cd0c-4aa8-b2be-41bcfb3ea6f8/Slack.mp4>

▼ General Channels

#all-hands - We post the weekly all Hands and reply to questions

#delivery - Celebrate Acquisition closing campaigns + feedback from clients + all the wins from CS, Acq. & Research teams

#general - everyone at Potloc is in this channel, Welcome newcomers + important announcements.

#product - All product releases + all the wins from Product & dev team

#random - share jokes, readings, questions, ...

#recognition

#sales - Channel where we ring the bell + share all information relevant for sales + all the wins from sales team

#celebrations - Wish your stunning colleagues a happy birthday.

Slack works:

- [Quick start guide to Slack](#)
- [Set up Slack](#)
- [Navigating Slack](#)
- [Find and start conversations](#)
- [Focus on what matters to you](#)
- [Video conferencing](#)
- [Upload and Share files](#)

 [Create a Slack Workflow](#) 

For the AC Team

 [AC Notification Setup](#) 

#pictures - to share fun pictures with the office

#talent - Where we celebrate the talent team wins, such as new hires.

#content-sharings - Any relevant articles, blog posts, videos, etc.

#learning - Communications about new courses, workshops and learning initiatives from the L&D team.

#marketing - Visibility on campaigns and assets being released.

▼ Team Channels

Be sure to check with your manager for any other team channels that might not be listed.

#potloc-paris - team France announcements.

#potloc-montreal - team Canada announcements.

#potloc-usa - team USA announcements

#customer-success

#marketing

#sales

#sdrteam

#rev-ops-team

HOW TO BE A GOOD CITIZEN OF SLACK

▼ Slack vs. Gmail

Prefer emails over Slack messages when sending a request that takes **more than 2 minutes to process**.

People tend to “lose” their message on Slack.

If you need to ask or share important information, prefer sending an email rather than a slack message.

Slack is more suited to have informal conversations, ask quick questions.

Examples

Aa Example of message to be sent	:≡ Tool Used
<u>Asking a colleague a quick yes or no question</u>	Slack
<u>Sending a report</u>	Gmail
<u>Reporting an issue with a solution</u>	Gmail
<u>Letting know a colleague you'll be late to a meeting</u>	Slack
<u>Team announcements</u>	Gmail
<u>Asking for a suitable date and time for a meeting</u>	Slack
<u>Letting your manager know that you are going to be absent/late to the office</u>	Gmail Slack

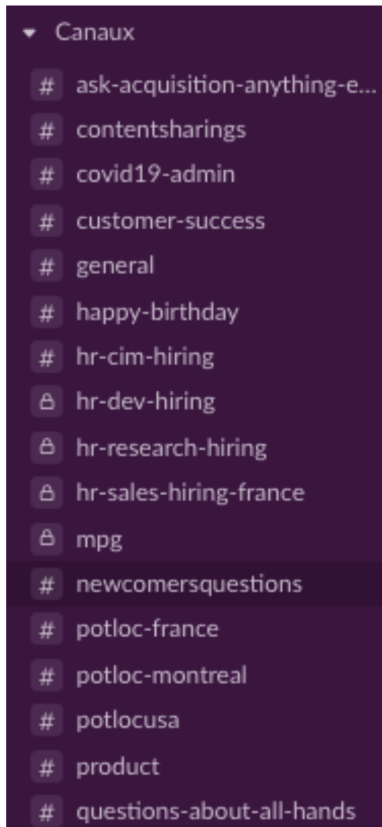
▼ In English please

All communications on Slack public channels must be written in English.



▼ Putting things out there

Slack is designed to add transparency to an organization, so it's best to default to **communication in public channels whenever possible.**



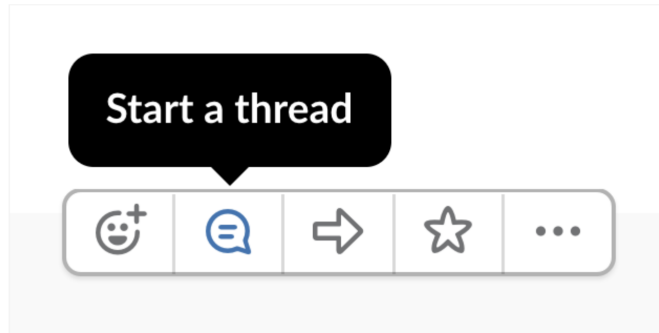
▼ Minimized disruptions

It's tempting to make sure no one misses your very important message, but it's courteous to refrain from notifying large groups of people if it's not truly necessary.



▼ Use thread

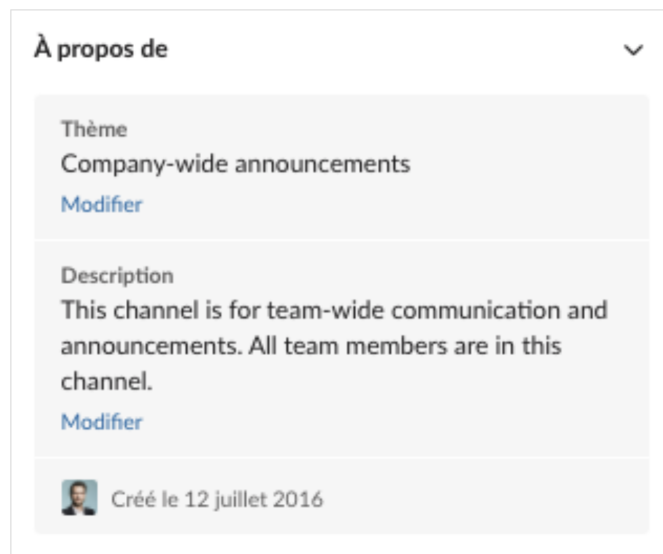
When responding in a channel to someone else's post, please **use the thread function**.



In private or in public channels, **it allows to have several conversations in parallel without losing yourself.**

▼ **Time and boundaries**

- Check the purpose in the channel info panel whenever you're going to ask a question or post a general comment—you want to make sure you're doing it in the right place.



- You should always **search before asking.**
Ask when you can't find the answer yourself after searching for 5 min minimum.

<https://youtu.be/oE5HriXDpC4>

▼ :thumbsup:

Use emoji reactions to mark a task as viewed / completed :

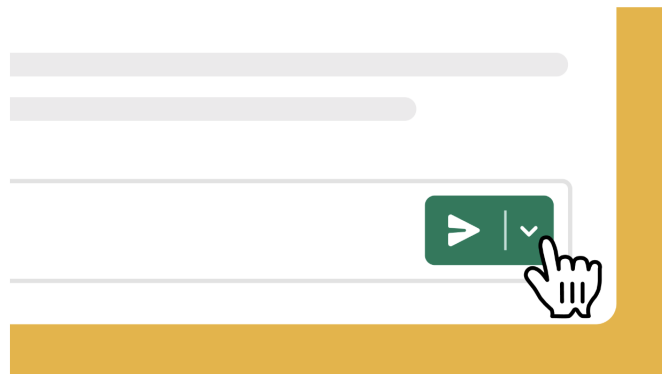
👁️ The eyes emoji to say “I’m going to take a look at this.”

✅ A white/green checkmark when it’s done.

👍 A thumbs up when you agree or want to confirm you’ve seen their message.

▼ Think about the time difference 🕒

1. Choose a date and time from the list or select **Custom time**.



Schedule messages to send later - When you have a message to share in Slack but it's not the best time to send it quite yet, you can schedule it. Select a date and time in the future and rest assured that your message will be sent whether you're at your desk or on the go.

1. Click the **compose button** or open the conversation where you'd like to send your message.
2. Type your message in the message field.
3. Click the **arrow icon** to the right of the **paper plane icon**.

▼ Remember

In case of lateness or absence, you can use slack to contact your manager.
(Sending an email is also advised)