SLICK

Product catalog

The workspace for AI teams

Manage AI teams, customer conversations, social content and ad campaigns in one workspace, with shared resources and control over access, spending and security.

AI Teams / Shared Work / Workspace

Customer Care · Social · Ads · Custom teams

3 November 2026 edition

Screens use fictional organizations and sample data. Availability depends on your plan, permissions, connected providers and team configuration.

getslick.ai/en/product-tour

WORKSPACE GUIDE

How it fits together

Start with a team. Follow its work across the shared workspace. Keep the context, resources and controls that support it close at hand.

Chat

Manage Social and Ads through their team managers.

AI Teams

Open a team, its agents, results and settings; discover templates in Team gallery.

Work

Inbox, Tickets, Posts, Campaigns, Tasks and Calendar, including Timeline.

Workspace

Resources, Analytics and Connections.

Administration & security

Members, billing, usage, access controls, encryption and audit export.

Reading the catalog

Each feature includes its current navigation location and an actual portal screen populated with fictional data. The website provides enlargements. Specific capabilities depend on plan, role, provider support and team setup.

CONTENTS

Explore the product

48 features across 10 areas

01 **AI Teams & Chat** 04
Find teams, manage them in Chat, and configure their agents.

02 **Shared work** 11
Tasks, a shared calendar and a timeline across teams and brands.

03 **Customer care** 14
Inbox, comments, replies and support tickets.

04 **Social** 20
Plan content, review drafts and track publishing.

05 **Ads & campaigns** 25
Set up Ads, develop briefs and review campaign work.

06 **Resources** 27
Knowledge, content, assets and brand guidance.

07 **Connections** 31
Customer channels, publishing accounts, ad accounts and tools.

08 **Analytics** 36
Volume, quality, satisfaction, tickets and comment sentiment.

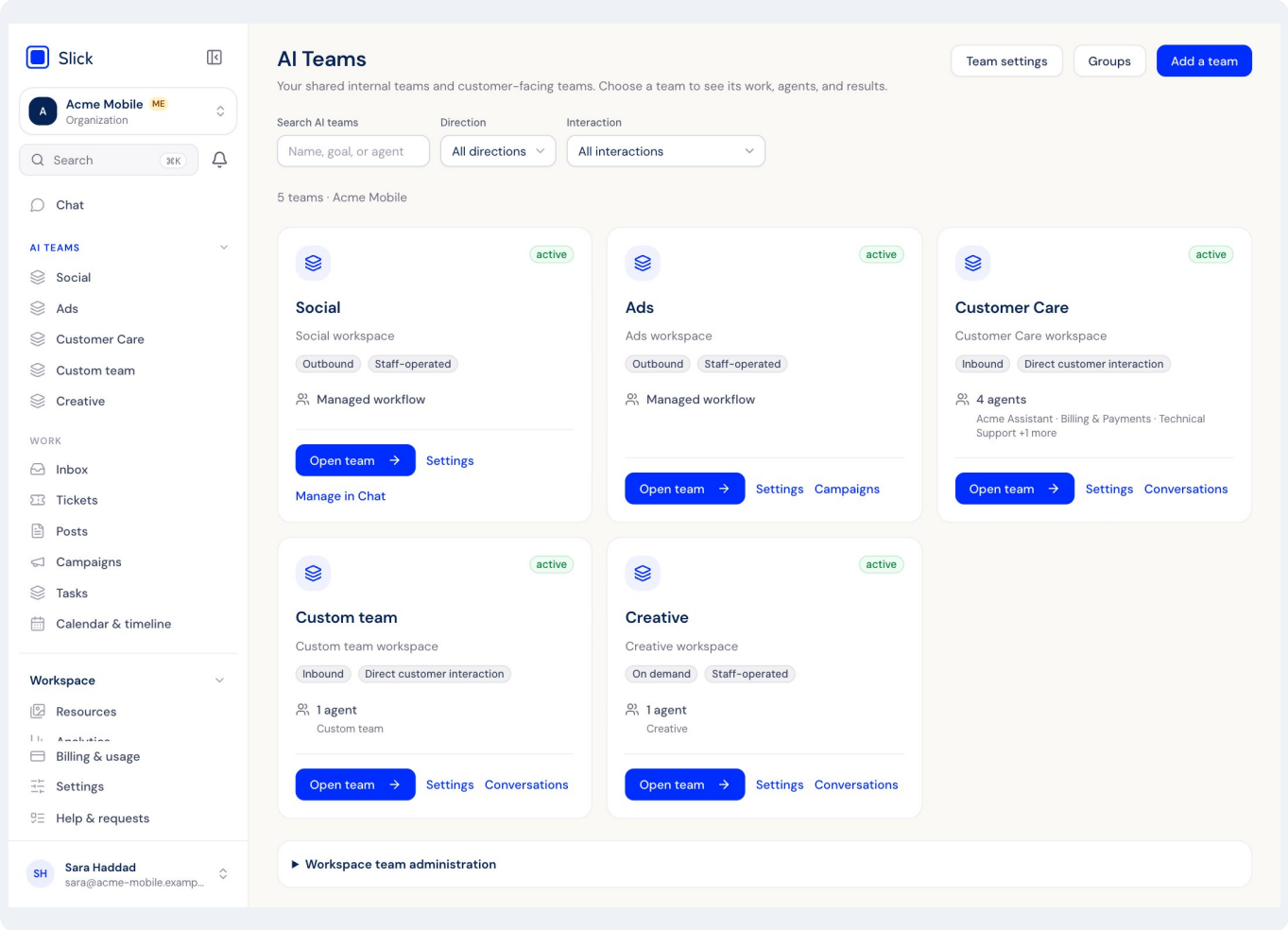
09 **Administration & billing** 43
Roles, plan and usage, invoices, alerts and agent playbooks.

10 **Security** 49
Your own encryption key, controlled support access, and audit export.

AI TEAMS & CHAT

A home for every AI team

AI Teams



Open AI Teams to see the teams working across your business. Social, Ads, Customer Care and custom teams share the same workspace, with each team opening the tools relevant to its work.

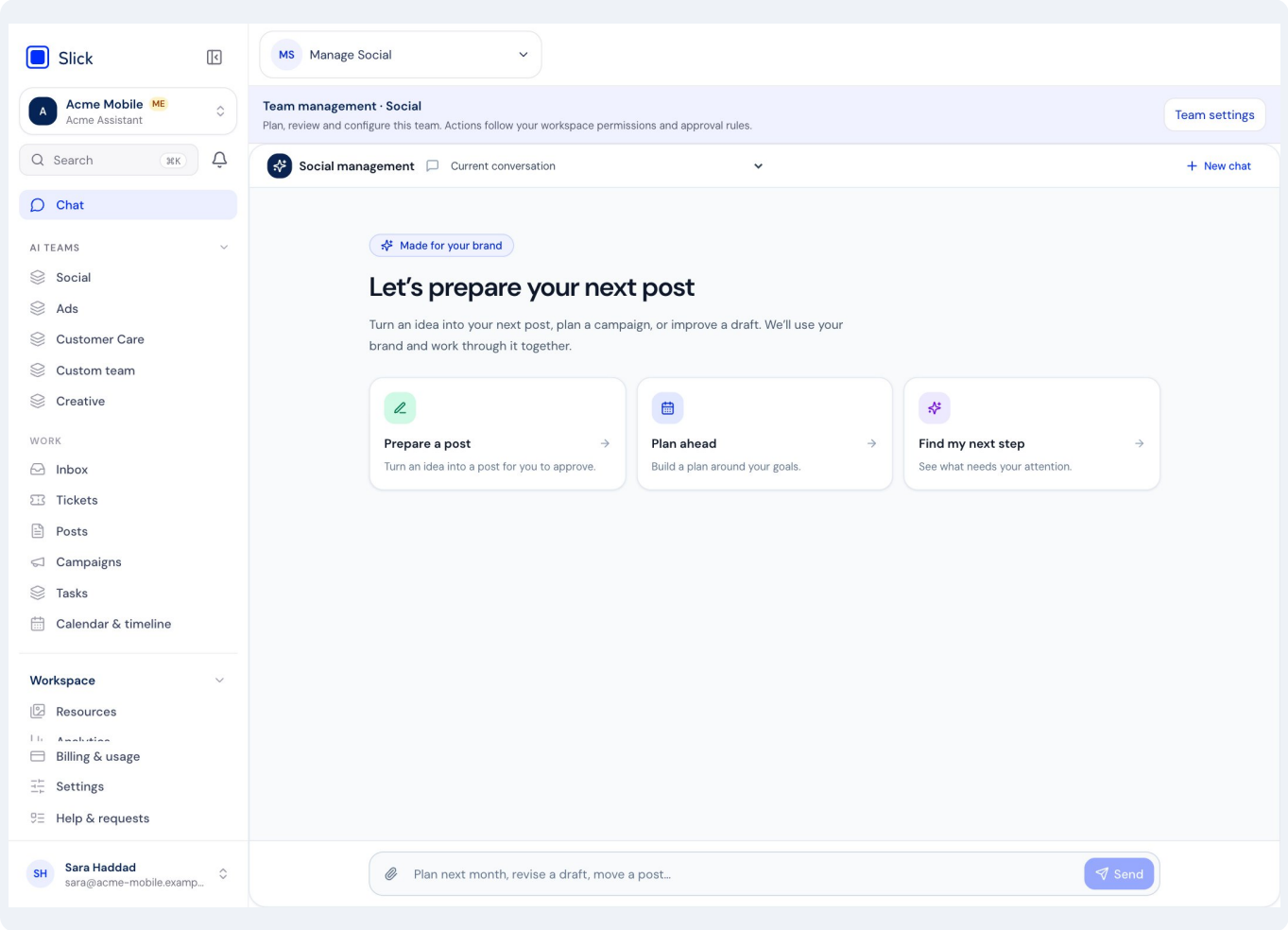
- Choose a team to see its work, agents and results
- Use Team gallery to discover and set up available team templates
- Keep team configuration together in that team's Settings

Illustrative screen · fictional data

AI TEAMS & CHAT

Manage Social and Ads from Chat

Chat



Use the main Chat to work with the Social or Ads team manager. Choose the team and brand, give a brief, and continue the conversation in one place. The manager helps you direct the team; customer conversations remain in Inbox.

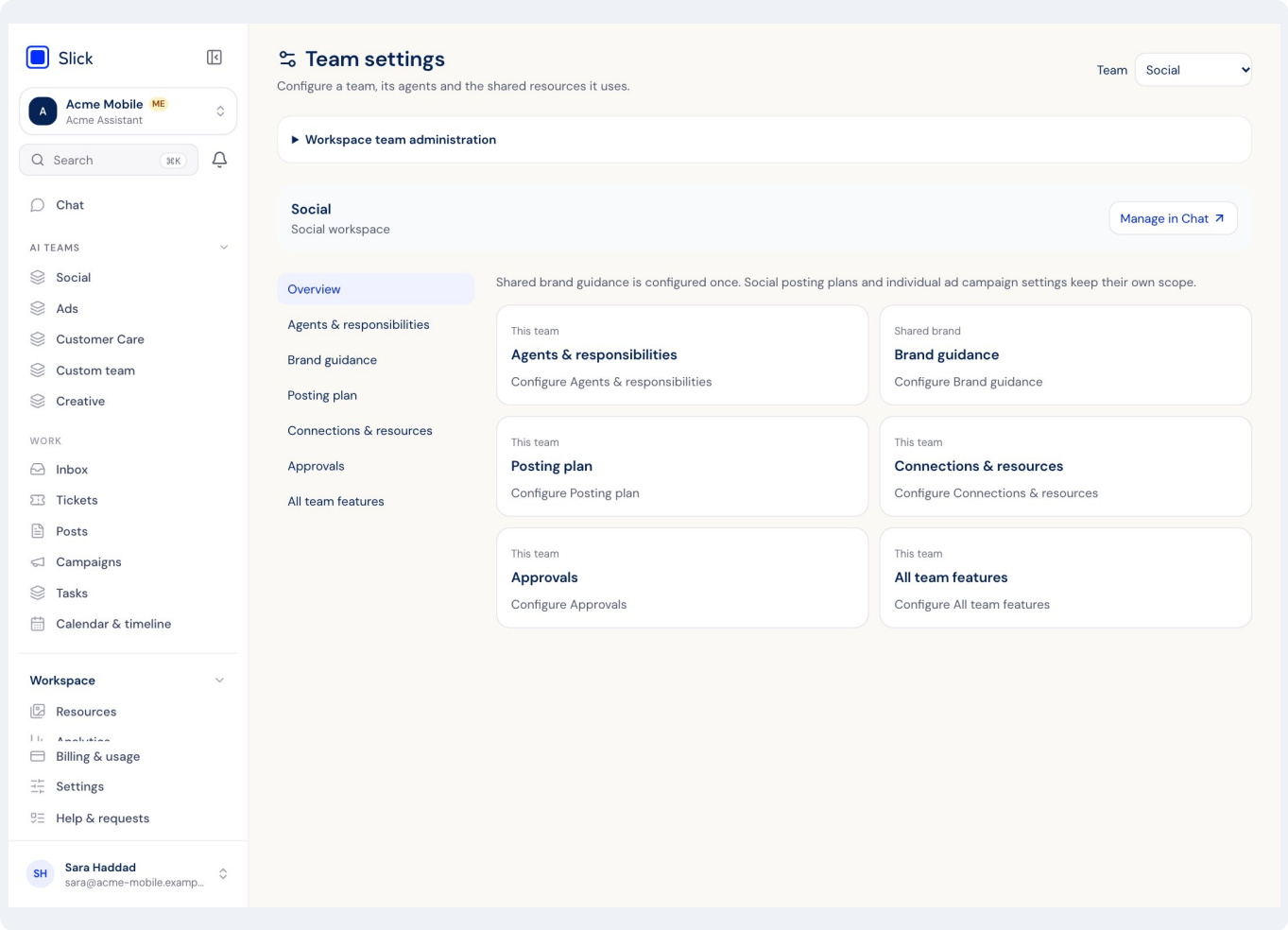
- Choose the management context for Social or Ads
- Keep brand context with the conversation
- Move between a team overview, its work and Chat

Illustrative screen · fictional data

AI TEAMS & CHAT

Configure a team in one place

AI Teams > Team > Settings



A team's Settings groups the configuration its workflow needs, including agents, brand guidance, posting plans, connections and approvals where supported. Specialized features remain accessible from that team.

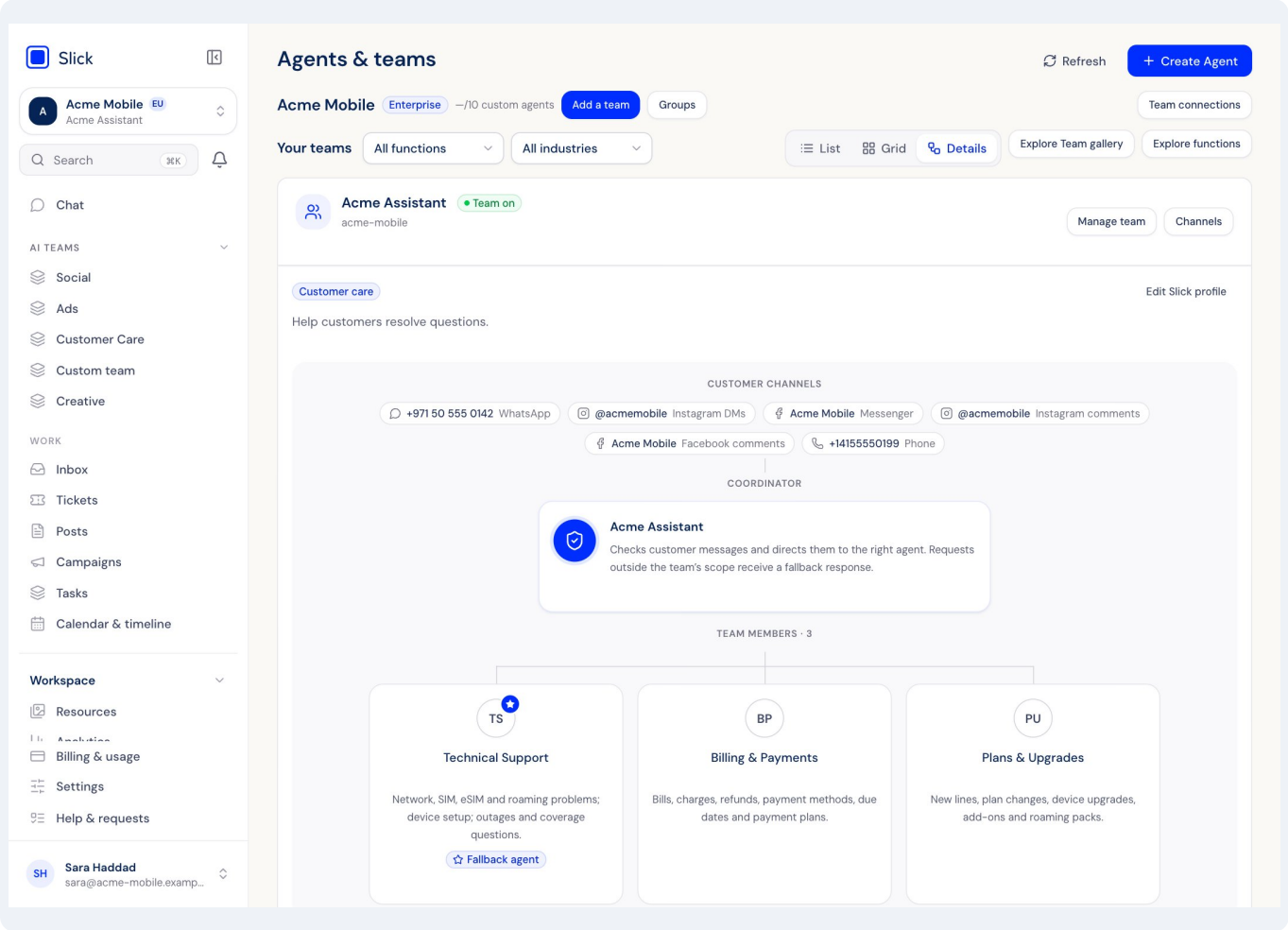
- Settings reflect the selected team type
- Shared brand guidance can be reused across teams
- Keep agent-level configuration and testing available

Illustrative screen · fictional data

AI TEAMS & CHAT

See the agents inside a customer team

AI Teams > Customer Care > Agents



A customer team can use a coordinator to route messages to specialist agents. Open its agent configuration to inspect the team, responsibilities and connected channels.

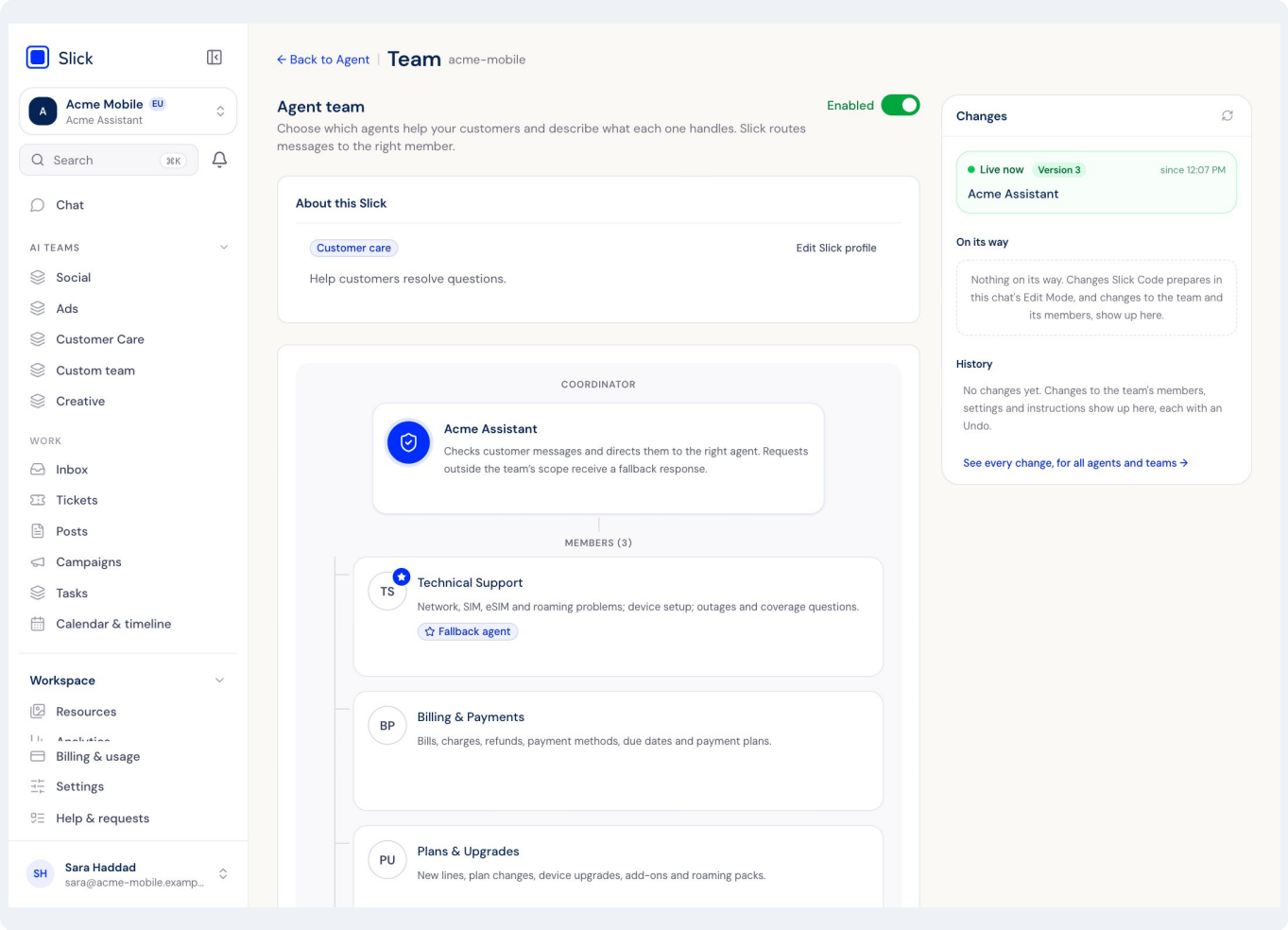
- See every channel that reaches the team: WhatsApp, Instagram, Messenger, comments and phone
- Each member shows what it handles, and which one is the default
- Open a team's settings or channels from its card; chat with or open agents that aren't in a team

Illustrative screen · fictional data

AI TEAMS & CHAT

Build and tune an agent team

AI Teams > Customer Care > Settings



Configure the customer team coordinator, choose its members and describe what each handles. The coordinator uses those responsibilities to route customer messages to the appropriate specialist.

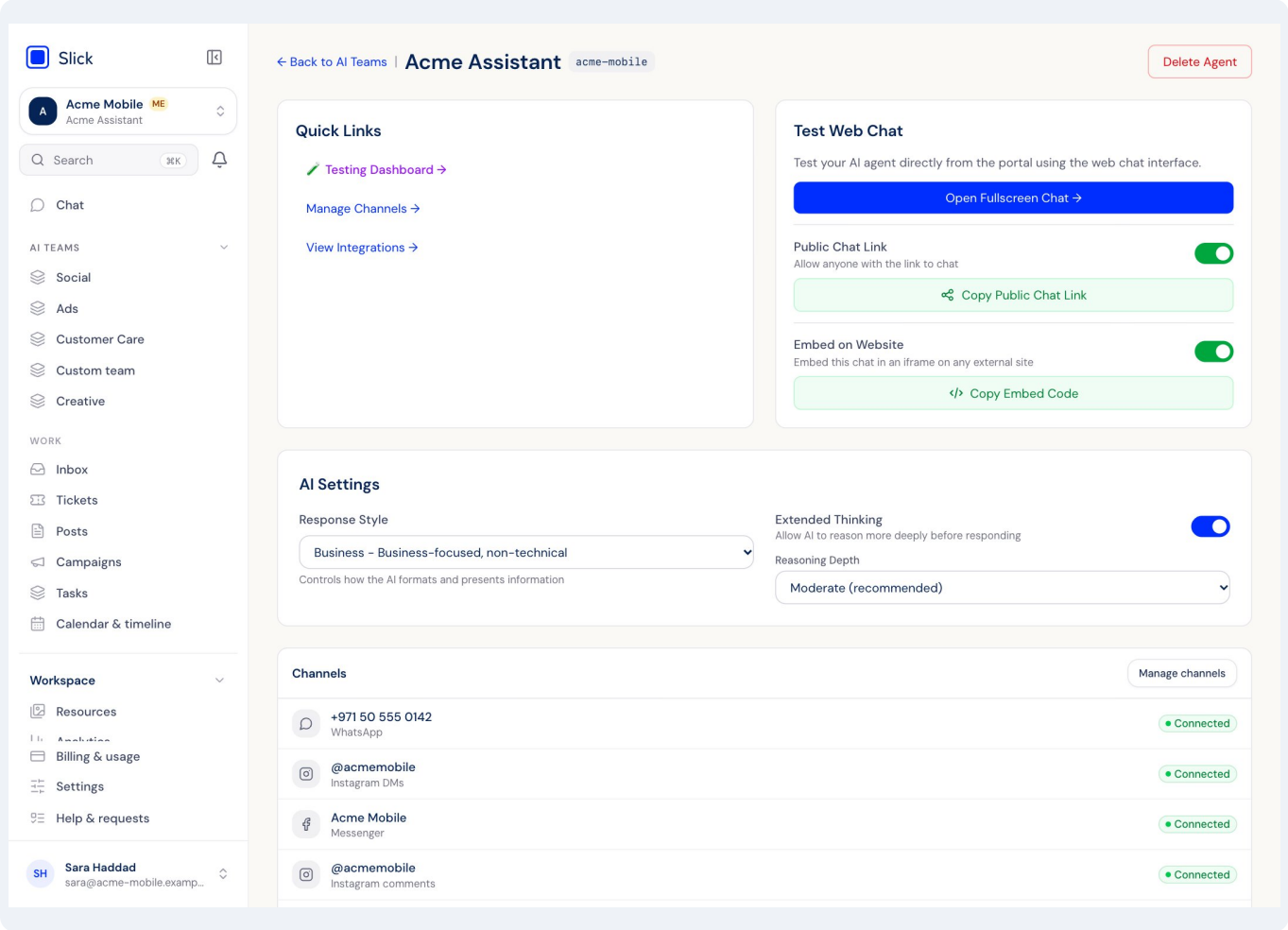
- Add or remove members from your organization's agents, and pick the default member
- Write what each member handles; the coordinator routes messages by these descriptions
- Test the whole team in web chat, or test it pinned to a single member

Illustrative screen · fictional data

AI TEAMS & CHAT

One page for each agent

AI Teams > Team > Agents > Agent



Each agent has its own page with links to its team, channels and integrations, its web chat options, its AI settings and the channels connected to it.

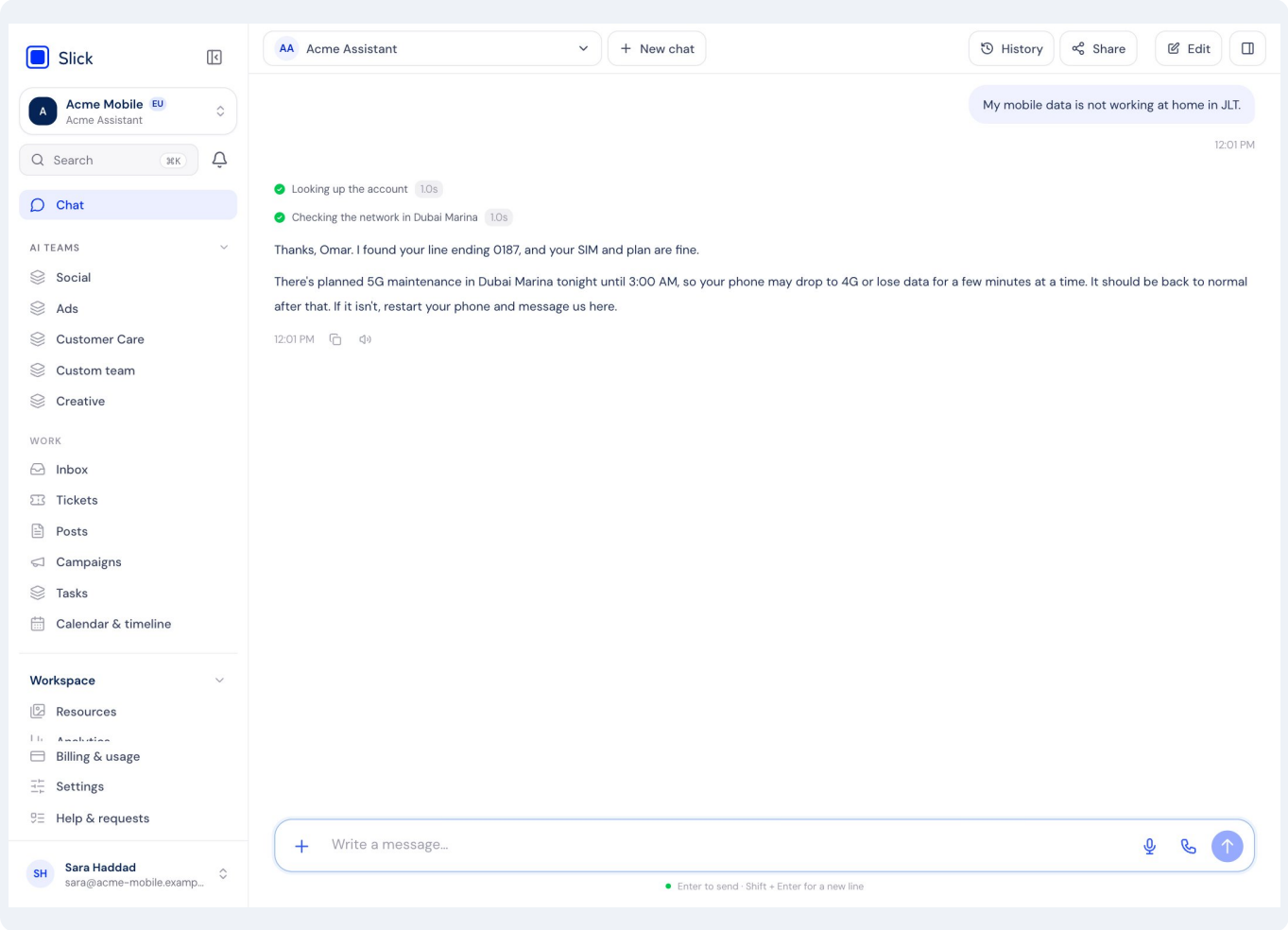
- Turn on a public chat link or a website embed, then copy the link or embed code
- Choose a business or technical response style, and turn on extended thinking with a reasoning depth
- See every channel connected to the agent and its status

Illustrative screen · fictional data

AI TEAMS & CHAT

Test an agent before customers see it

AI Teams > Team > Agents > Test



Chat with any agent from the portal, the way a customer would. Each reply shows the steps the agent took to answer, such as looking up the account or checking the network, and how long each step took.

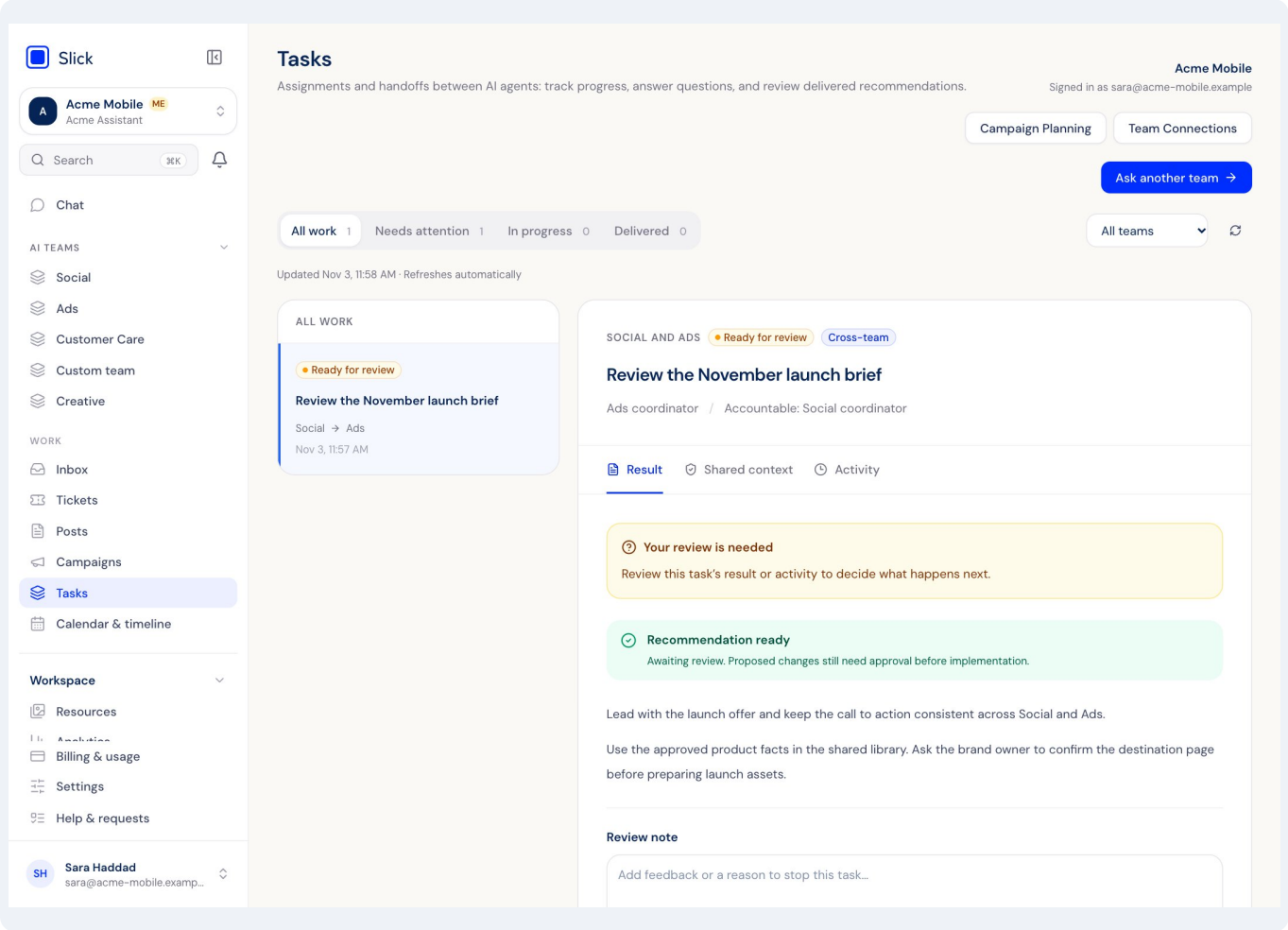
- Ask real questions and see which lookups and actions ran behind each answer
- Attach files, record a voice note or start a voice call from the same screen
- Test a whole agent team the same way from its Team page

Illustrative screen · fictional data

SHARED WORK

Track assignments and handoffs

Work > Tasks



Tasks records work passed between AI agents or teams. Follow progress, answer requests for input, and review delivered recommendations without losing the original assignment.

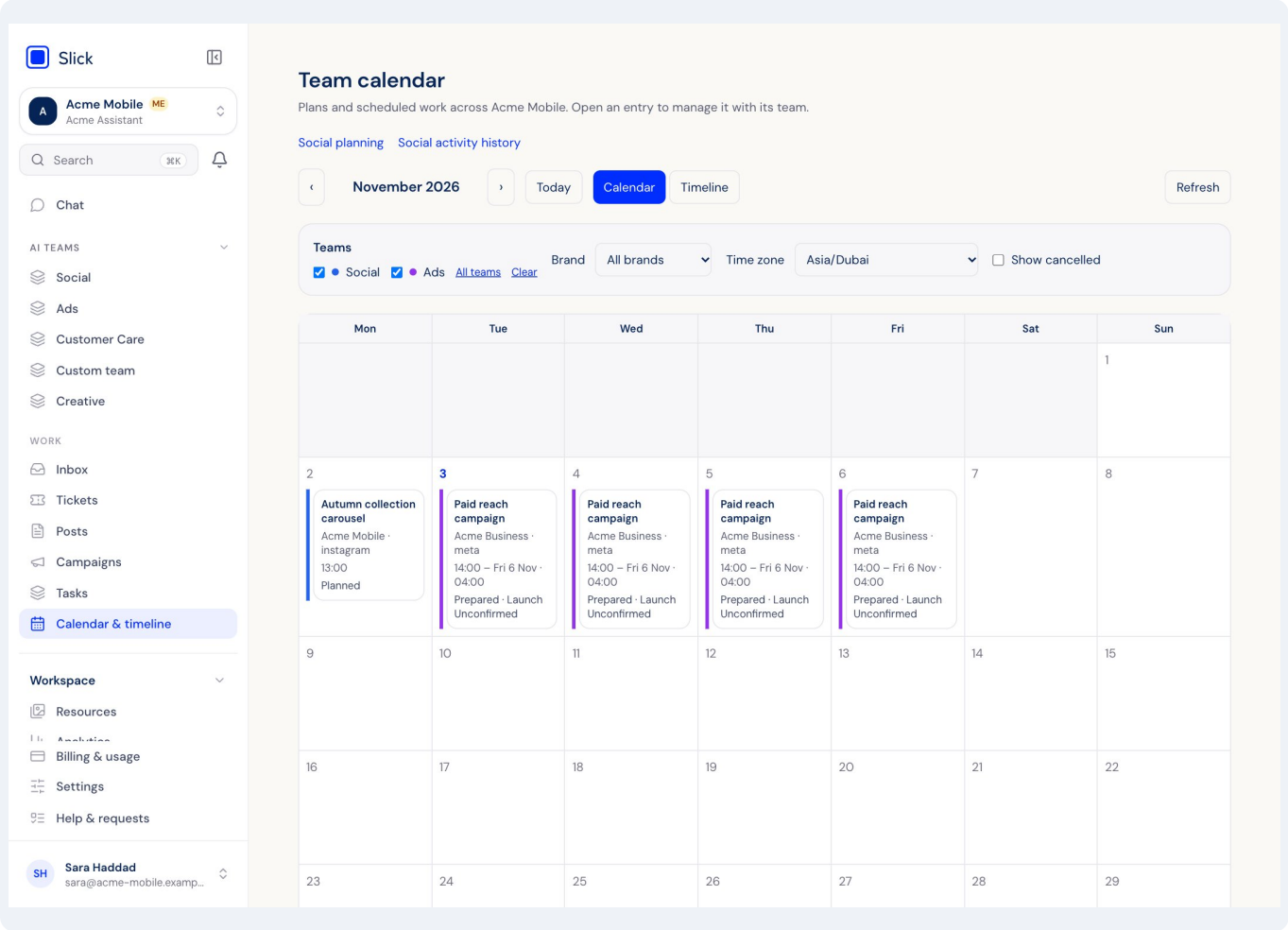
- See work status and the agent responsible
- Request revisions, accept a result or cancel work where permitted
- Review the recommendation before taking further action

Illustrative screen · fictional data

SHARED WORK

One calendar across teams and brands

Work > Calendar



The shared Calendar brings scheduled work from participating teams together across all brands in the workspace. Tick the teams you want to see, filter by brand, and open an entry in its team's tools.

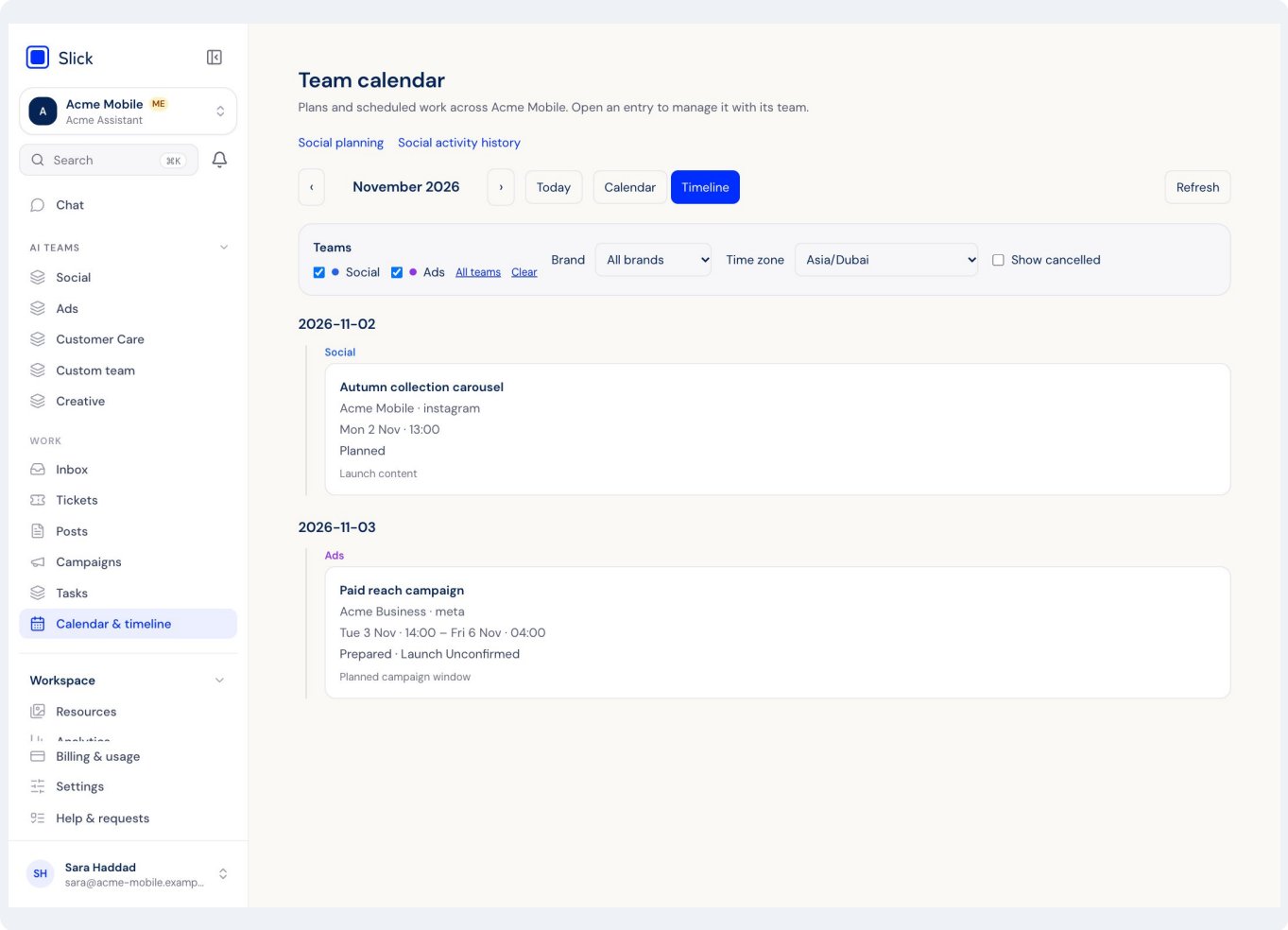
- Social and Ads use the same calendar surface
- All brands are visible unless you choose a brand filter
- Choose a time zone and see the status of each entry

Illustrative screen · fictional data

SHARED WORK

The same schedule as a timeline

Work > Calendar > Timeline



Switch Calendar to Timeline to read upcoming work as a chronological list. Team and brand filters apply to both views, so you can move between the monthly picture and the details.

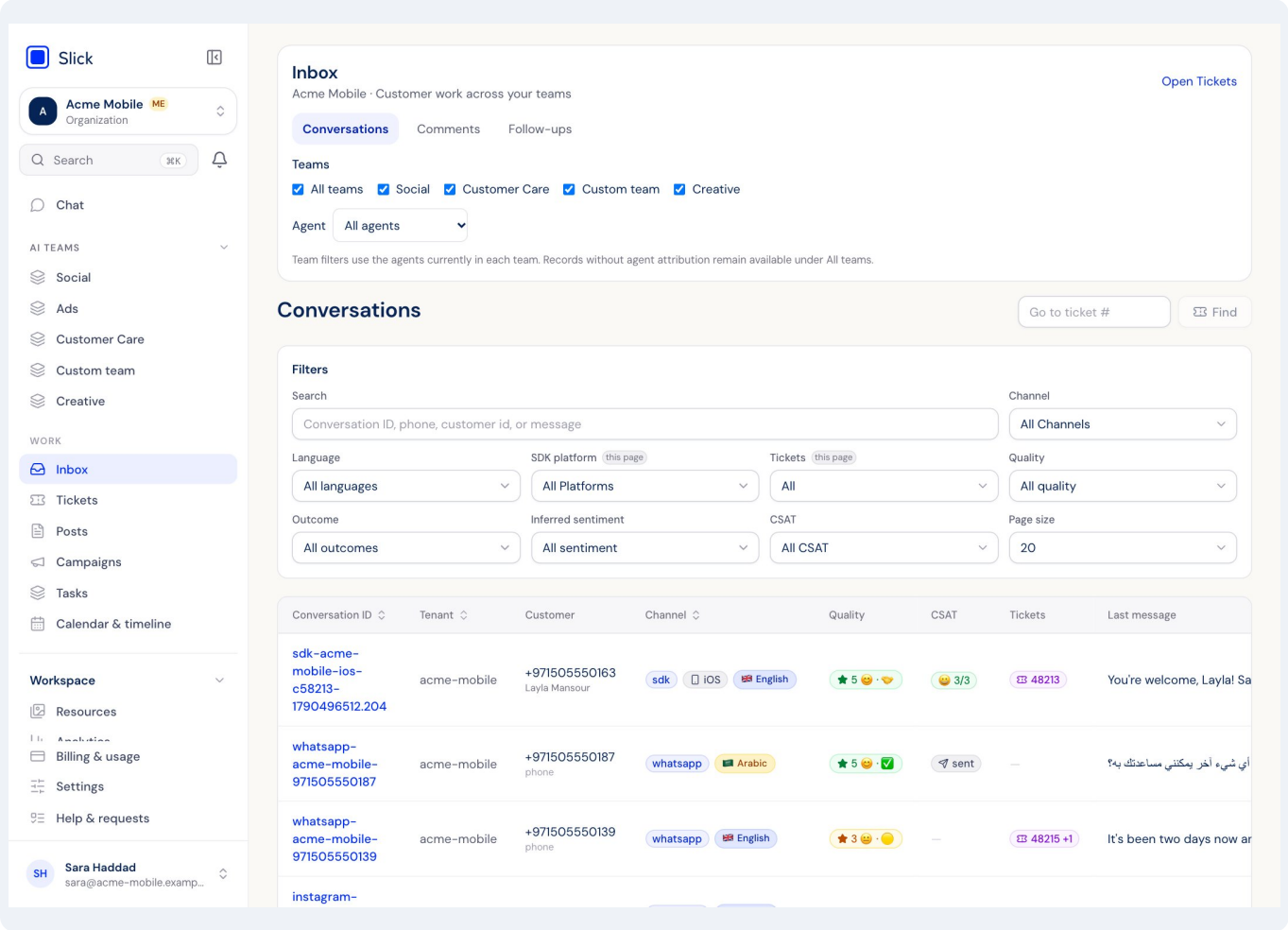
- See the team, brand, channel and status alongside each entry
- Campaign date ranges appear with their start and end dates
- Prepared ad work is distinguished from a confirmed launch

Illustrative screen · fictional data

CUSTOMER CARE

Every customer conversation in one list

Work > Inbox



Inbox brings customer conversations and comments into a shared work area. Filter by team and channel, then open a conversation to inspect the transcript, customer details, quality signals and any linked ticket.

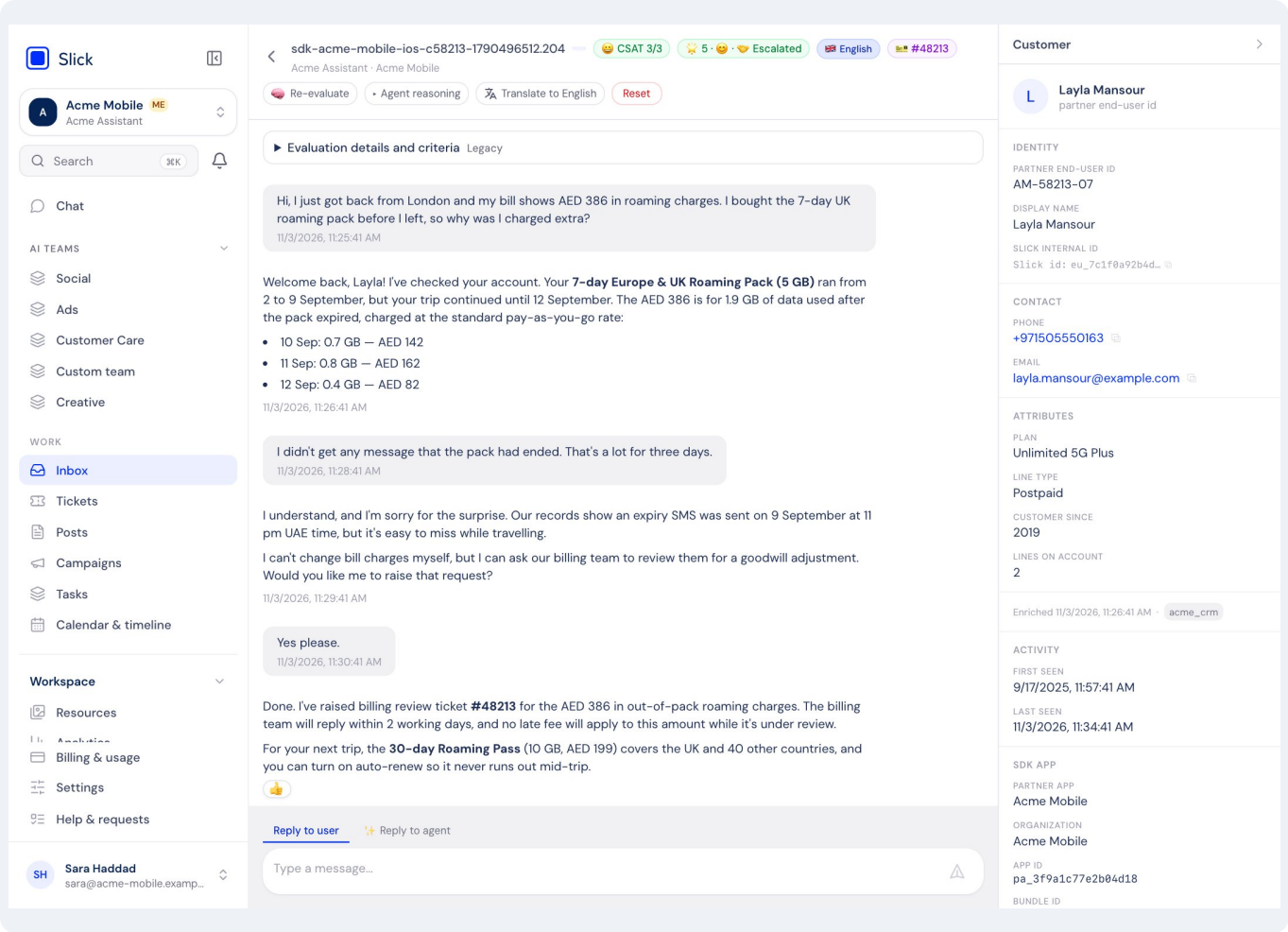
- Filter by channel, language, quality score, outcome, inferred sentiment or survey (CSAT) result
- Quality, CSAT and ticket badges on every row show what needs attention
- Jump straight to a conversation by typing its ticket number

Illustrative screen · fictional data

CUSTOMER CARE

The full conversation, with the customer beside it

Work > Inbox



Open a conversation to read the whole transcript next to the customer's profile: contact details, plan and account attributes, and when they were first and last seen. The header shows the quality rating, the customer's survey answer, the language and any ticket filed.

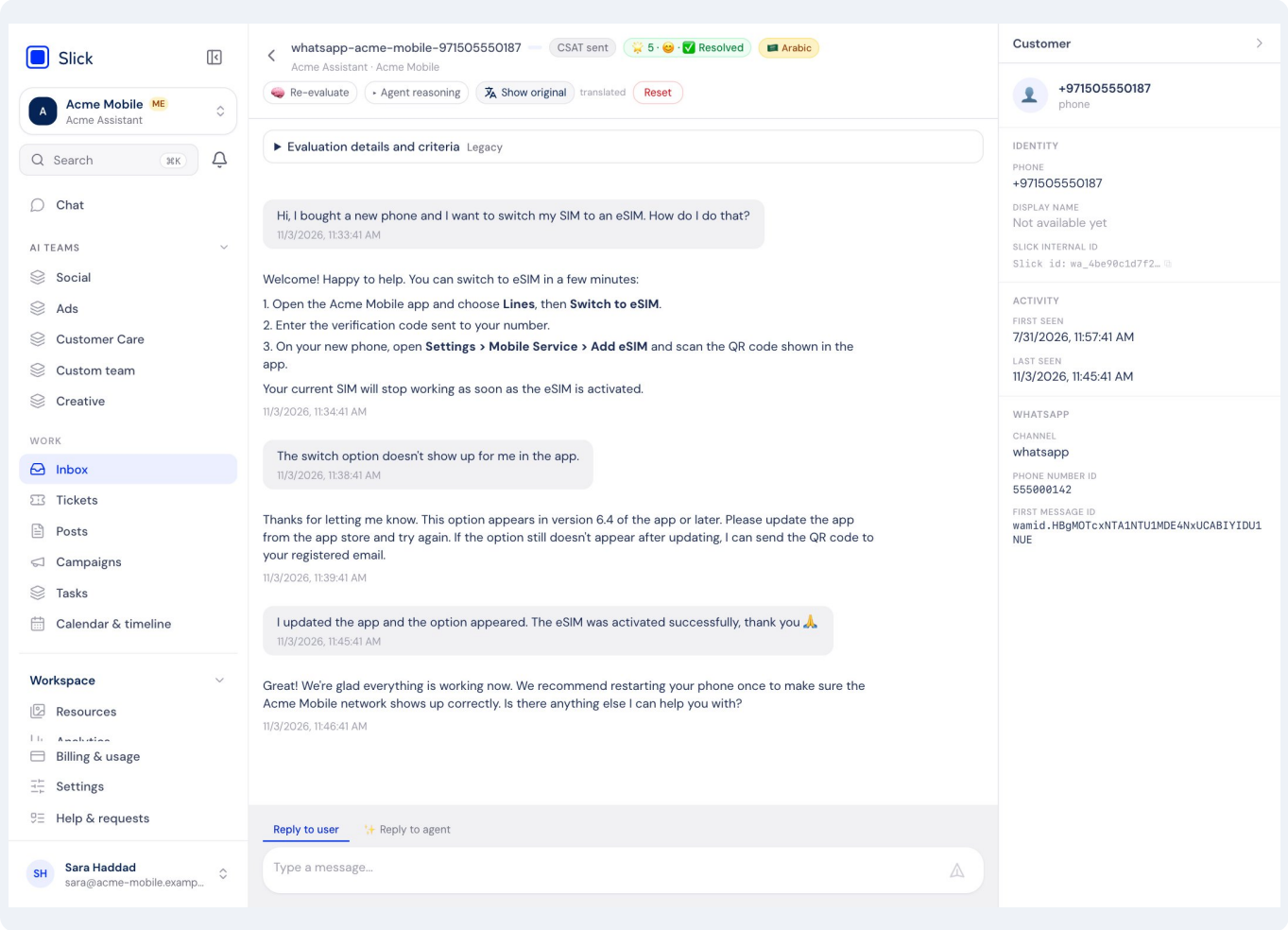
- An automatic quality review scores each conversation and records its outcome, here 5/5 and escalated to billing
- The customer's emoji reactions show on the replies they reacted to
- Reply to the customer from the same screen

Illustrative screen · fictional data

CUSTOMER CARE

Translate a conversation to English

Work > Inbox



One click translates the whole conversation into English, so anyone on your team can review it. Switch back to the original text at any time.

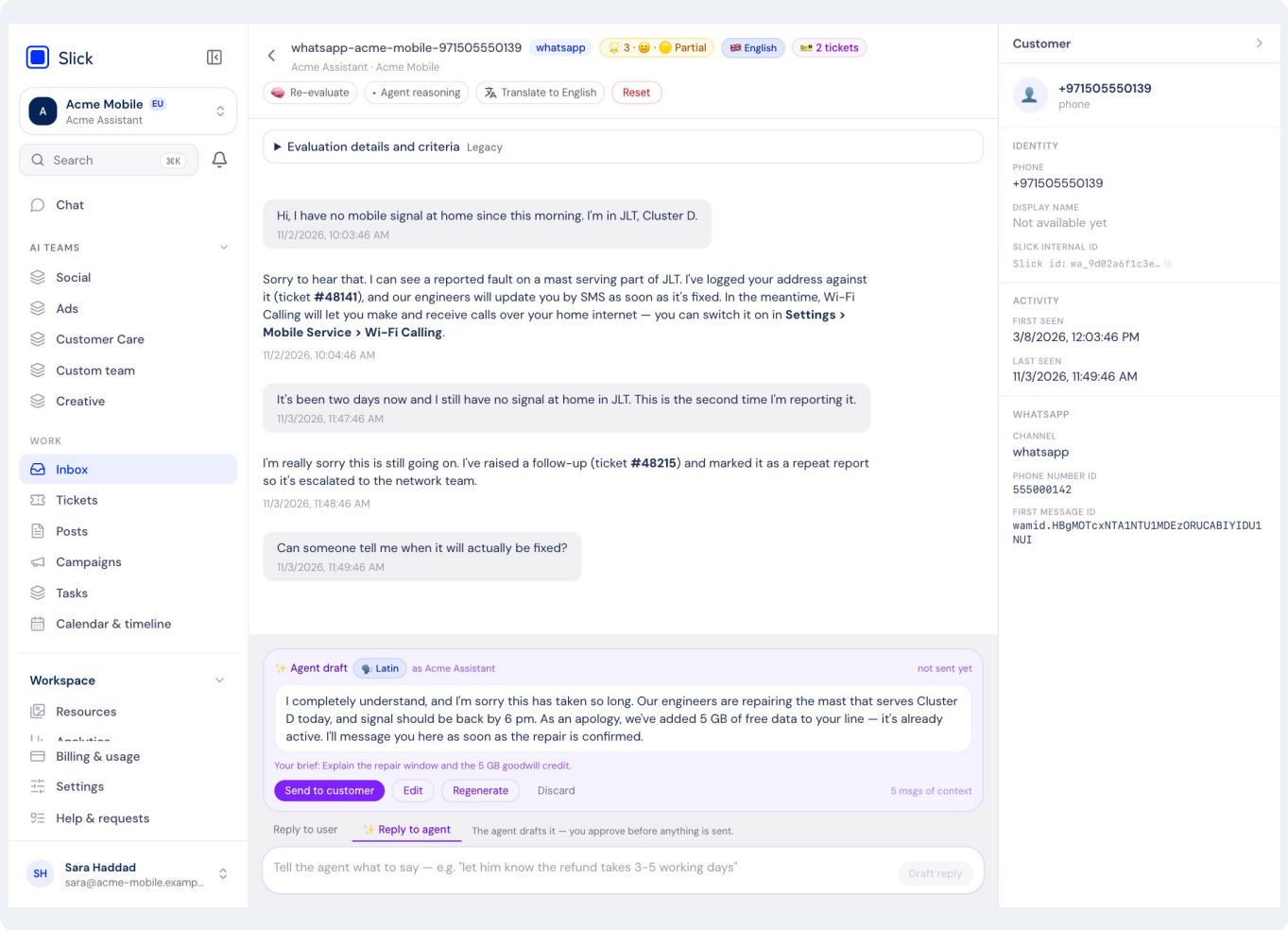
- Translates both the customer's messages and the agent's replies
- Show original switches back to the Arabic text
- Numbered steps and bold text keep their formatting

Illustrative screen · fictional data

CUSTOMER CARE

Brief the agent, then approve its reply

Work > Inbox



When a conversation needs a person, write a short brief and the agent turns it into a reply for the customer in the conversation's tone and language. Nothing is sent until you approve it.

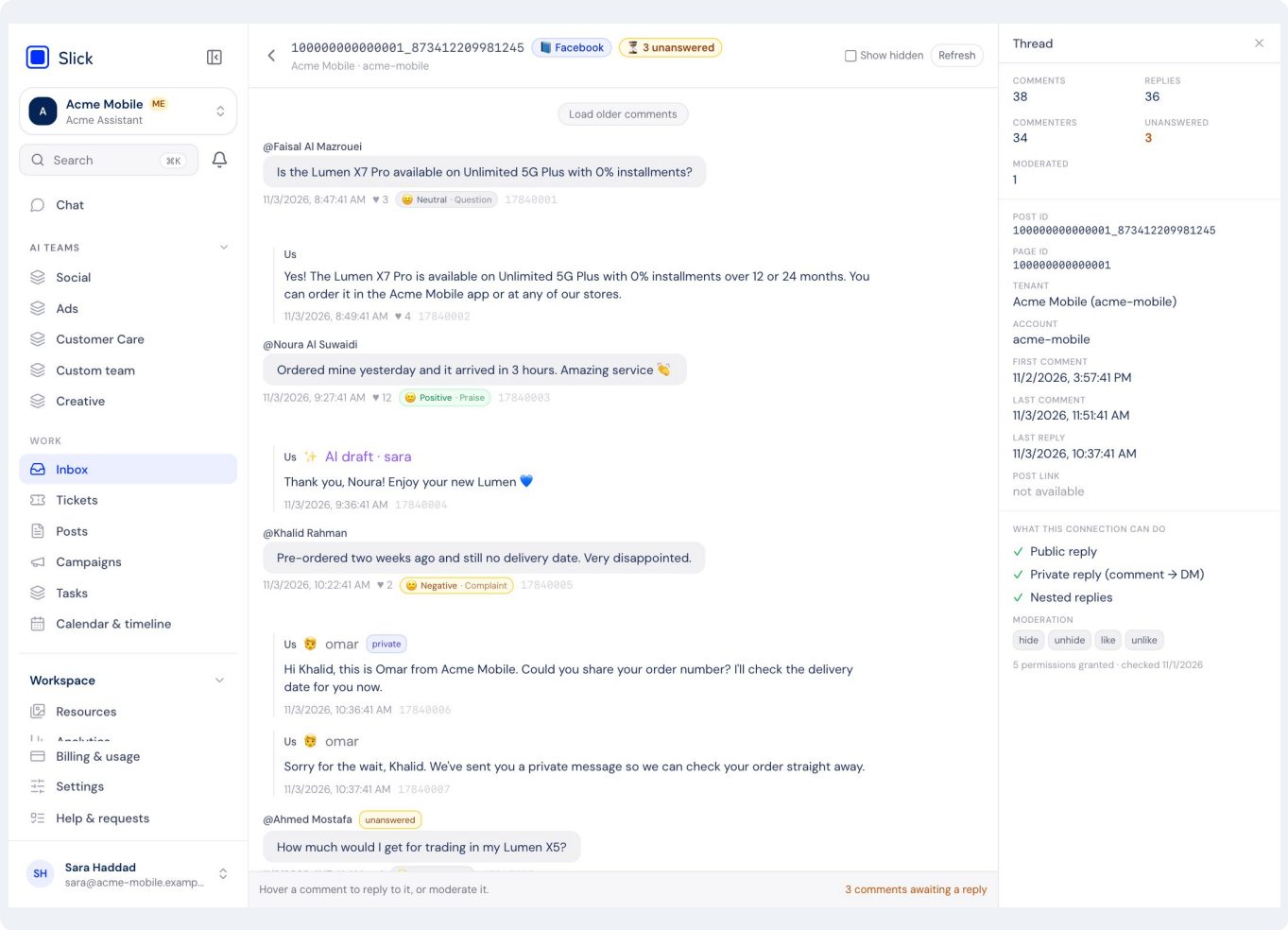
- Send the draft, edit it, regenerate it or discard it
- Switch to Reply to user to write the message yourself
- The header shows the two tickets already filed and a Partial outcome, so you can see why the conversation needs you

Illustrative screen · fictional data

CUSTOMER CARE

Reply to comments with an agent draft

Work > Inbox > Comments



Open a post to see its comments and replies as threads, with each customer comment tagged by sentiment and intent. Pick a comment, brief the agent and review its draft before posting.

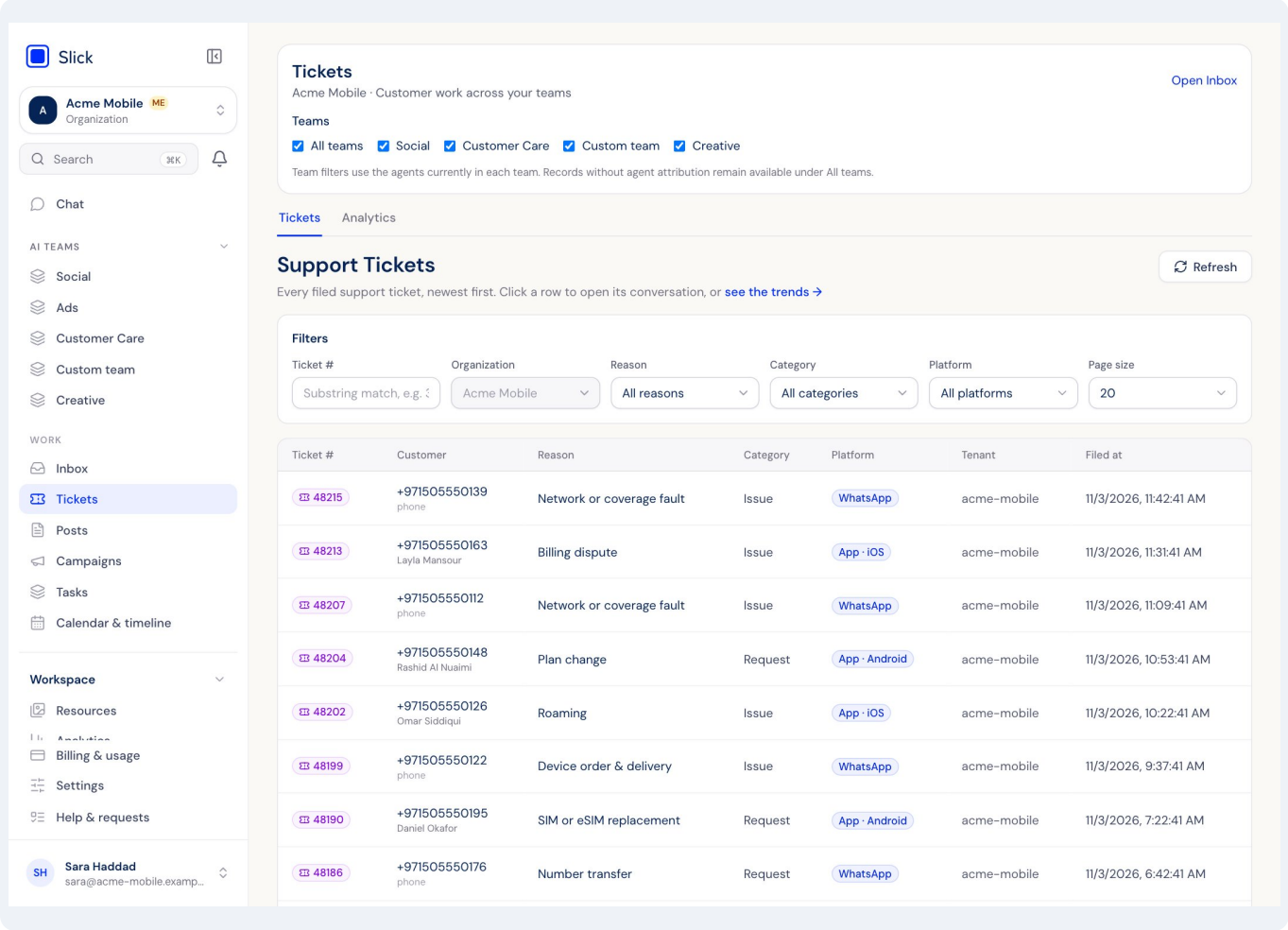
- Sentiment and intent tags, such as Negative · Complaint or Neutral · Lead
- Each reply shows who wrote it: the agent, a team member, or a team member using an agent draft. Private replies are marked
- A side panel shows what the page connection allows: public and private replies, hiding and liking comments

Illustrative screen · fictional data

CUSTOMER CARE

Every support ticket, linked to its conversation

Work > Tickets



Every support ticket the agent files, newest first, with the customer, the reason, the category and the channel it came from. Click a ticket to open the conversation behind it.

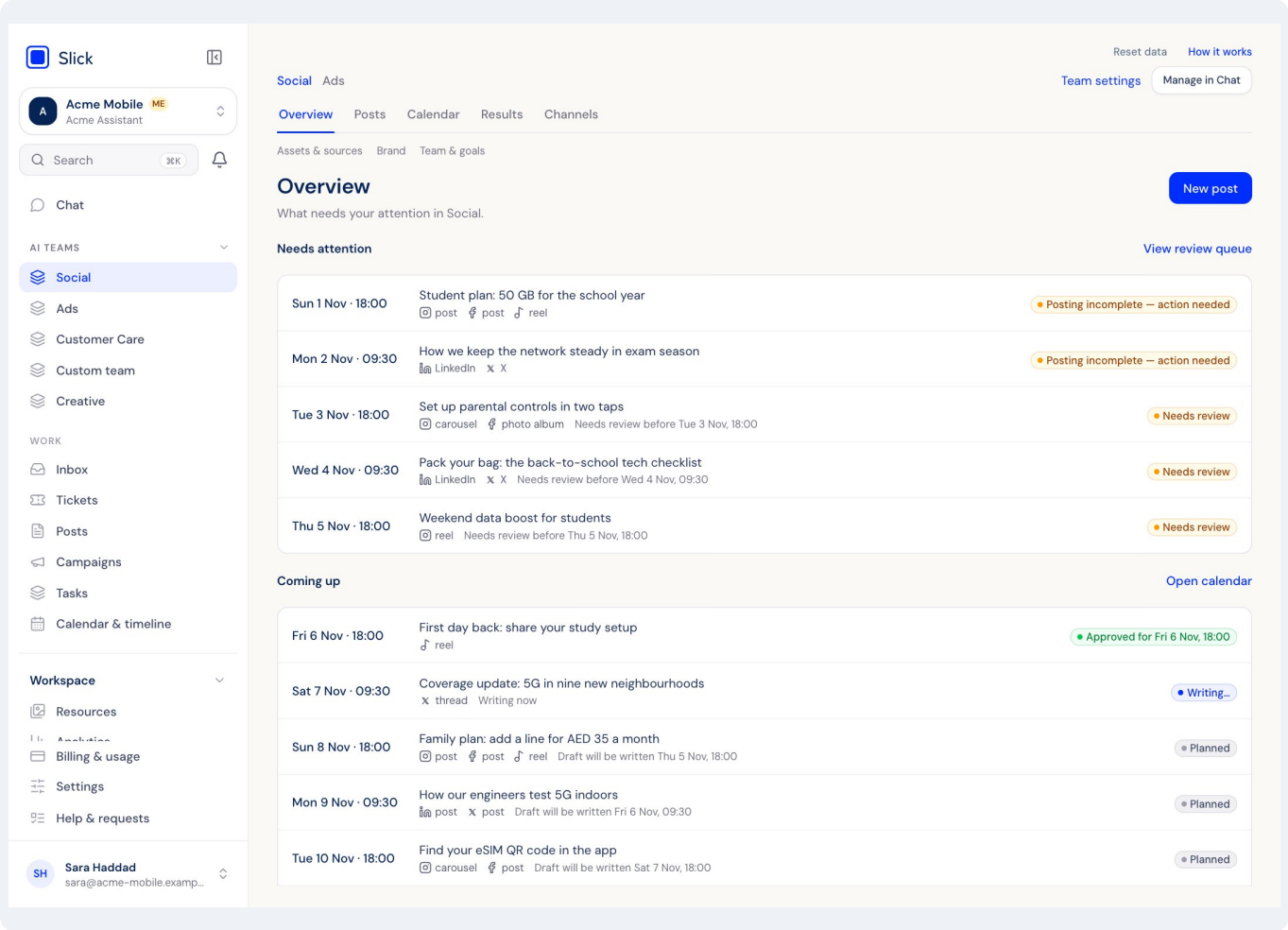
- Each ticket's reason is classified from its subject
- Filter by ticket number, reason, category or platform (WhatsApp, iOS app or Android app)
- The customer's phone number, plus their name when your app provides it

Illustrative screen · fictional data

SOCIAL

See what needs doing next

AI Teams > Social



The Social overview puts the next step first: drafts waiting for review, suggested posts to plan, and approved posts ready for publishing. Open the shared Posts or Calendar views to continue the work.

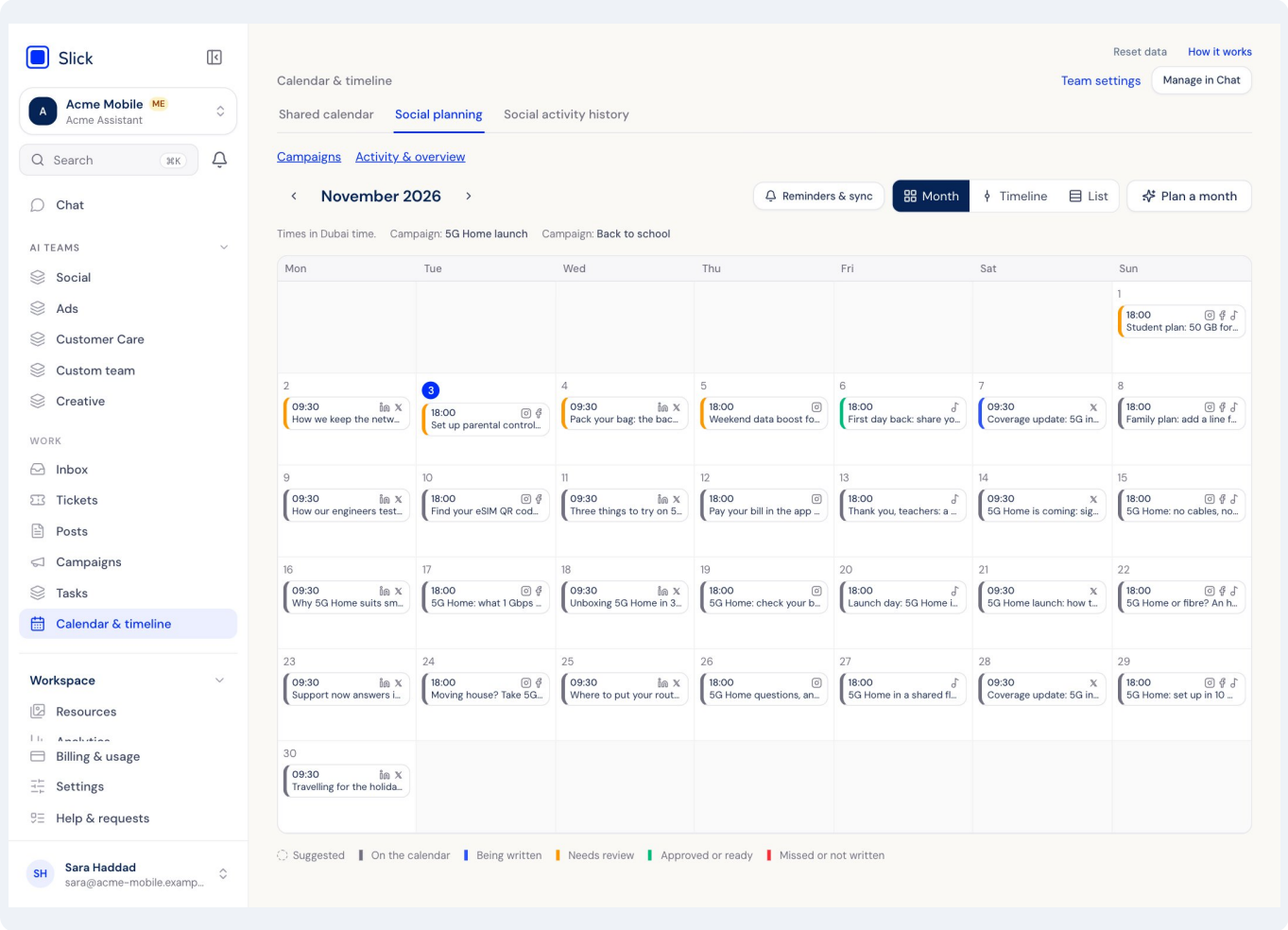
- See review deadlines and the next scheduled work
- Review suggestions before adding them to the plan
- Follow recent approvals, revisions and publishing activity

Illustrative screen · fictional data

SOCIAL

A month of posts across five channels

Work > Calendar > Social planning



The calendar shows every planned post by day and time in your brand's timezone, with the channels it goes to and a colour for its status. The campaigns running that month are named above the grid.

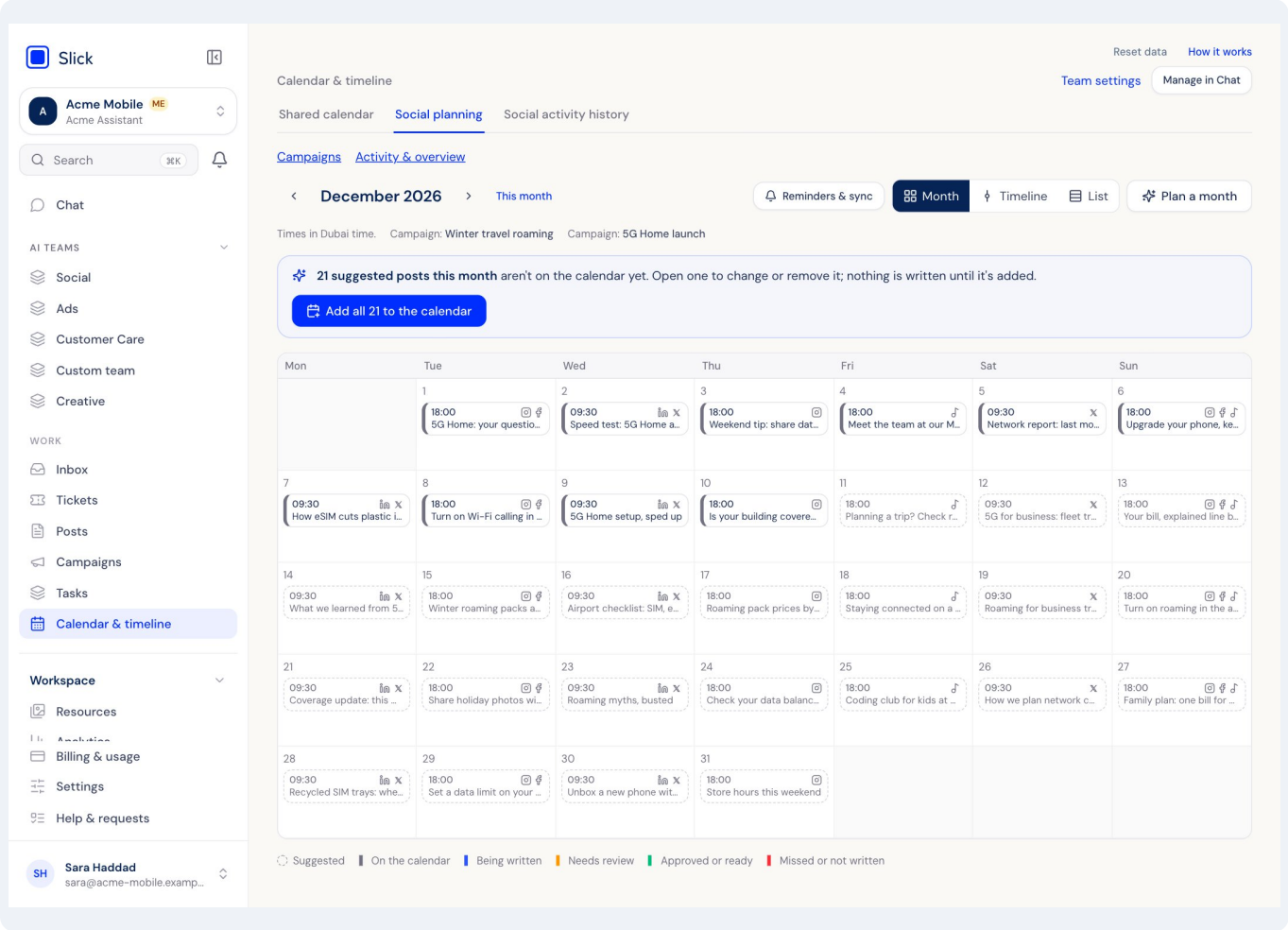
- Instagram, Facebook, LinkedIn, X and TikTok on one calendar; channels posting at the same time share one post
- Status at a glance: needs review, being written, approved or posted, missed
- Campaigns such as "5G Home launch" set the topic mix while they run

Illustrative screen · fictional data

SOCIAL

Suggested posts that you choose to keep

Work > Calendar > Social planning



Ask for a month of suggestions and they appear on the calendar as dashed entries. Each has an idea, a topic, a campaign and a call to action. Nothing gets written until you add a post to the calendar.

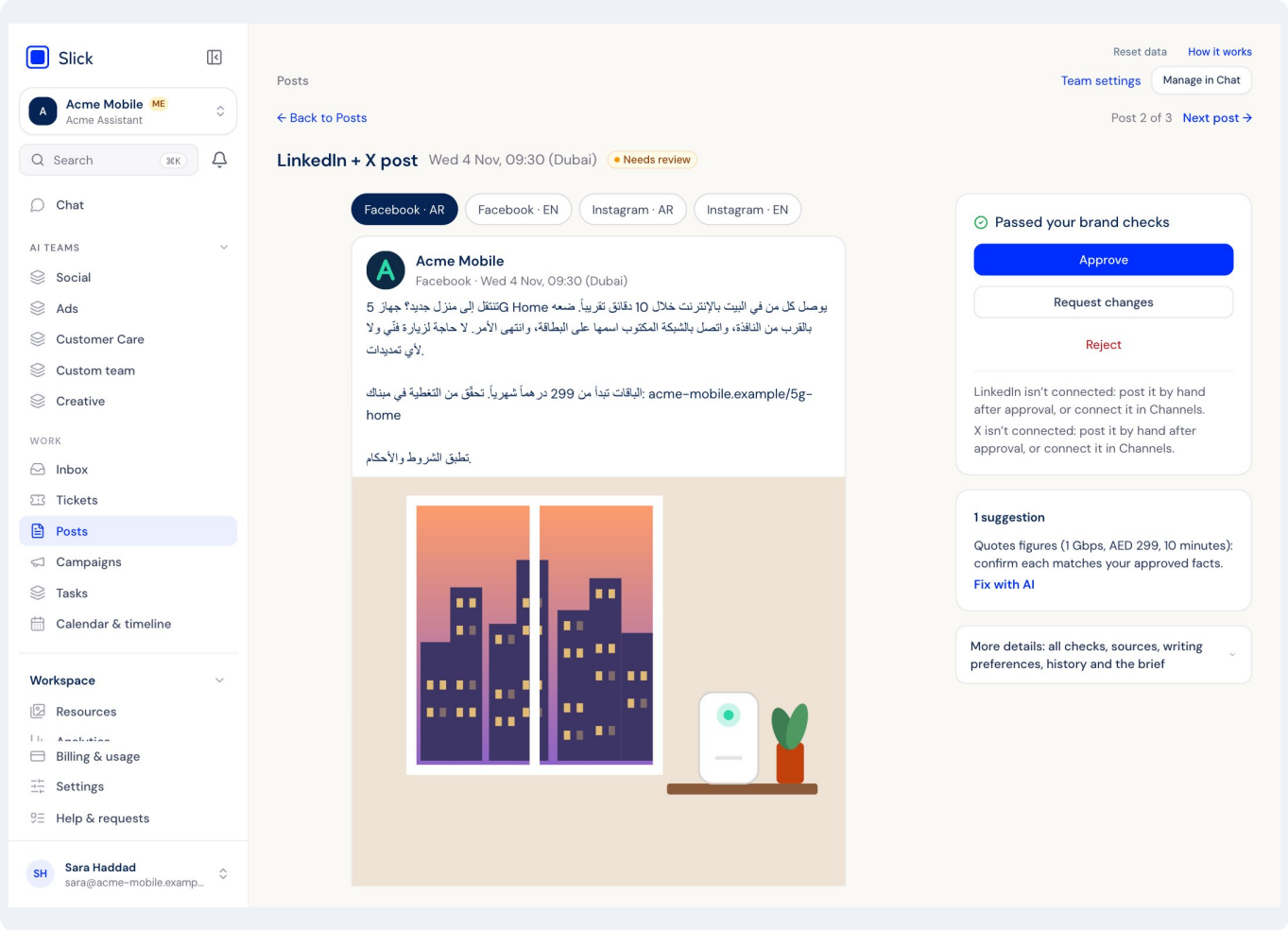
- Suggestions follow your posting rhythm, topics and active campaigns
- Review, change or remove suggestions before adding them
- Draft preparation follows the configured planning workflow

Illustrative screen · fictional data

SOCIAL

Review a draft as it will look

Work > Posts > Post



Each draft shows the post for every channel and language, with carousel slides drawn in your brand's look. A short checklist lists what to check before approving. You can approve the draft, send it back with a note, or reject it.

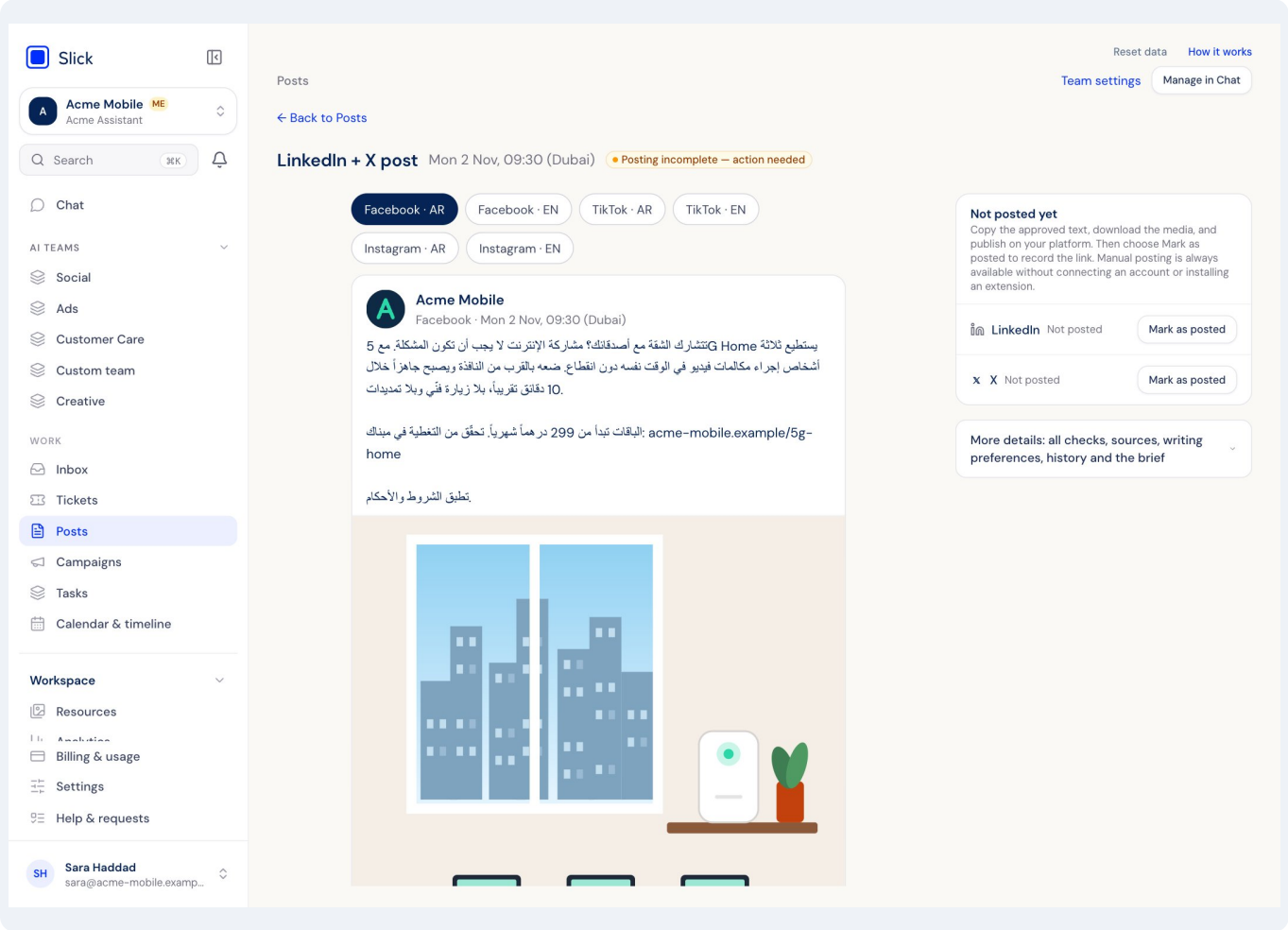
- A preview for each channel and language, here English and Arabic for Instagram and Facebook
- Rule checks and a quality check, with a plain summary and any figures to confirm
- "Request changes" sends your note to the writer, which then writes a new revision

Illustrative screen · fictional data

SOCIAL

Publish approved work and track the result

Work > Posts > Post



After approval, publish through supported connected accounts where automatic publishing is enabled, or post manually and record the link. The posting panel tracks each channel separately, including work that needs attention.

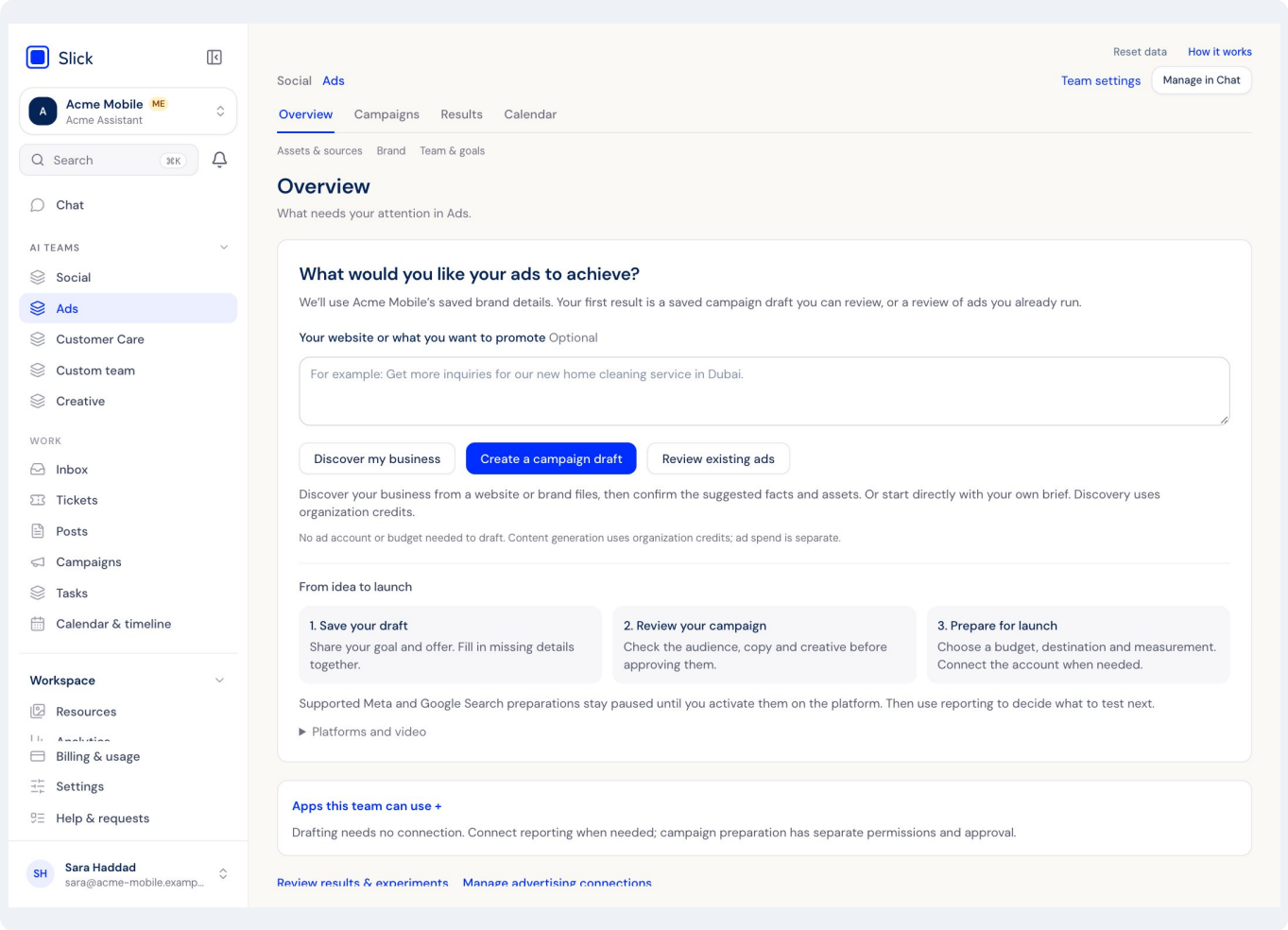
- Keep approval and publishing status distinct
- See per-channel results and any blocked or uncertain outcome
- Manual posting and recording the published link remain available

Illustrative screen · fictional data

ADS & CAMPAIGNS

Give Ads a clear starting point

AI Teams > Ads



The Ads team overview guides you from brand setup and an ad account to a campaign brief and a first result. Continue with the Ads manager in Chat when you need help deciding the next step.

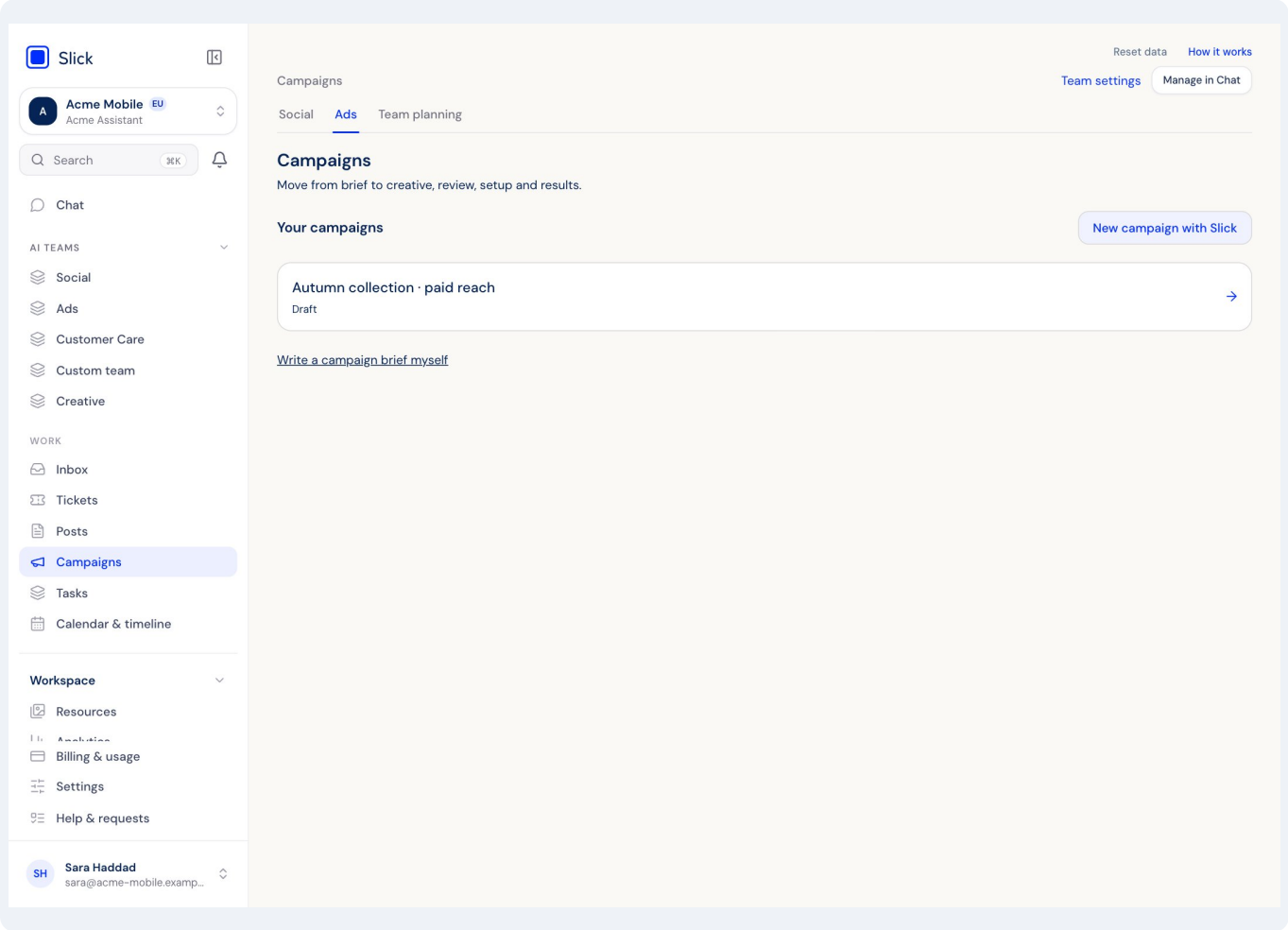
- Check readiness before starting campaign work
- Open ad campaigns and their results from the team
- Keep brand and account context through setup

Illustrative screen · fictional data

ADS & CAMPAIGNS

Plan and review paid campaigns

Work > Campaigns > Ads



Campaigns groups Social and Ads work in one place. In Ads, develop a brief, inspect the plan, review creative work and resolve blockers before the next supported action.

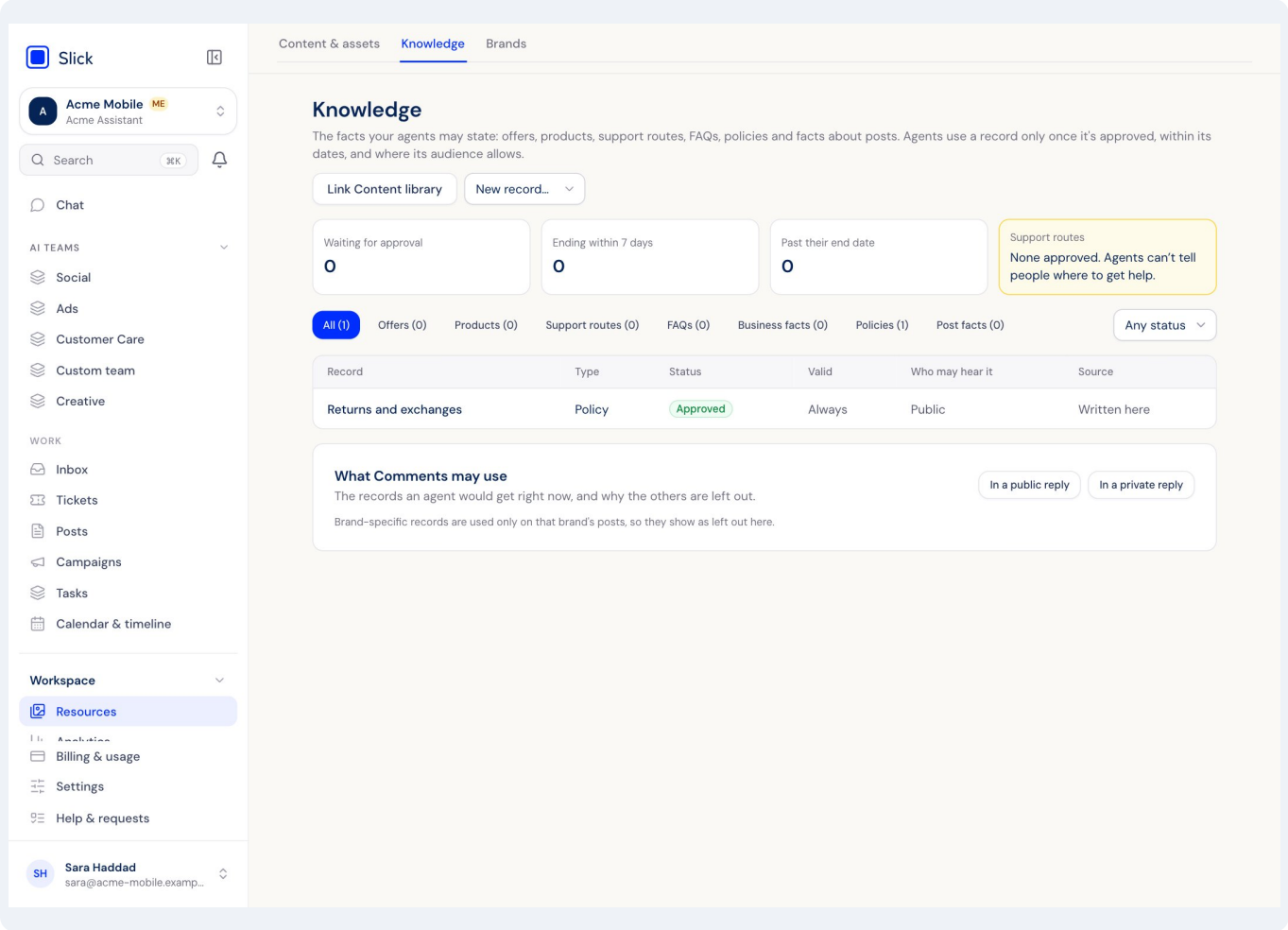
- Keep goals, audience, offer and destination with the plan
- Review plans and creative work before approving them
- Prepared plans do not imply that ads are already live

Illustrative screen · fictional data

RESOURCES

Shared business knowledge

Workspace > Resources > Knowledge



Keep structured business records, policies and facts in Knowledge. Teams can work from maintained information with ownership, approval status and provenance rather than disconnected copies.

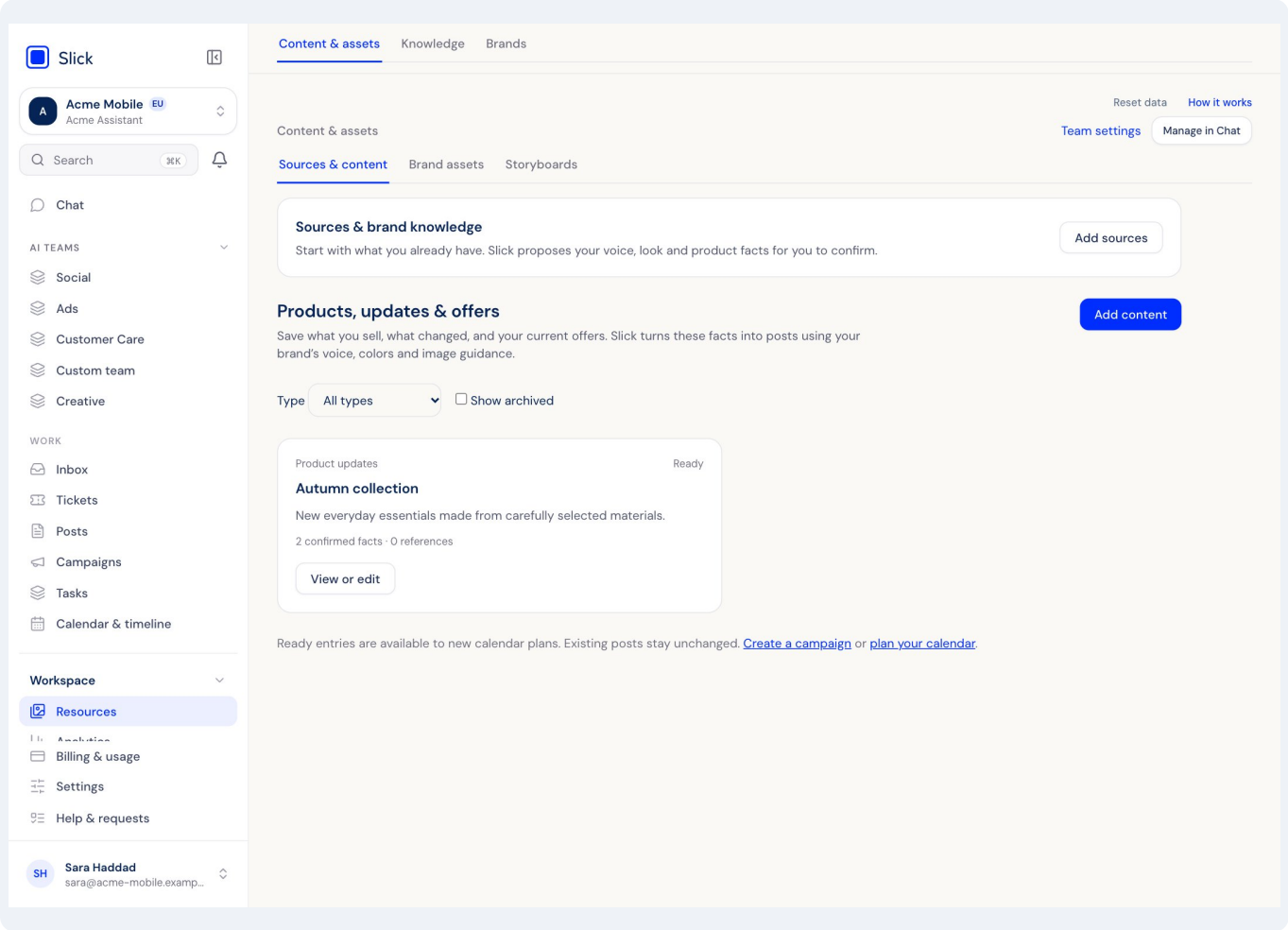
- Review record status, ownership and versions
- Maintain information alongside its sources and validity
- Share business context across team workflows

Illustrative screen · fictional data

RESOURCES

Content and assets that teams can reuse

Workspace > Resources > Content & assets



Content & assets brings sources, content entries, brand assets and storyboards into a shared workspace area. Keep source facts and creative material connected to the brands and campaigns that use them.

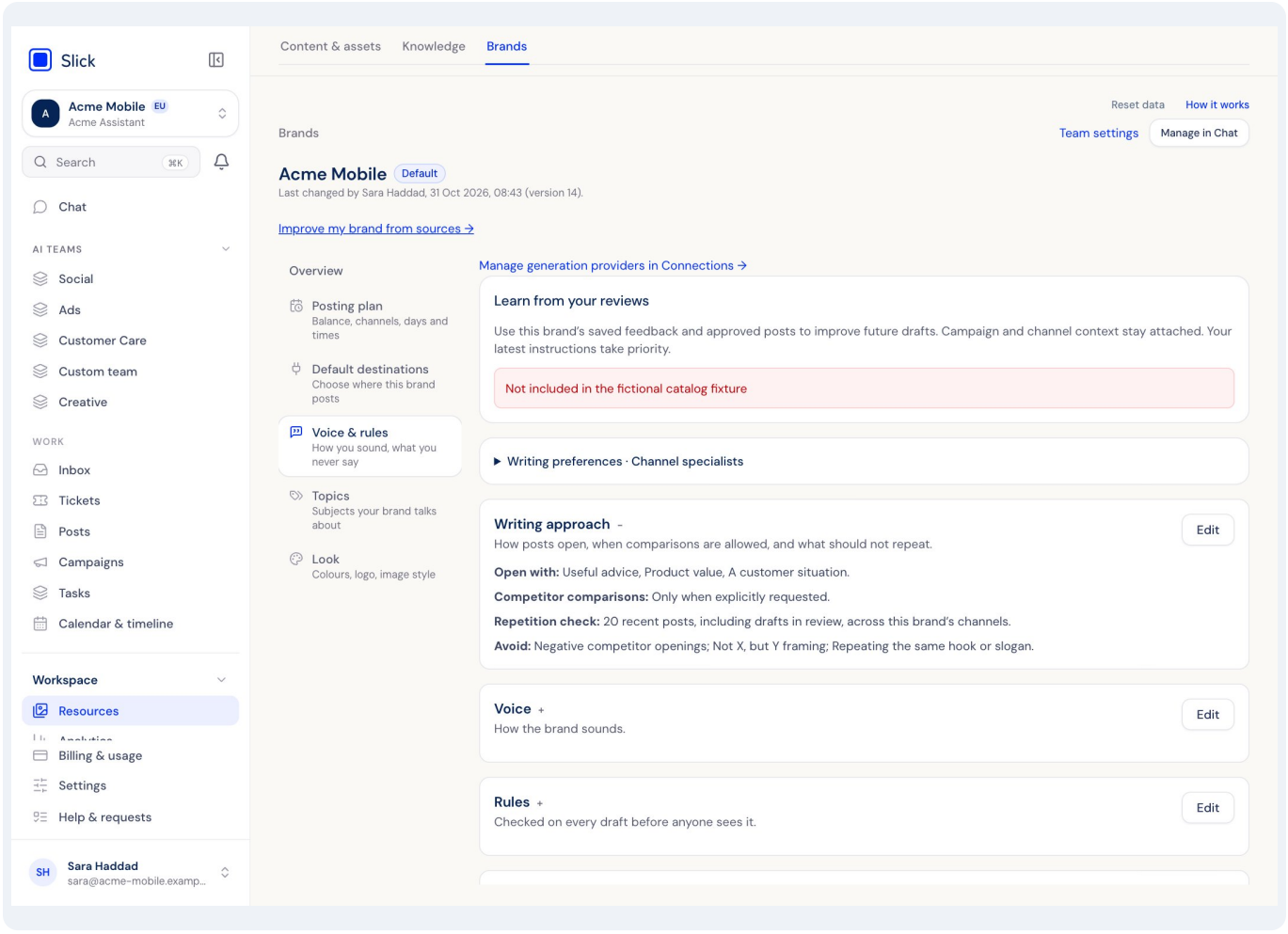
- Maintain product updates, approved facts and source links
- Open Brand assets and Storyboards from the same area
- Reuse material across Social and Ads workflows

Illustrative screen · fictional data

RESOURCES

Your voice and rules, checked on every draft

Workspace > Resources > Brands



Brand settings hold how you sound, what you never say, and the disclaimers each post must carry. Every draft is checked against them before anyone reviews it.

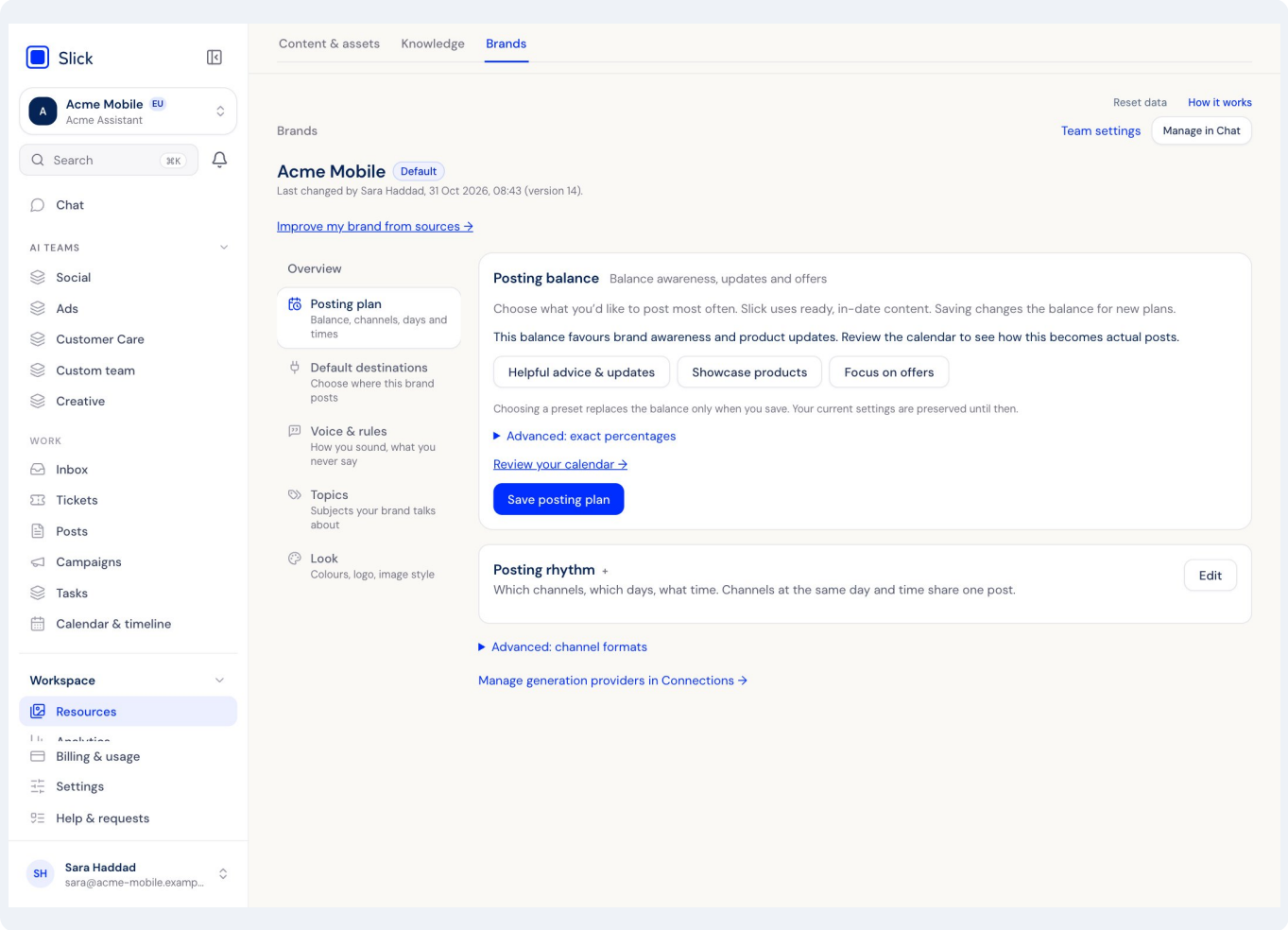
- Define tone, approved facts, dos and don'ts
- Configure banned phrases and required disclaimers
- Use the languages and channels configured for each brand

Illustrative screen · fictional data

RESOURCES

Choose when and where you post

AI Teams > Social > Settings > Posting plan



Choose the channels, posting rhythm and format mix for a brand. Assign connected publishing accounts where supported, with manual posting available when a channel or account requires it.

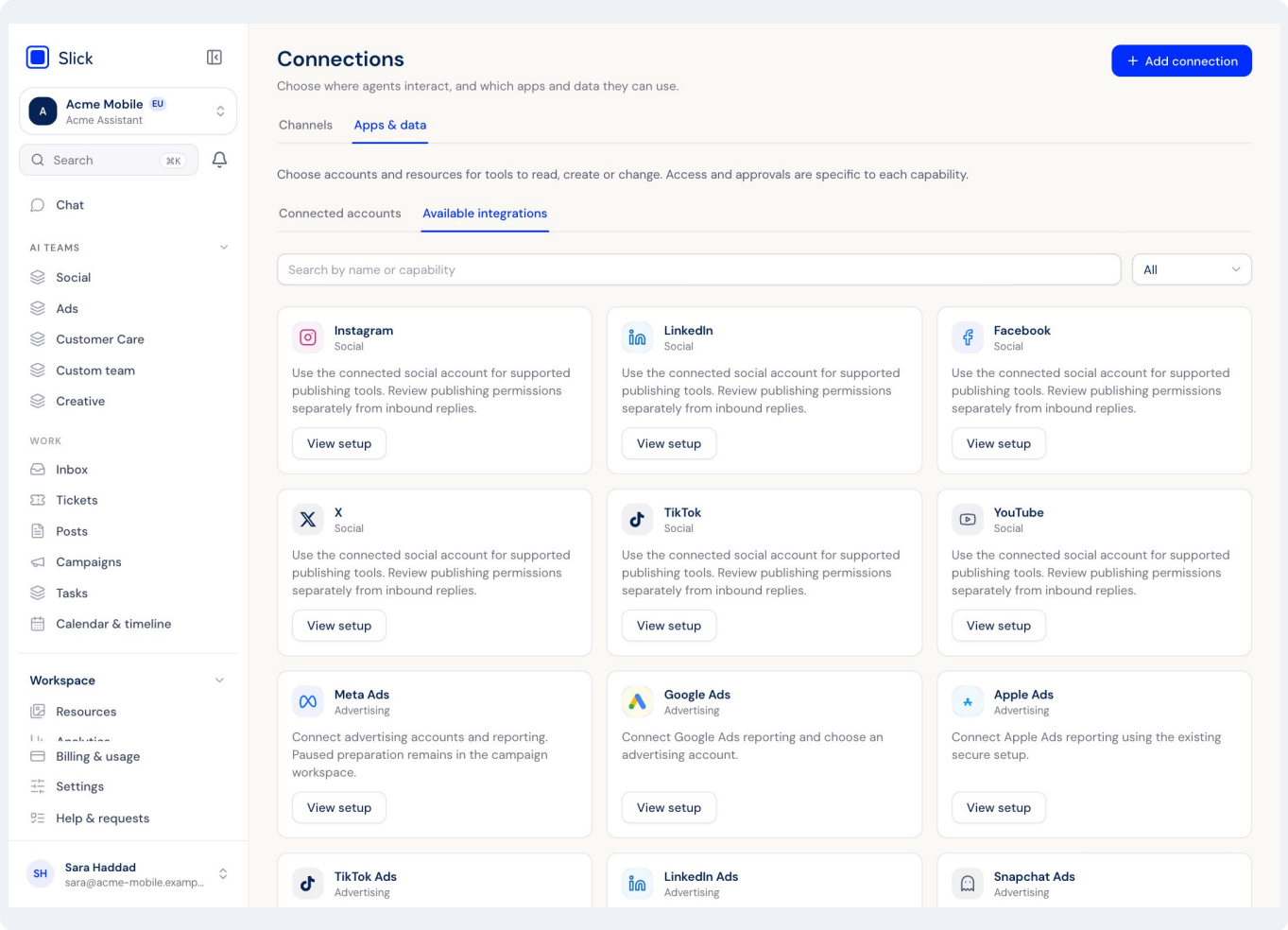
- Set days, times and channel preferences
- Choose the format mix that suits each channel
- Check connected-account readiness before publishing

Illustrative screen · fictional data

CONNECTIONS

Connections shared across the workspace

Workspace > Connections



Connections is the workspace entry point for the services teams use. Separate customer channels, publishing accounts, ad accounts and tools by their purpose, then open the appropriate setup.

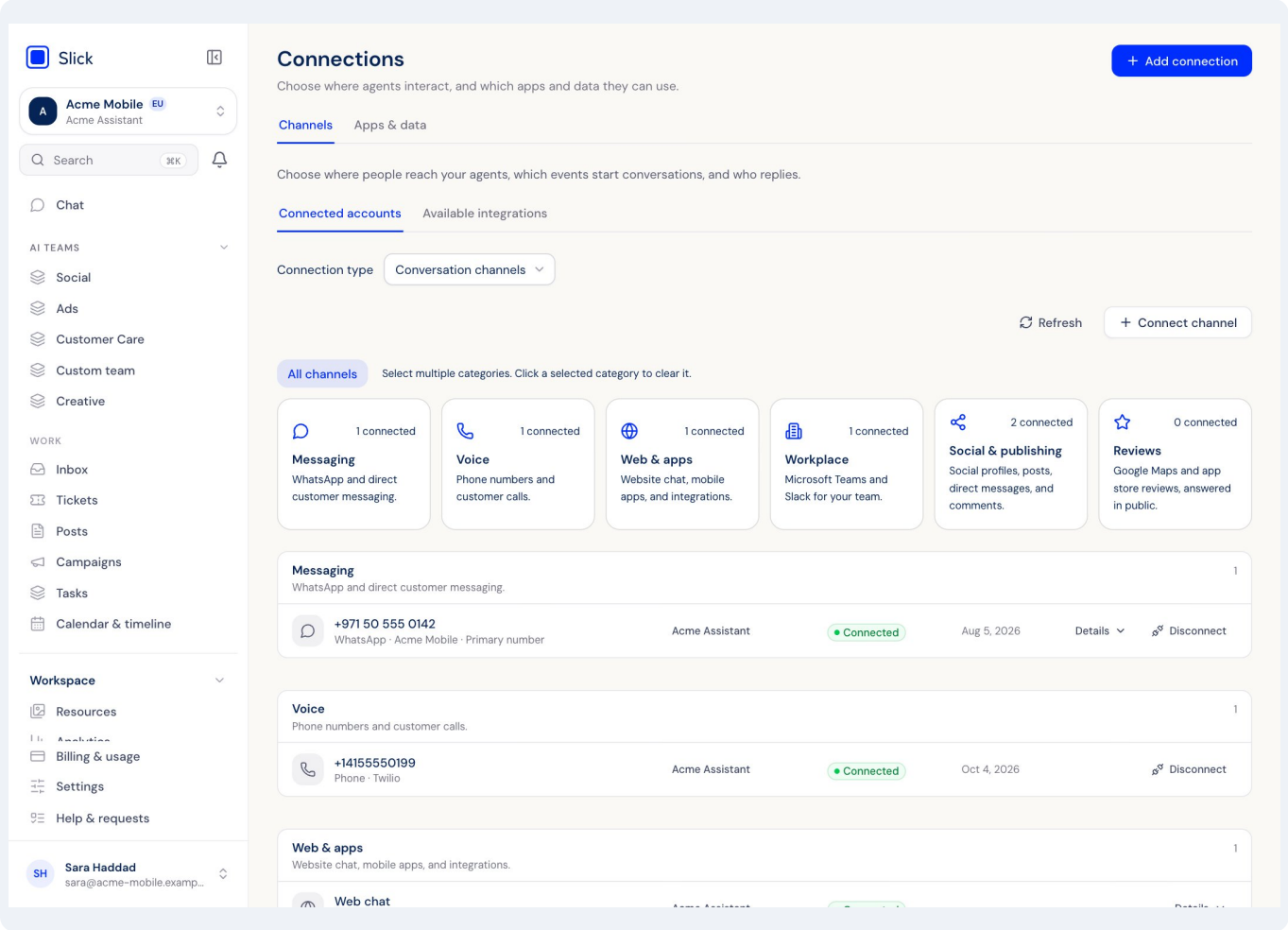
- Find the relevant connection for the task
- Keep connected accounts separate from the work they produce
- Use dedicated setup and permissions for each provider

Illustrative screen · fictional data

CONNECTIONS

Every channel customers use, in one list

Workspace > Connections > Customer channels



The Channels page lists every way customers reach your organization, grouped by type, with the agent that answers each channel and its connection status.

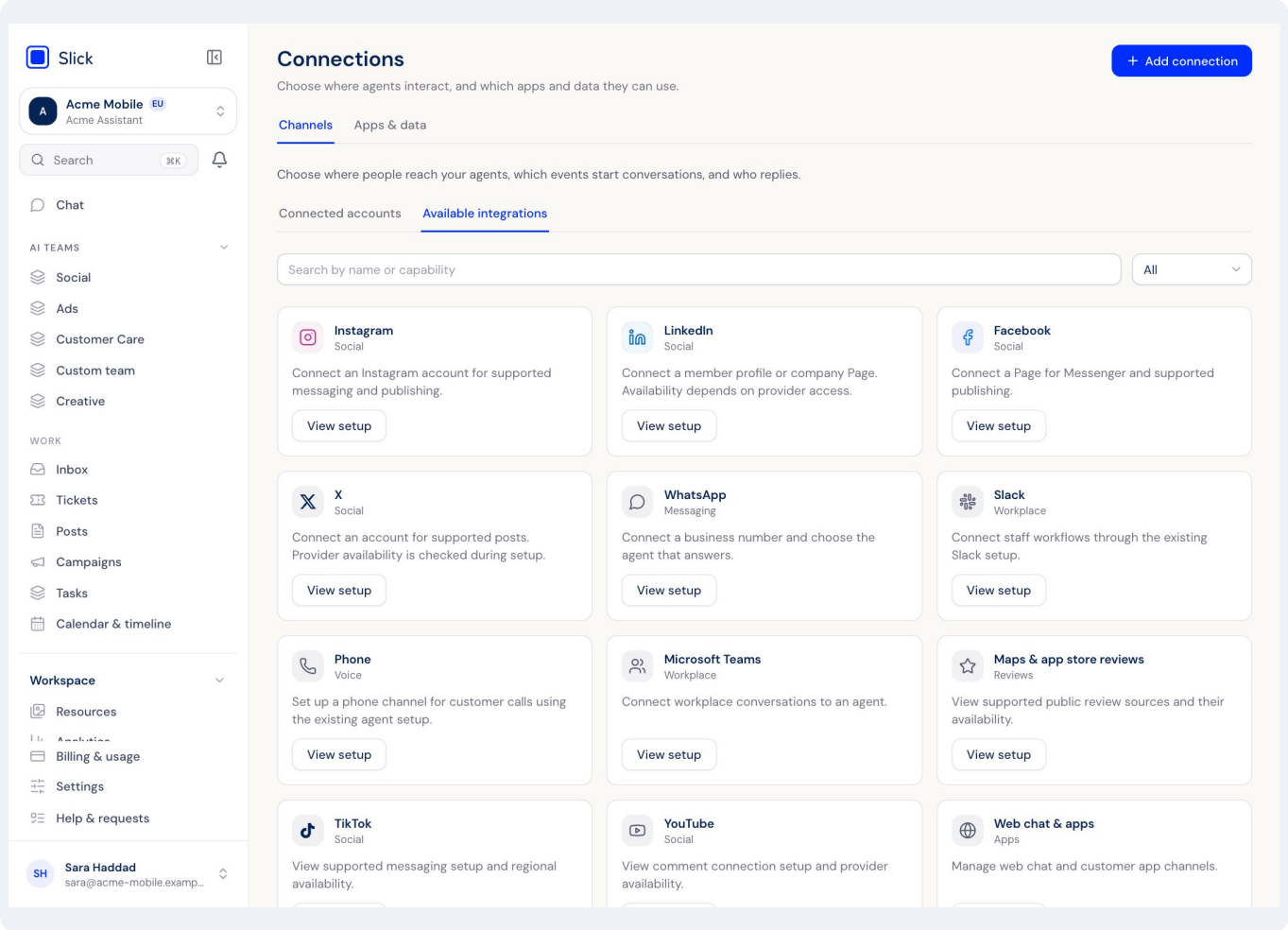
- Messaging, social comments, voice and web chat grouped, with staff channels such as Microsoft Teams kept separate
- Filter by channel type or by agent
- See when each channel was connected, open its details, or disconnect it

Illustrative screen · fictional data

CONNECTIONS

Connect a new channel

Workspace > Connections > Customer channels



Pick a platform, then choose which agent or team answers it. Each platform shows what you can use today, what is plan-only, and what isn't available yet.

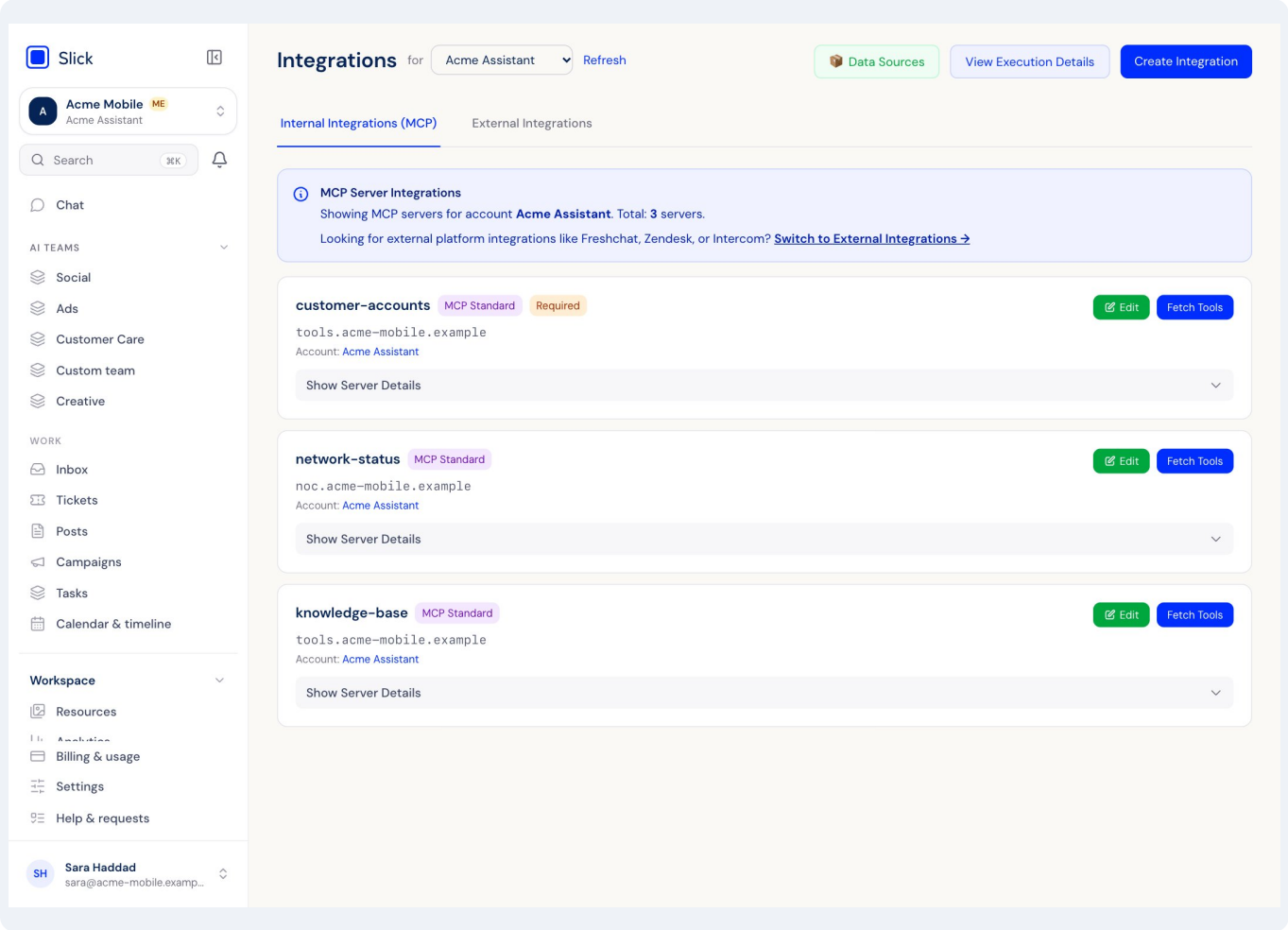
- Connect supported customer channels and assign the responding agent or team
- Provider capabilities and permissions determine the actions available
- Phone and staff-channel availability depends on configuration and setup

Illustrative screen · fictional data

CONNECTIONS

Connect agents to your own systems

Workspace > Connections > Apps & tools



Integrations lists the tool servers (MCP) each agent can call, such as network status, customer accounts and eSIM provisioning, and the tools each server provides.

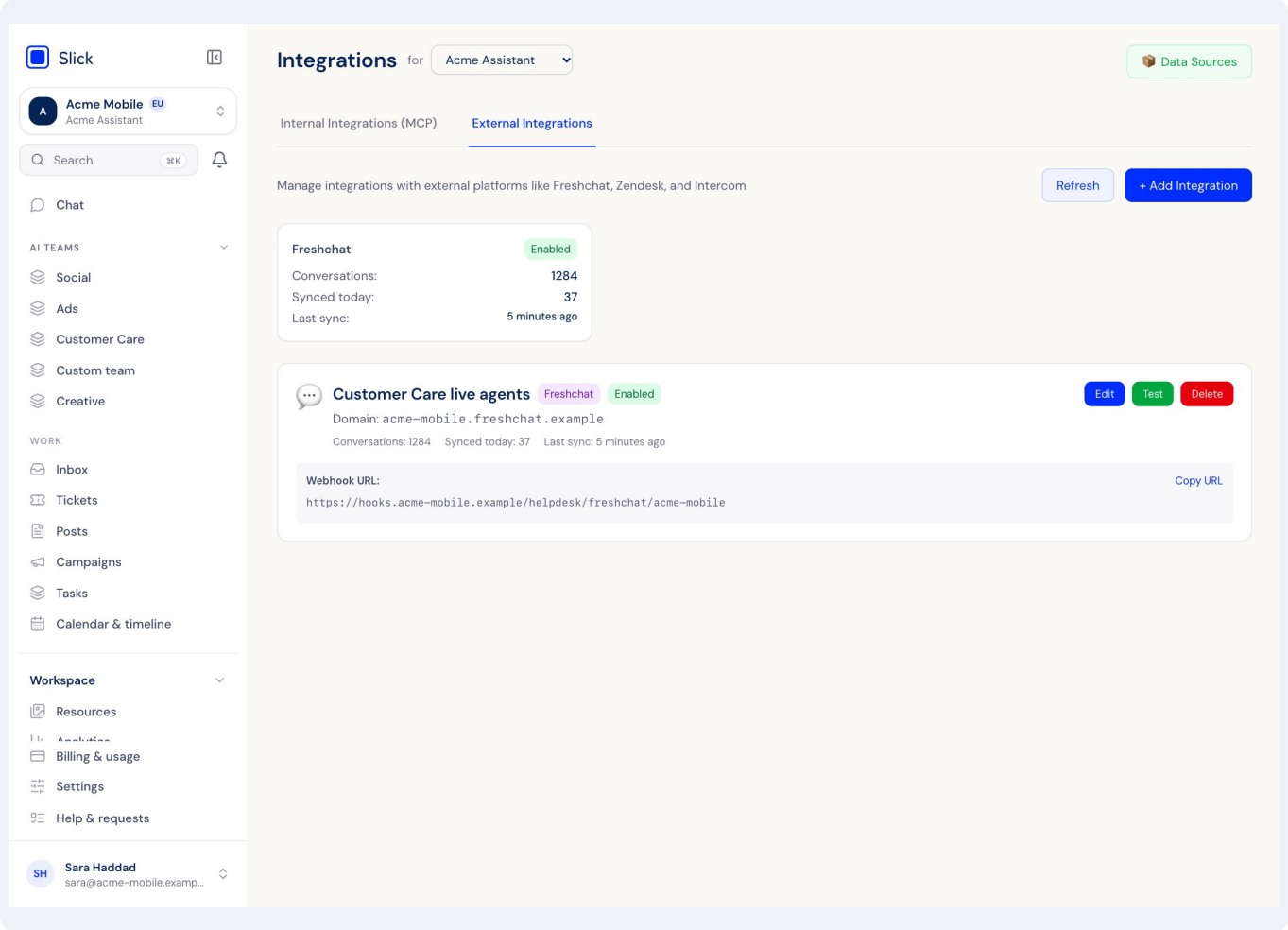
- Pick an agent to see its servers and which ones are required
- Load a server's tools to see what the agent can do, with a description of each tool
- Create or edit integrations, and review how they ran in the execution details

Illustrative screen · fictional data

CONNECTIONS

Connect your helpdesk

Workspace > Connections > Apps & tools



External integrations link an agent to a helpdesk such as Freshchat, so customer messages reach your live agents there and the conversation history stays in sync.

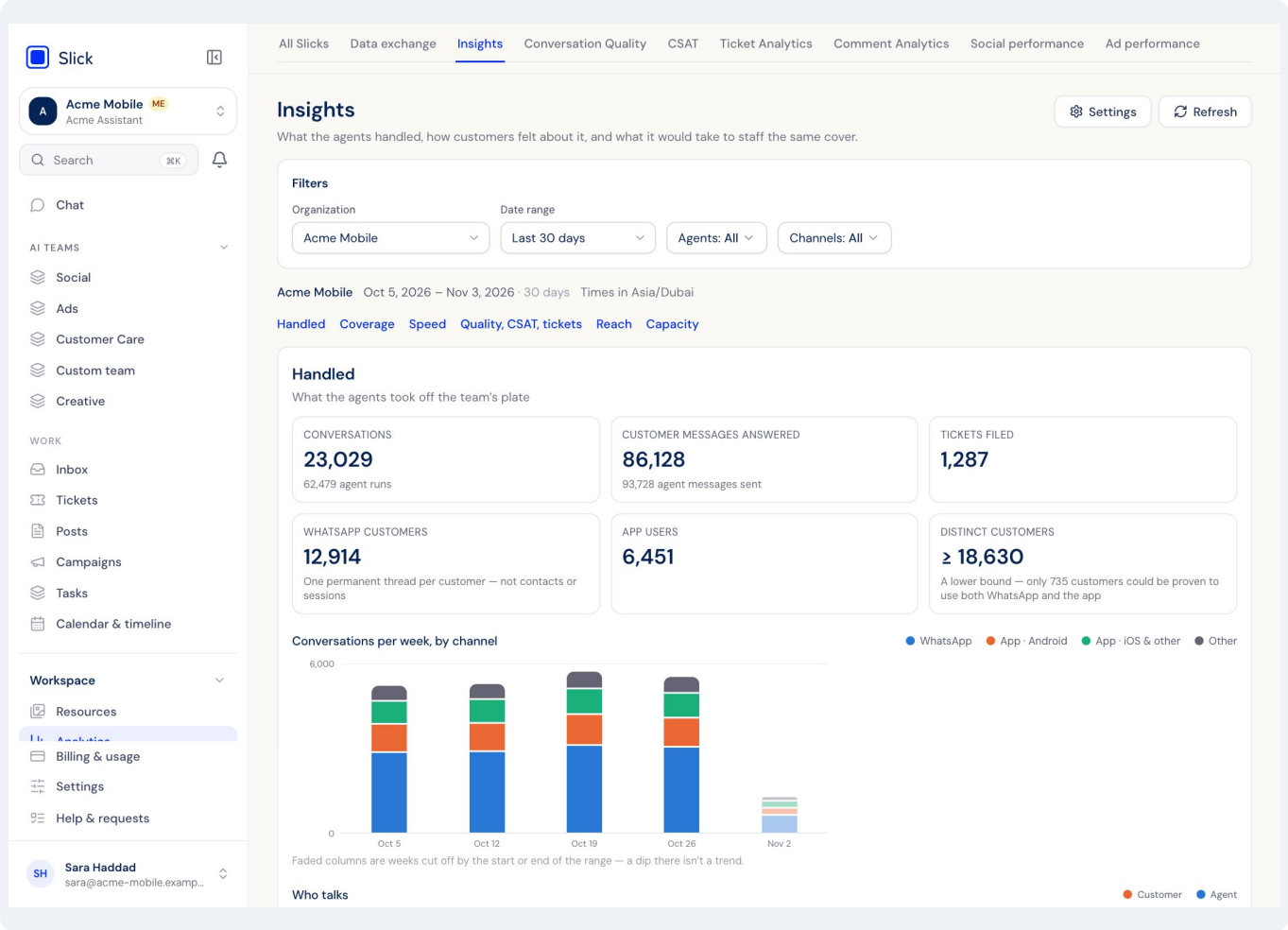
- See how many conversations were synced in total and today, and when the last sync ran
- Test the connection, edit it or remove it
- Copy the webhook URL to paste into your helpdesk

Illustrative screen · fictional data

ANALYTICS

One overview of what your agents handled

Workspace > Analytics > Insights



Insights puts conversation volume, channels and customer counts for any date range on one page. Filter by agent or channel and the sections below follow.

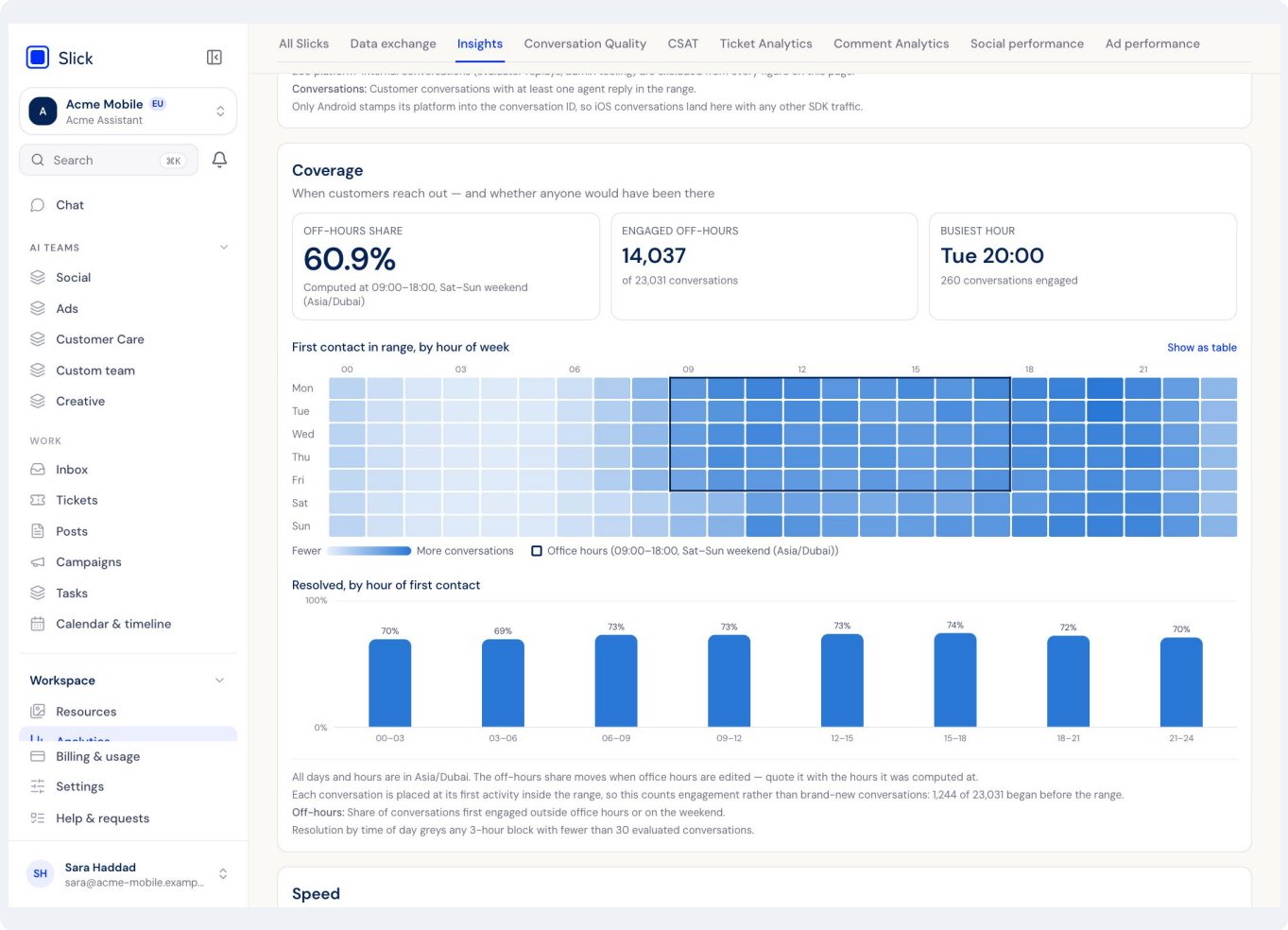
- Conversations, customer messages answered and tickets filed for the period
- Weekly volume stacked by channel: WhatsApp, Android app, iOS app and others
- Pick a preset or custom date range; days and hours follow your organization's timezone

Illustrative screen · fictional data

ANALYTICS

See when customers reach out

Workspace > Analytics > Insights



A heatmap of conversations by hour and day of the week, with your office hours outlined, shows how much demand arrives while your team is off shift. Below it, the resolved rate for each time of day.

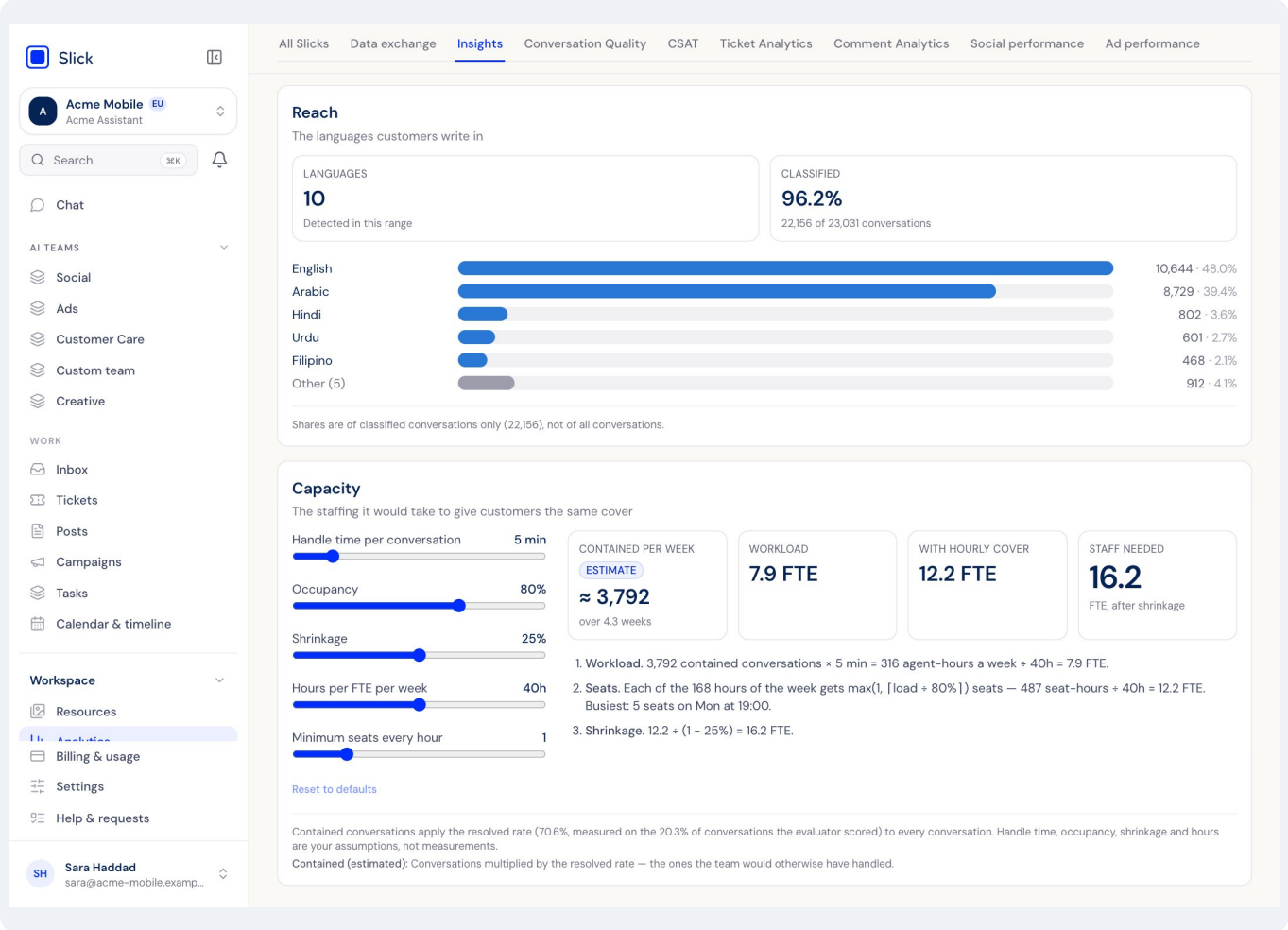
- Off-hours share, measured against your own office hours and weekend
- The busiest hour of the week at a glance
- Resolved rate for each three-hour block of the day

Illustrative screen · fictional data

ANALYTICS

What it would take to staff the same cover

Workspace > Analytics > Insights



Capacity estimates the staffing a human team would need to handle the conversations your agents resolved. Change handle time, occupancy, shrinkage, weekly hours or minimum cover and the estimate updates, with each step of the calculation shown.

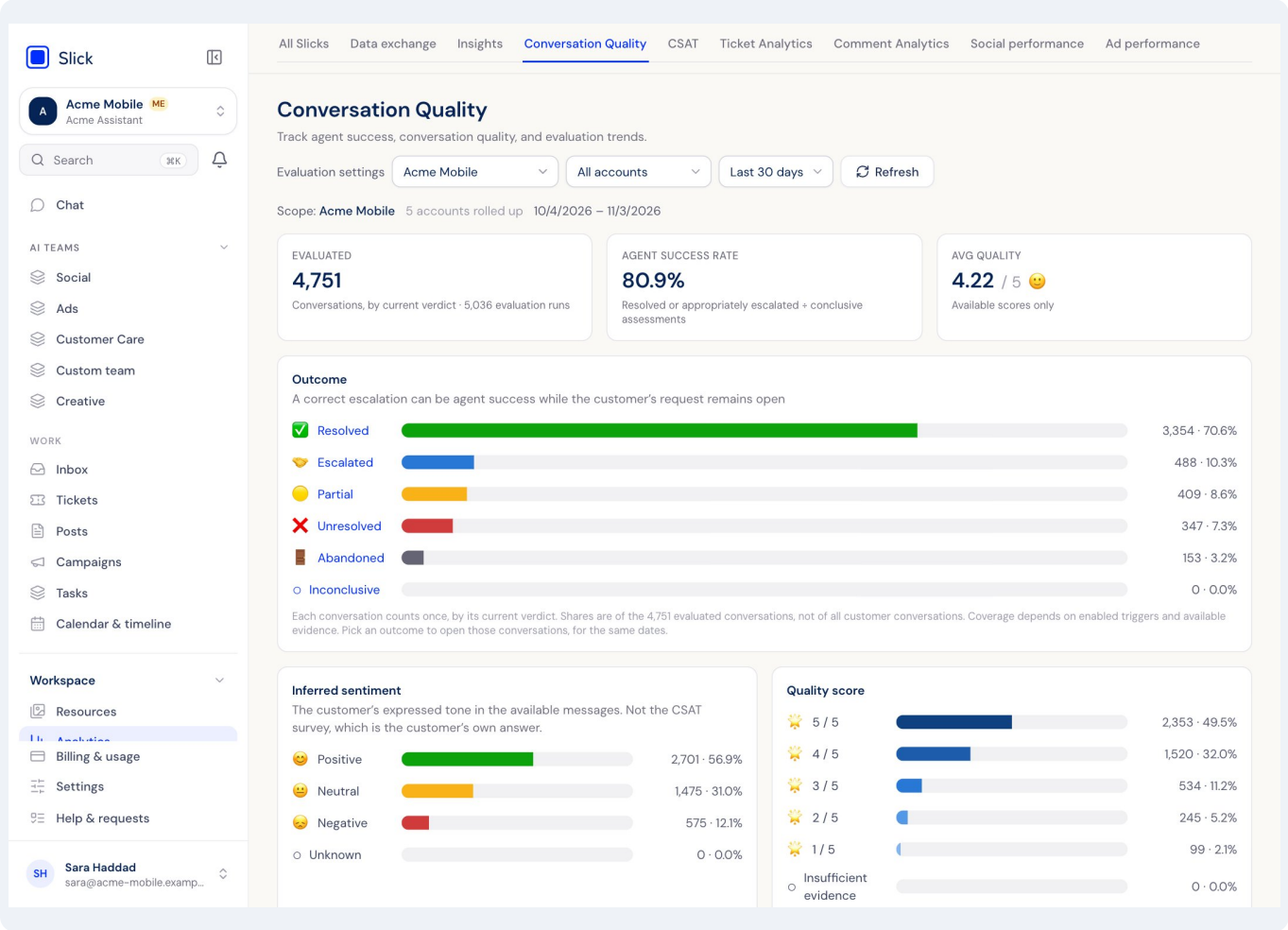
- Estimated conversations contained per week
- Workload, hourly-cover and final FTE figures
- The working behind every number, spelled out

Illustrative screen · fictional data

ANALYTICS

Every evaluated conversation, scored

Workspace > Analytics > Conversation Quality



Conversations are evaluated automatically for their outcome, how the customer seemed to feel and a 1-5 quality score. Success rate counts both resolved conversations and correct hand-offs to your team.

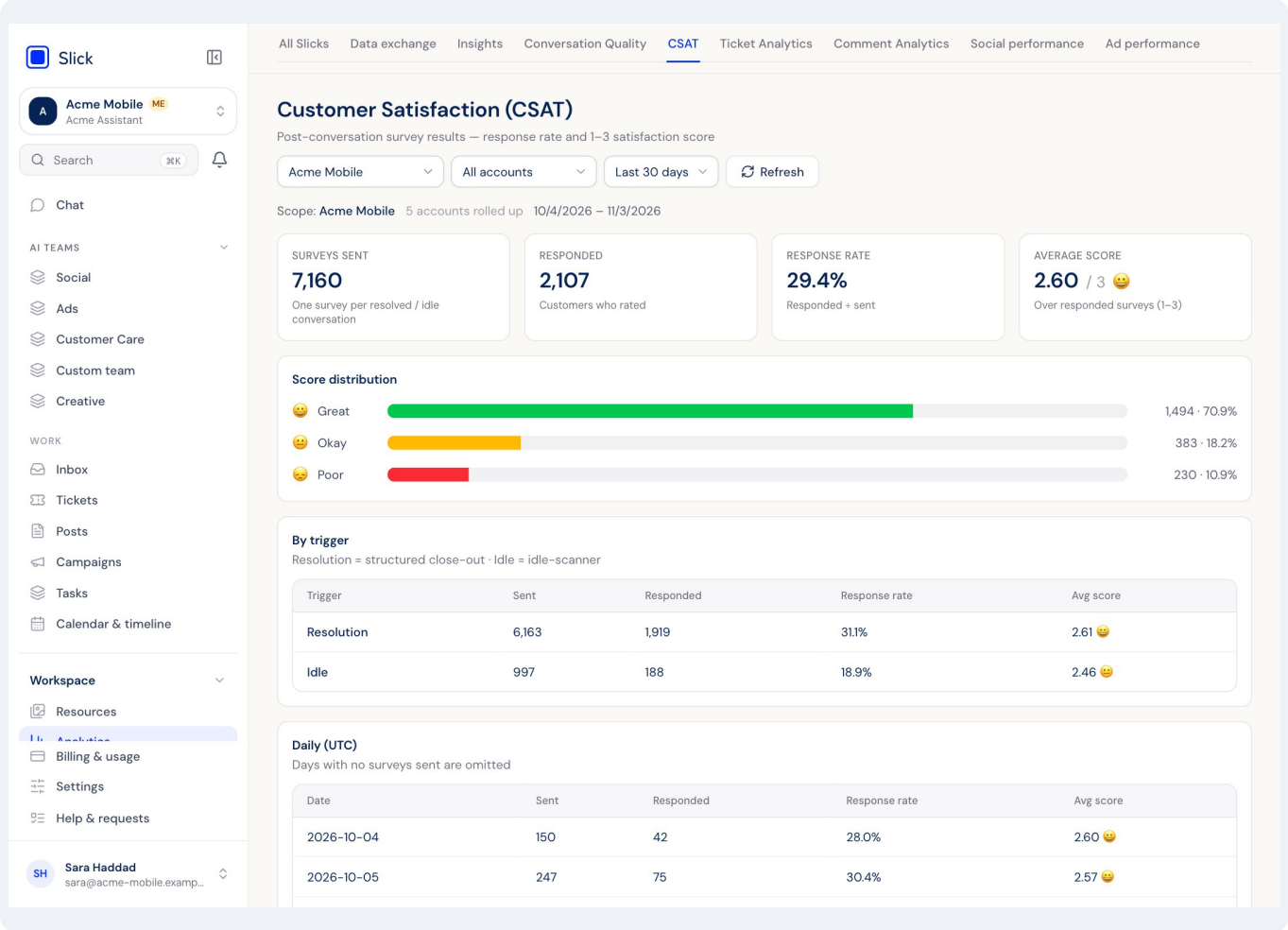
- Outcomes split into resolved, escalated, partial, unresolved and abandoned
- Pick an outcome to open those conversations for the same dates
- Look across all agents or narrow to one

Illustrative screen · fictional data

ANALYTICS

What customers said when asked

Workspace > Analytics > CSAT



When a conversation wraps up, the customer is asked to rate it Great, Okay or Poor. The CSAT page shows how many surveys went out, how many were answered and how the answers split.

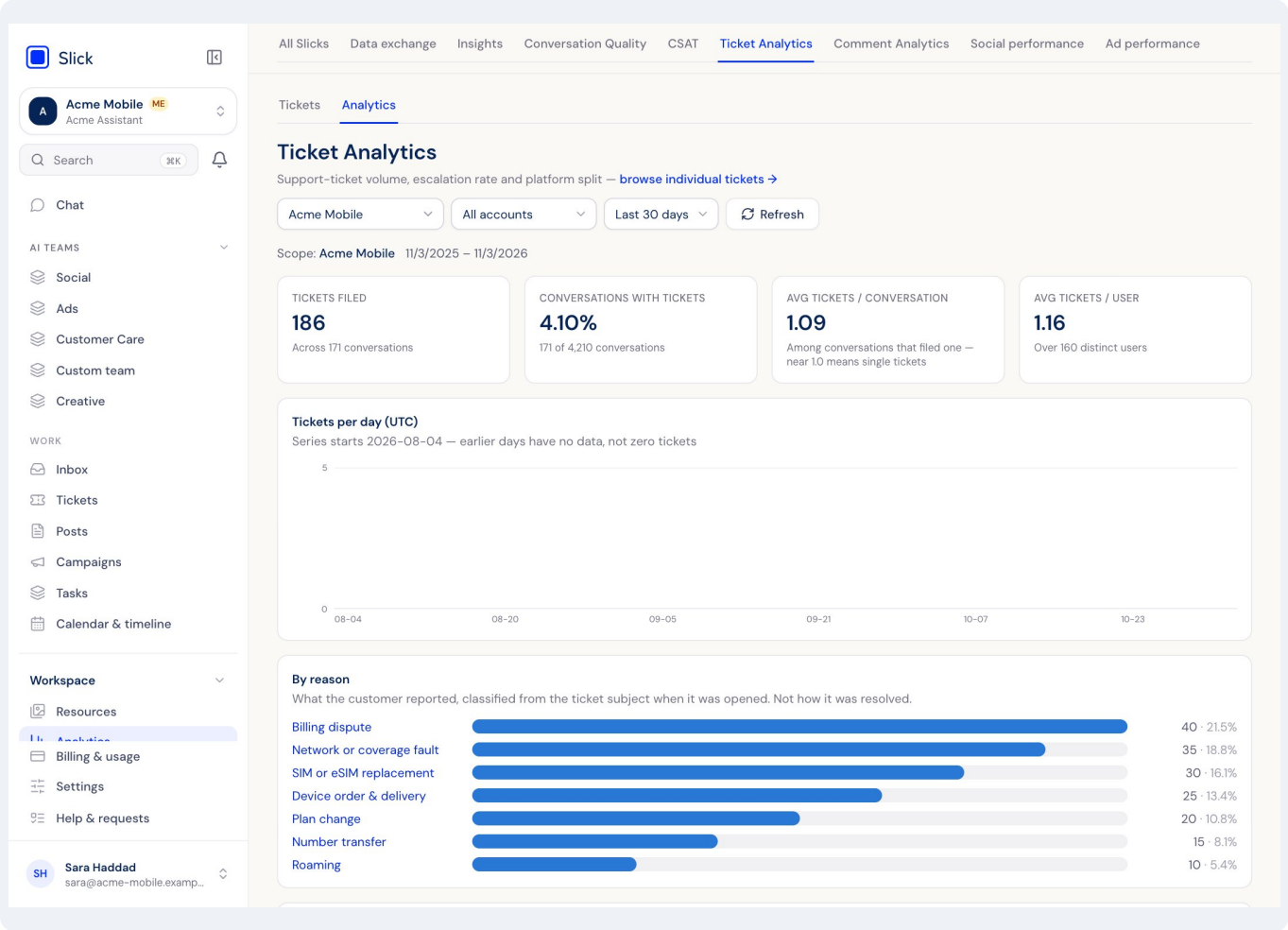
- Surveys sent, responses, response rate and average score out of 3
- Distribution across Great, Okay and Poor
- Results by survey trigger and by day

Illustrative screen · fictional data

ANALYTICS

From channel to reason, in one picture

Workspace > Analytics > Ticket Analytics



One diagram follows tickets from the channel they came in on, through ticket type, to the reason. The thicker the band, the more tickets.

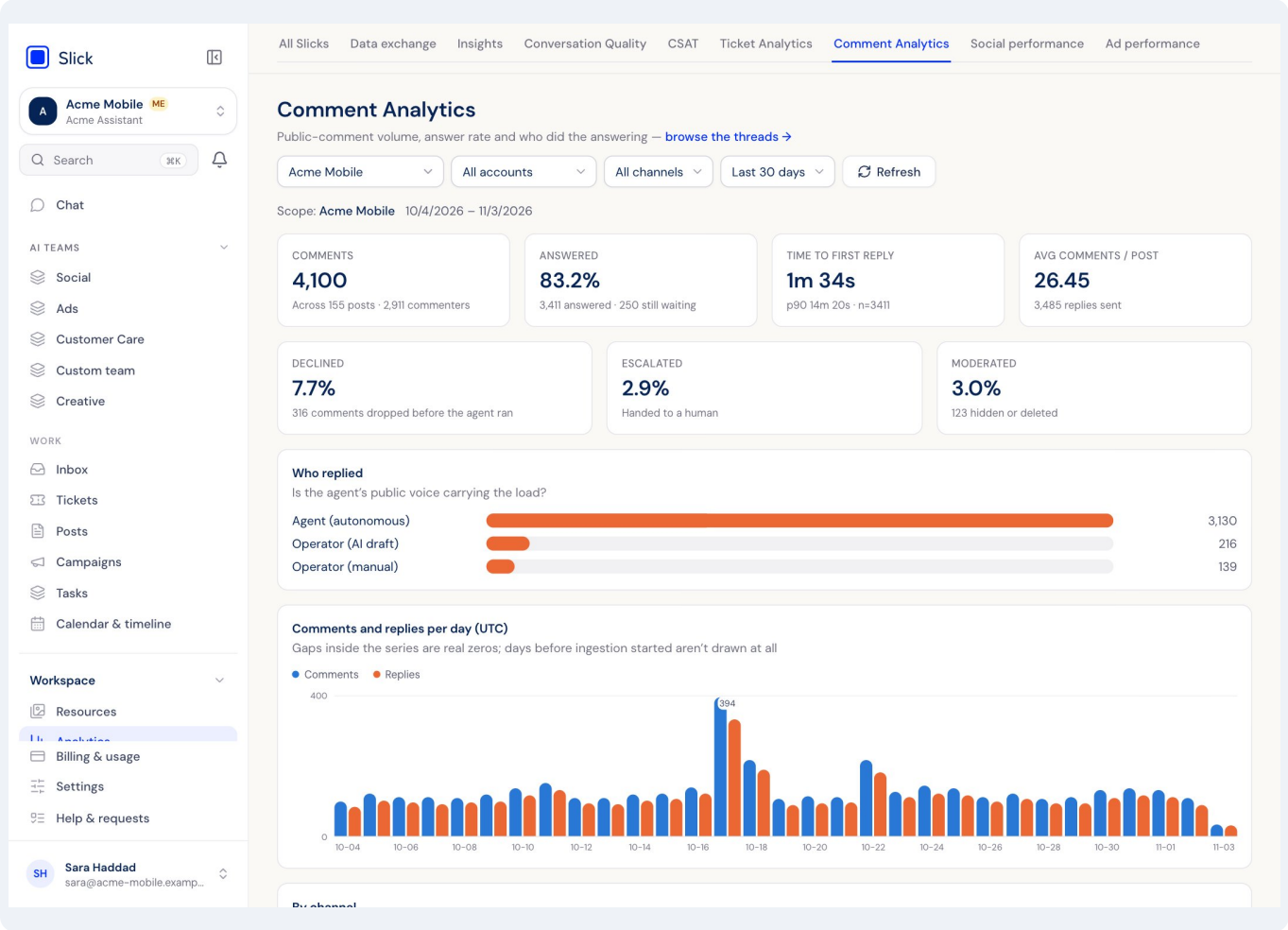
- Counts and shares on every channel, type and reason
- Unclassified and off-list reasons greyed so real reasons read first
- Switch to a table view in one click

Illustrative screen · fictional data

ANALYTICS

Sentiment and intent in your comments

Workspace > Analytics > Comment Analytics



Incoming comments are scored for sentiment and intent, so you can see the mood on your pages and what people are asking for. Abusive comments are counted on their own and flagged for moderation.

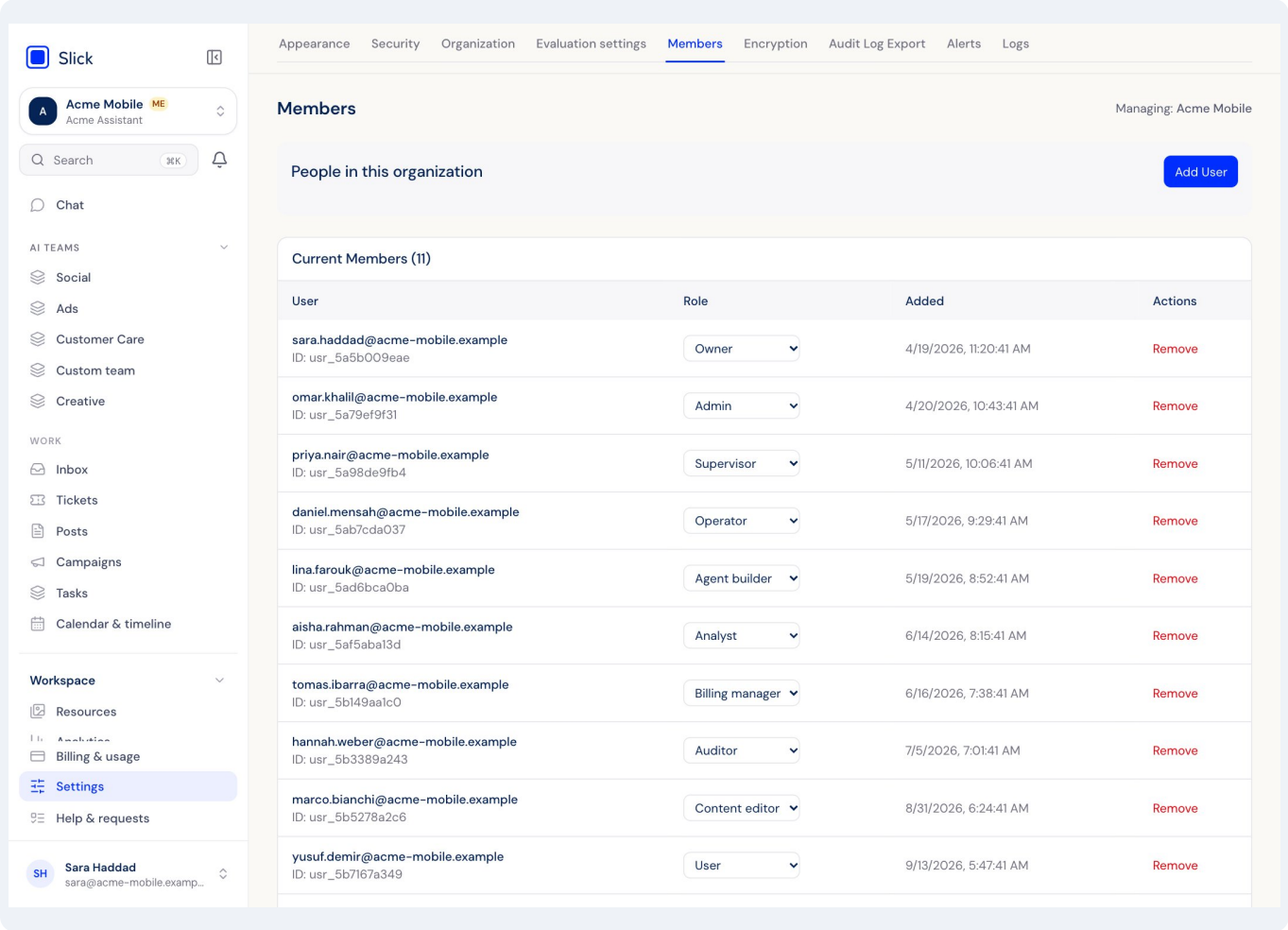
- Positive, neutral, negative and abusive split
- Intent: questions, praise, complaints, leads and spam
- Answer rate and median first reply for each channel

Illustrative screen · fictional data

ADMINISTRATION & BILLING

Give each person the role that fits their job

Settings > Members



See everyone in your organization and the role they hold, change a role straight from the list, and follow invitations until they are accepted. Eleven roles cover the jobs in a support operation, from Owner and Admin to Operator, Analyst, Billing manager and Auditor.

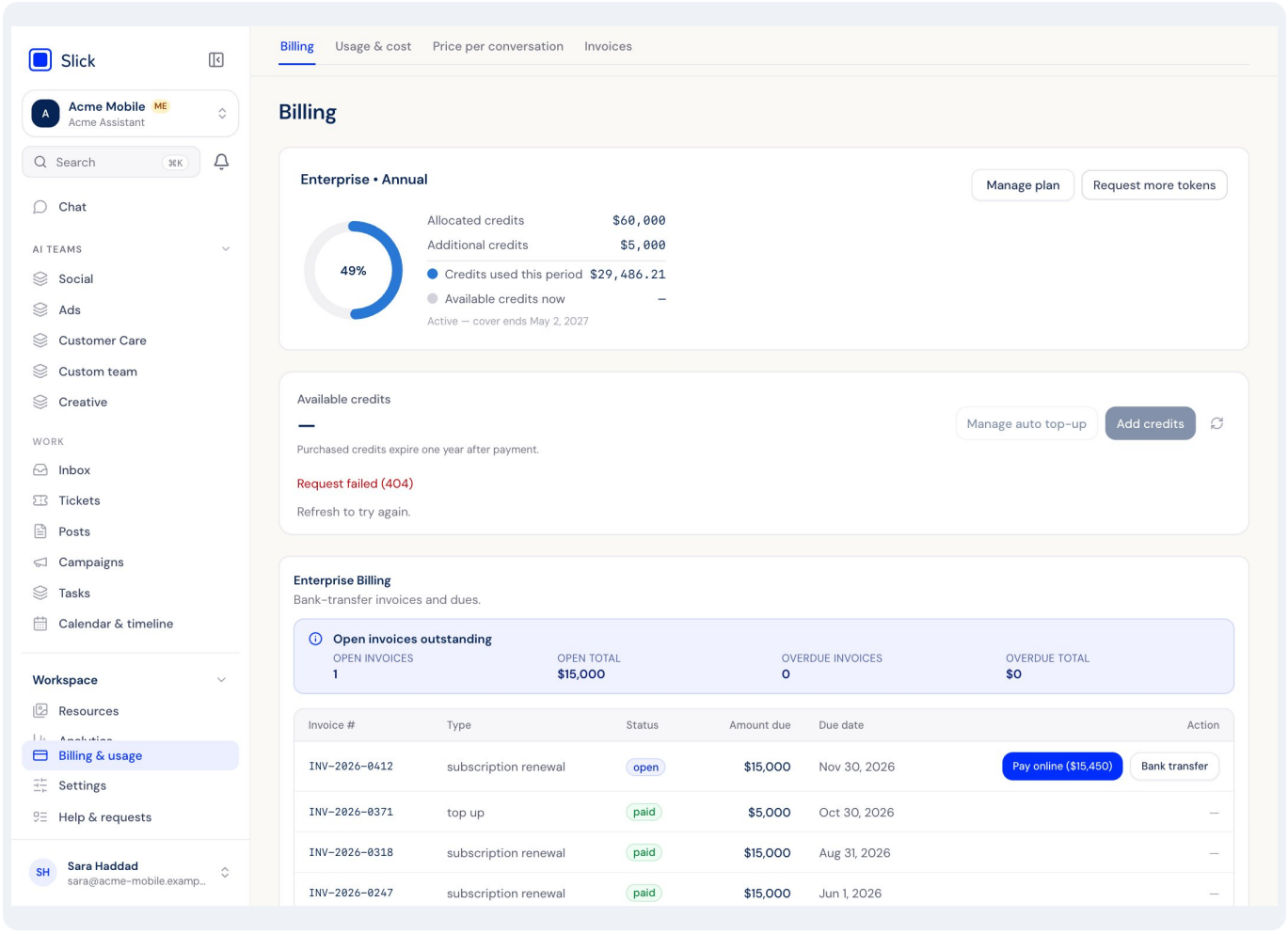
- Eleven organization roles, each described on the page
- Change a member's role or remove them in place
- Resend or revoke pending invitations

Illustrative screen · fictional data

ADMINISTRATION & BILLING

Your plan, token balance and invoices in one place

Billing & usage > Billing



See how much of your Slick Token allocation you have used and when your plan term ends. Organizations that pay by invoice see each bank-transfer invoice with its status and due date, and can pay it by bank transfer or online.

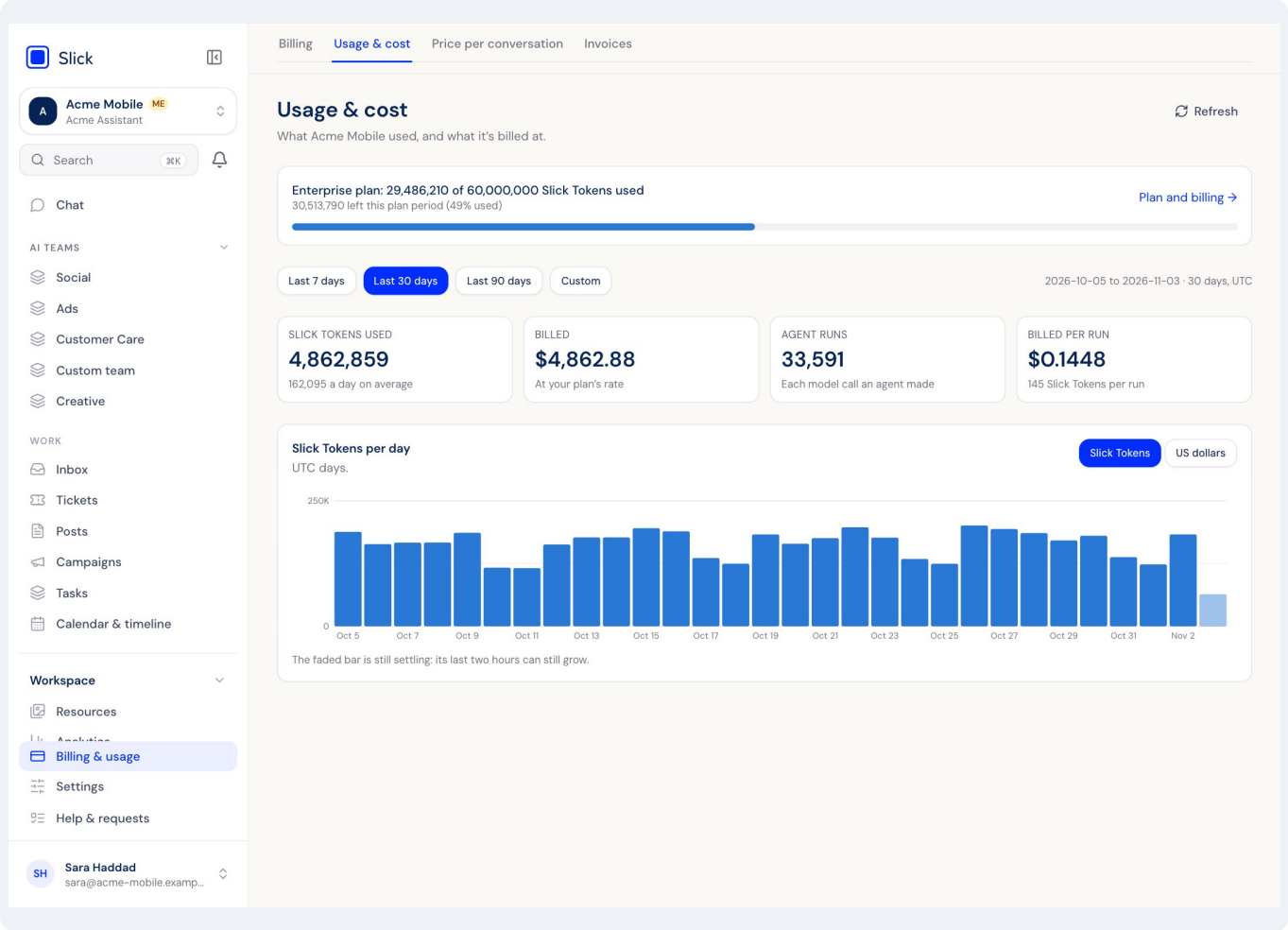
- Allocated, used and available tokens, with the date cover ends
- Open and paid invoices, with open and overdue totals
- Pay by bank transfer or online, or request more tokens

Illustrative screen · fictional data

ADMINISTRATION & BILLING

Daily usage, and what it is billed at

Billing & usage > Usage & cost



Track the Slick Tokens your agents use each day against your plan, and switch the chart to US dollars. Look at the last 7, 30 or 90 days, or pick your own dates.

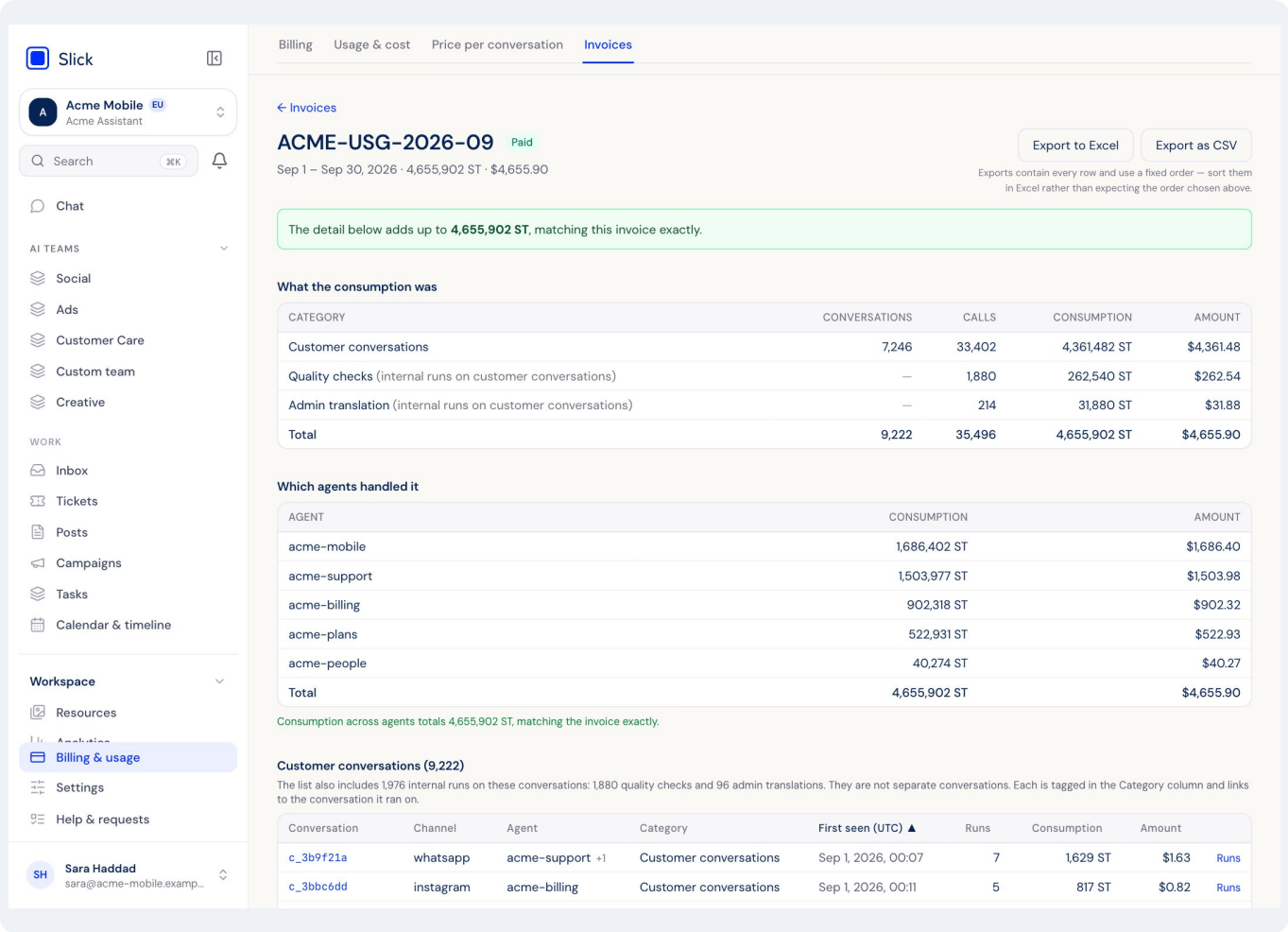
- Plan progress: tokens used and left this term
- Totals for tokens, amount billed, agent runs and cost per run
- Daily chart in tokens or dollars; today's bar is marked while it settles

Illustrative screen · fictional data

ADMINISTRATION & BILLING

Every charge traced to the conversations behind it

Billing & usage > Invoices > Invoice



Open an invoice to see what the consumption was, which agents used it and each conversation that contributed. The page checks that the detail adds up to the invoice exactly, and you can export the whole breakdown.

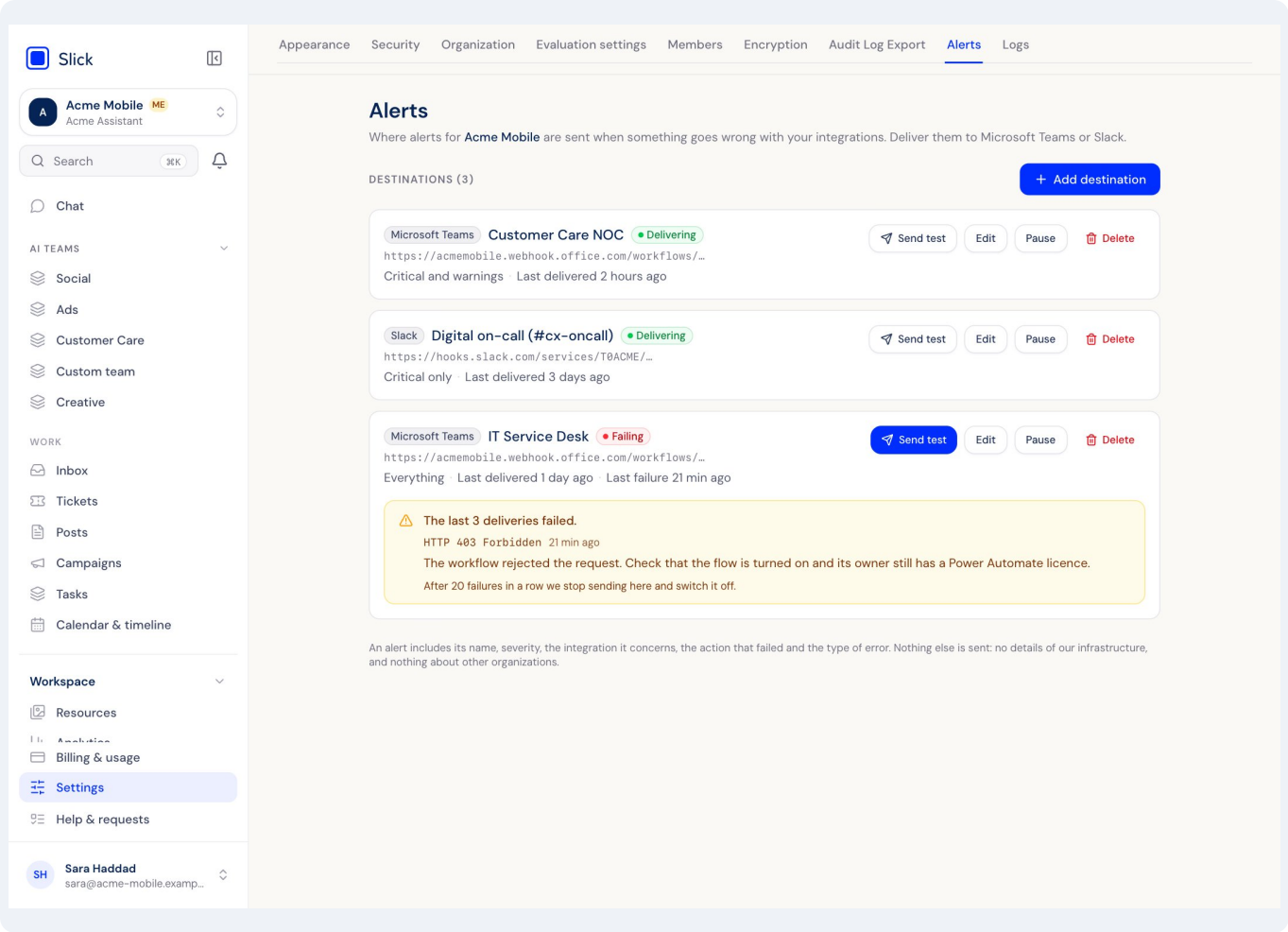
- Breakdown by category: customer conversations, quality checks, translation
- Per-agent totals that reconcile to the invoice
- One row per conversation with channel, runs and amount; export to Excel or CSV

Illustrative screen · fictional data

ADMINISTRATION & BILLING

Integration alerts in Microsoft Teams or Slack

Settings > Alerts



Send an alert to a Teams or Slack channel when one of your integrations starts failing, so someone hears about it before your customers do. Each destination shows whether it is still delivering.

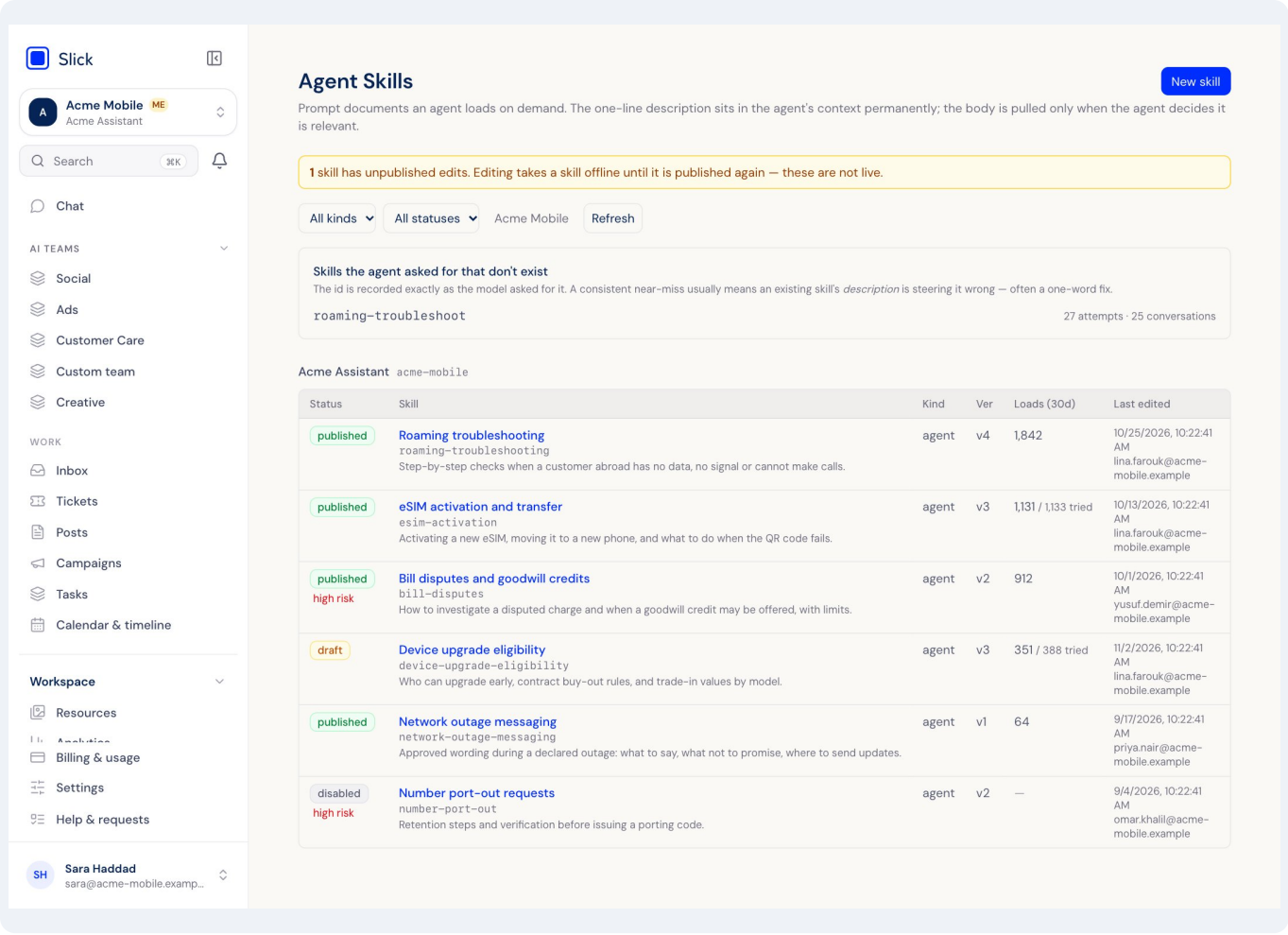
- Choose per destination: critical only, critical and warnings, or everything
- Failed deliveries show the error and a hint on how to fix it
- Send a test alert; a destination switches off after 20 failures in a row

Illustrative screen · fictional data

ADMINISTRATION & BILLING

Playbooks your agents load when they need them

AI Teams > Team > Settings > Skills



Write the procedures an agent should follow, such as a roaming checklist or a billing-dispute policy, and publish them as skills. The agent keeps a one-line description in its context and loads the full text only when a conversation calls for it.

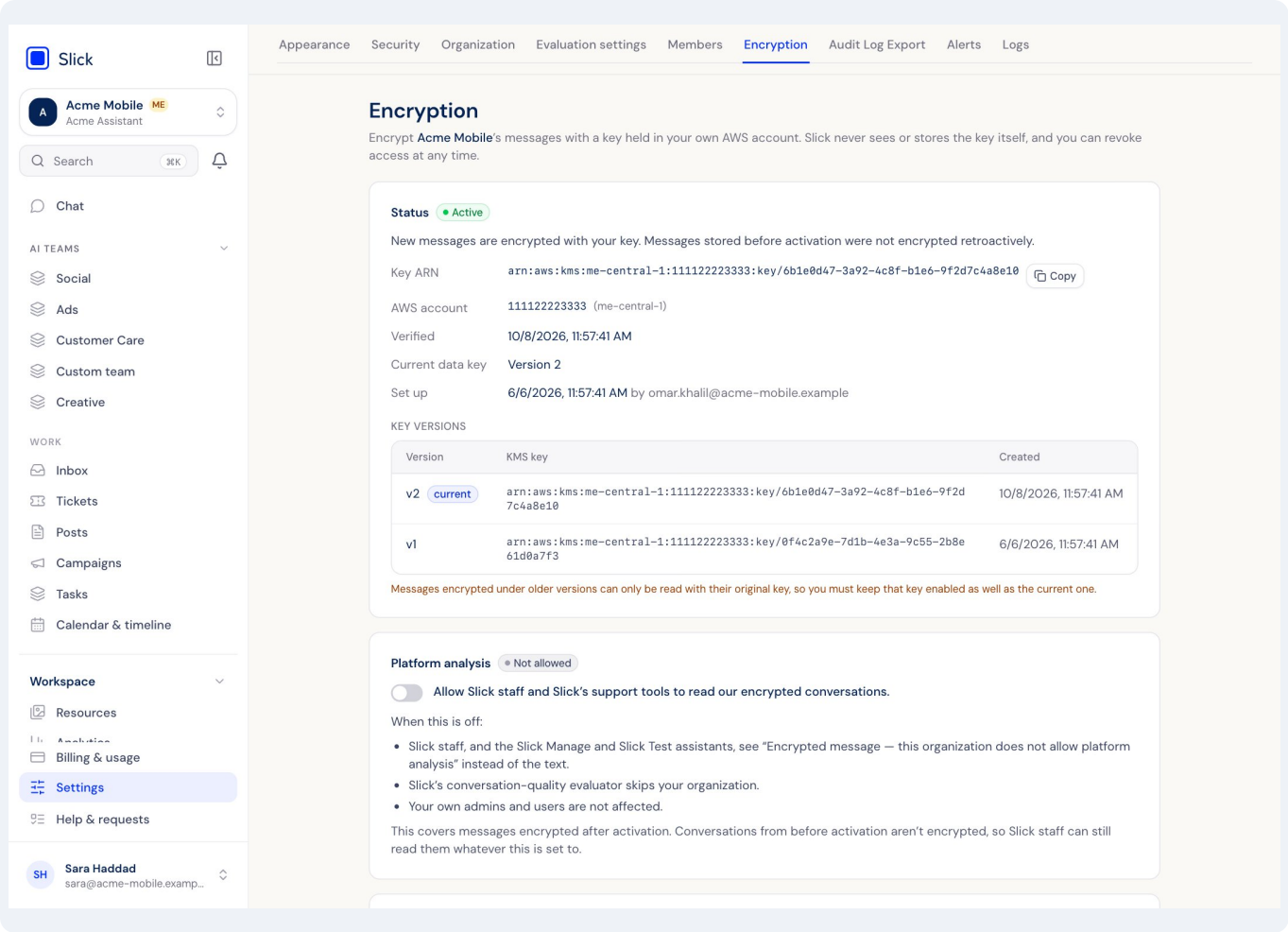
- Draft, published and disabled skills, with version numbers and high-risk marking
- How often each skill was loaded in the last 30 days
- Lists skills the agent asked for that don't exist, so you can fix the wording

Illustrative screen · fictional data

SECURITY

Encrypt messages with a key in your own AWS account

Settings > Encryption



New messages are encrypted with a key held in your AWS account. Slick never stores the key, and you can revoke access at any time. The page shows the key in use, when it was verified, and every key version.

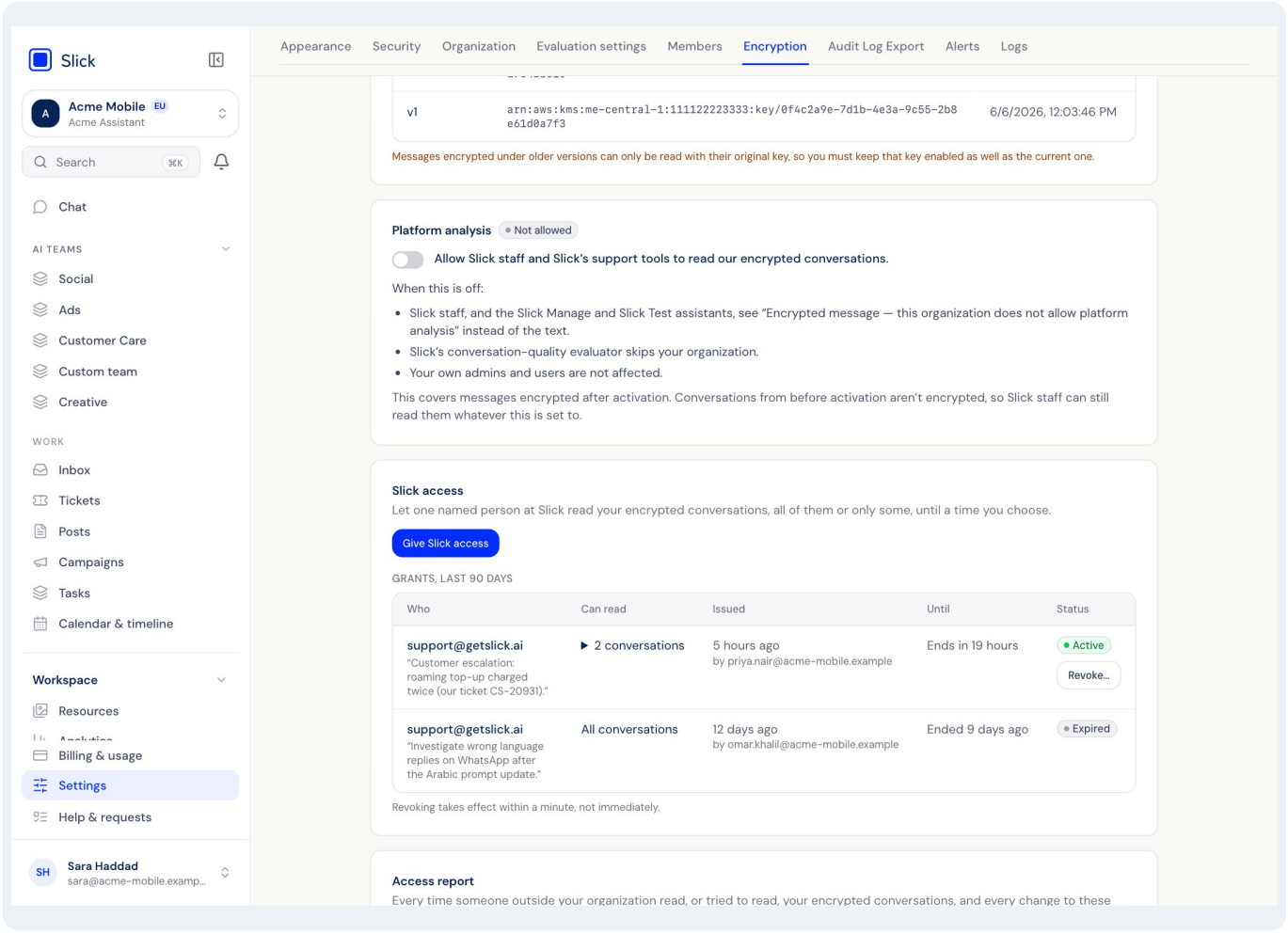
- Status, key ARN, AWS account and region at a glance
- Key version history after each rotation
- Decide whether Slick staff and support tools may read encrypted conversations

Illustrative screen · fictional data

SECURITY

Time-limited access for Slick support, and a record of every read

Settings > Encryption



When you need help with a conversation, give one named person at Slick access to some conversations or all of them, until a time you choose. The access report lists every read from outside your organization, including denied attempts, and every change to these settings.

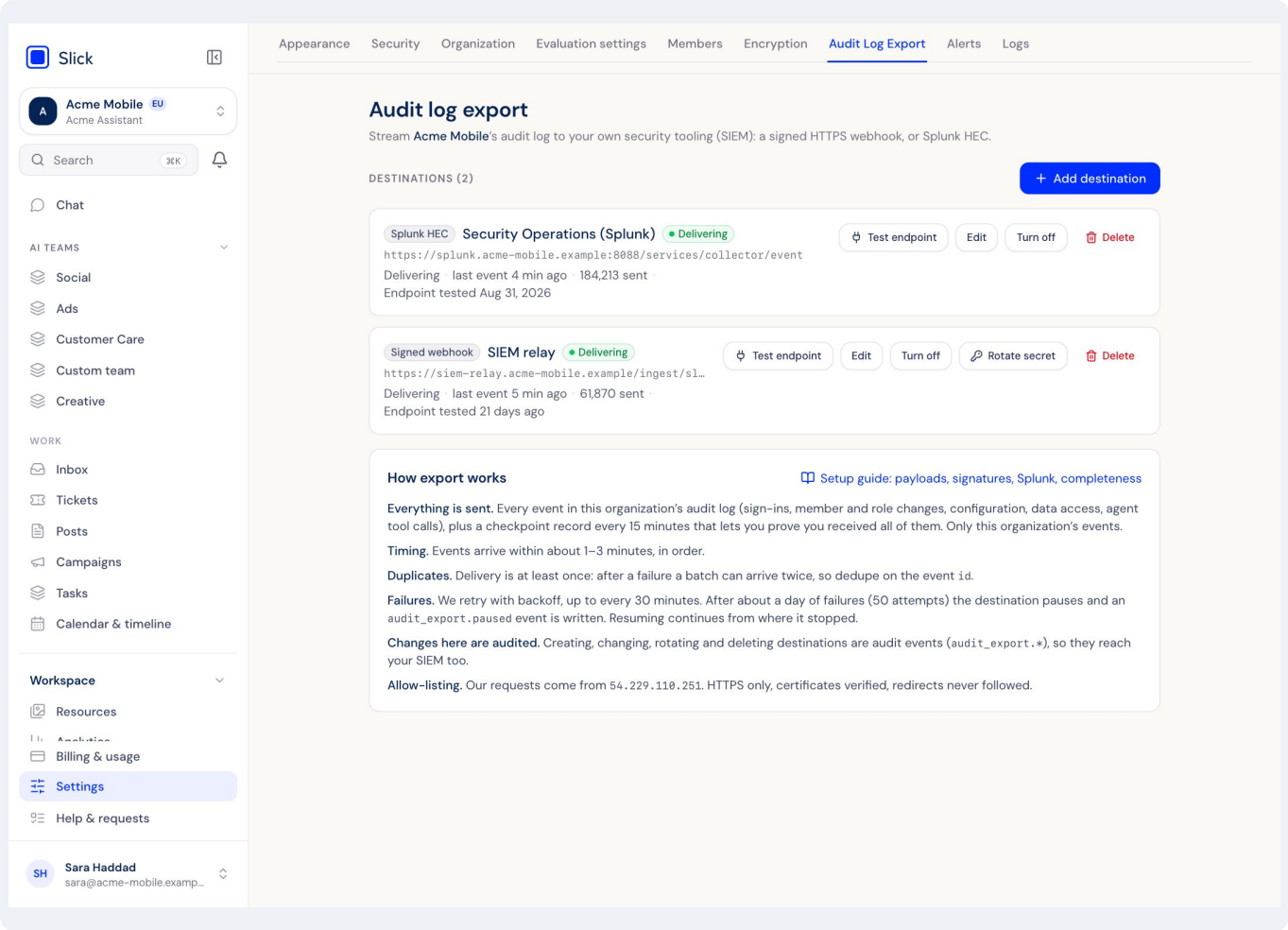
- Each grant records the person, the conversations, the reason and the end time
- Revoke a grant at any time; it stops working within a minute
- Access report shows who read what, and under which grant; export to CSV

Illustrative screen · fictional data

SECURITY

Stream your audit log to your SIEM

Settings > Audit Log Export



Send every event in your organization's audit log, including sign-ins, member and role changes, configuration and data access, to Splunk HEC or a signed HTTPS webhook. Each destination shows whether it is delivering and how many events it has sent.

- Splunk HEC or a signed webhook, with signing-secret rotation
- Events arrive within about 1-3 minutes, in order, with checkpoints to prove none are missing
- Test an endpoint before relying on it

Illustrative screen · fictional data