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## Salesforce Certified Slack Administrator Sample Questions (Q156-Q161):

### NEW QUESTION # 156

Brian, an HR manager, discovers an inappropriate custom emoji, and submits a request to Shonda, the Workspace Admin, to delete it.

How should Shonda address this request?

- A. Navigate to the "Customize Slack" page, where Shonda can remove the custom emoji.
- B. Navigate to the "Customize Slack" page and disable the addition of custom emoji, which will also remove existing custom emoji.
- C. Inform Brian that you cannot delete an existing emoji, but can replace it with a more appropriate emoji.
- D. Direct Brian to the "Customize Slack" page, where he can delete or replace the inappropriate emoji.

**Answer: A**

Explanation:

Workspace Owners and Admins can:

"Remove any custom emoji via the 'Customize Slack' page, ensuring that inappropriate or unwanted emoji are promptly deleted."

Option A disables all custom emoji creation but doesn't address removing a specific emoji. Option B incorrectly suggests Brian (a non-admin) can delete it. Option D is incorrect - deletion is fully possible for Admins.

(Reference: Slack Administration Study Guide - Managing Custom Emoji and Content Moderation)

### NEW QUESTION # 157

As the Org Admin of a large corporation, you've received many requests from external users connected via Slack Connect. Which TWO actions can you take within the External People Management dashboard?

(Choose 2 answers.)

- A. Remove external members from Slack Connect channels when they were invited with "Can post & invite" permissions.
- B. View all Slack Connect invitations.
- C. Remove external members from Slack Connect channels when they were invited with "Can only post" permissions.
- D. View all external people connected to your org and the Slack Connect channels they belong to.
- E. Approve or deny Slack Connect requests.

**Answer: A,D**

Explanation:

Slack's External People Management dashboard allows Org Admins to:

"View all external users, the channels they are connected to, and remove them, especially if they have 'Can post & invite' permissions." Admins cannot view all Connect invitations (C) or directly approve/deny Connect requests (D) from this dashboard - that happens in different settings.

(Reference: Slack Administration Study Guide - Managing External Collaborators)

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### NEW QUESTION # 158

Your Slack Governance Support model includes a group of people designated as Workspace Admins to distribute the workload. What is a key benefit of setting up a user group for the Workspace Admins?

- A. Any Enterprise Grid member can @mention the user group from any workspace within the Enterprise Grid org to send a notification to all of the user group members.
- B. People that the team works with in Slack Connect can be added to the user group in order to work more closely with the Workspace Admins on certain issues.
- C. Any Slack member by default can add themselves to the Workspace Admin user group to follow along with their activities.
- D. Any @mention of the Workspace Admin user group will notify all of the group members, allowing any Slack member to send questions to the group.

**Answer: D**

Explanation:

Slack user group functionality explains:

"When a user group is @mentioned, all members of the user group are notified, making it easy for others to reach all members at once for questions or updates." Option A is misleading because visibility of user groups depends on workspace settings. B and C are inaccurate - external users cannot be added, and users cannot add themselves to user groups.

(Reference: Slack Administration Study Guide - Using User Groups)

### NEW QUESTION # 159

You're a Workspace Admin for your organization's Slack Business+ instance. You need to report on the number of both daily and weekly active users within your workspace in the last 30 days.

Where can you find this information?

(Select the best answer.)

- **A. Workspace analytics dashboard**
- B. Org analytics dashboard
- C. Message activity analytics
- D. Analytics members dashboard

**Answer: A**

Explanation:

According to Slack official documentation:

"Workspace analytics allows Workspace Owners and Admins to view data about members, channels, and activity within the workspace, including daily and weekly active users." The Org Analytics Dashboard (A) is only available in Enterprise Grid. The Analytics Members Dashboard (C) focuses on member-specific stats, and Message Activity Analytics (D) focuses specifically on message data, not user activity overall.

(Reference: Slack Administration Study Guide - Workspace Analytics Overview)

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### NEW QUESTION # 160

You're an Org Admin for your company's Slack Enterprise Grid org. Your organization uses an identity provider (IdP) with SCIM provisioning. Today is the last day of employment for a manager at your company who is a Workspace Admin.

What is the best strategy to ensure the account is no longer active after this Workspace Admin's departure?

(Select the best answer.)

- A. Manually delete the departing Workspace Admin from your organization's IdP.
- **B. Deactivate the Workspace Admin's account in the IdP, and automatically sync deactivated members from your organization's IdP.**
- C. Deactivate the departing Workspace Admin from all Enterprise Grid workspaces from each workspace's Manage Members page.
- D. Request an Org Owner deactivate the departing Workspace Admin from the Org Admin dashboard.

**Answer: B**

Explanation:

According to Slack's official SCIM documentation:

"Deactivating a user in the identity provider (IdP) automatically deactivates the user's Slack account through SCIM provisioning." This ensures the Workspace Admin is promptly deactivated across the Enterprise Grid without needing manual action in Slack itself. Options A, C, and D are manual or inefficient approaches when SCIM is available.

(Reference: Slack Administration Study Guide - SCIM Provisioning and Lifecycle Management)

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### NEW QUESTION # 161

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