

How to organise and name Slack channels

Cross functional channels

Default channels

When a new user is added to Slack, they are pushed into a number of 'default' channels, as chosen by the Admins.

Prefix	Description
#general	General conversation for the whole organisation.
#random	A space for fun for the whole organisation.
#announcements-global	A read-only channel where company announcements are made.
#help-slack	A space to ask questions about how to use Slack.

Naming convention

When you create your own Slack channels, it's important to follow a naming convention, so that you and your colleagues are able to ask questions in the right places, connect with the right people and feel empowered to work efficiently in Slack.

Prefix	Description
#help-	Need help with something? That's what #help channels are for. (e.g. #help-finance)
#triage-	Organized by product areas and used to report and prioritize fixes.
#proj-	Discussion on a specific project we're working on. One channel per project.
#feat-	Discussion about features we're building, one channel per feature.
#mgmt-	Leadership channels (tend to be private).
#office-	A space to talk about office location related items.
#inc-	Channels to talk about a specific incident.

Individual team channels

Naming convention

Teams responsible for setting up and managing their own channels. It's recommended to maintain a consistent prefix (even if it is within your own Workspace) so that users can find information easily.

Prefix	Description
#[team]-	Each function has its own set of channels, which all begin with the same prefix (e.g. #sales-announcements; #sales-team).
#eng-	Need help with something? That's what #help channels are for. (e.g. #help-finance)
#devops-	Organized by product areas and used to report and prioritize fixes.
#security-	Discussion on a specific project we're working on. One channel per project.