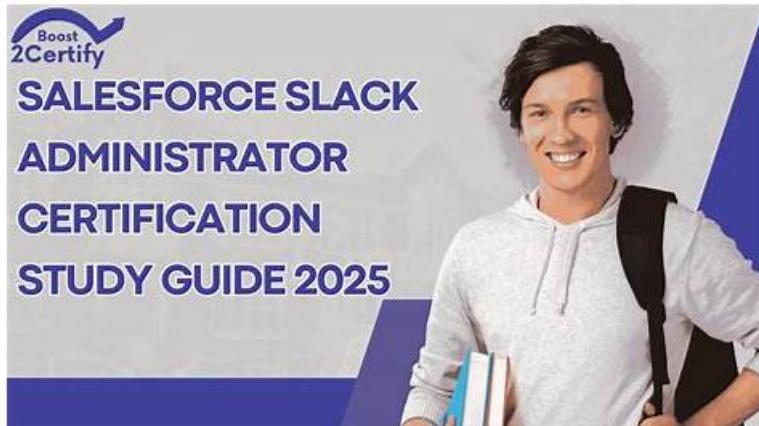


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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">App Administration: This section evaluates the skills of Slack Administrators in managing applications within Slack. Candidates will summarize the value of interoperability for both decision-makers and end-users while learning to use Workflow Builder for automating tasks.
Topic 2	<ul style="list-style-type: none">Security: This domain targets Salesforce Security specialists in identifying Slack product security features that meet organizational needs. Candidates will describe how Slack addresses security governance, risk management, and compliance while recommending features that protect sensitive data.
Topic 3	<ul style="list-style-type: none">User Lifecycle Management: This area focuses on managing user accounts throughout their lifecycle in Slack. Candidates will implement authentication options based on organizational requirements and recommend processes for new account creation.

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Salesforce Certified Slack Administrator Sample Questions (Q80-Q85):

NEW QUESTION # 80

Your organization's Head of Customer Service is looking for ways to better support internal collaboration between service agents when working through high-priority customer tickets. There is a dedicated Customer Service workspace and service agents frequently need to schedule meetings to troubleshoot tickets internally in real-time. This increases the time to ticket resolution. As a Workspace Admin, what recommendation should you provide to the Head of Customer Service to help service agents collaborate more efficiently in Slack and reduce meetings?

(Select the best answer.)

- A. Enable service agents to create a new channel for each high-priority customer ticket and use emoji reactions to expedite responses.
- B. Enable service agents to post Clips in team channels to provide troubleshooting demos for high-priority customer tickets.
- C. Advise service agents to ask for help in their team channel and troubleshoot high-priority customer tickets in thread.
- D. **Encourage service agents to use Huddles when troubleshooting high-priority customer tickets**

Answer: D

NEW QUESTION # 81

Oleg is a Workspace Owner, and his company is on the Plus plan.

Oleg's company requires all messages to be saved for the history of the workspace. He has already ensured that only Owners and Admins can delete messages.

Which additional settings should be selected to maintain the message history of the workspace?

- A. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and not allowing overrides
- B. **Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and not allowing overrides**
- C. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and allowing overrides
- D. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and allowing overrides

Answer: B

Explanation:

To ensure complete preservation of message history with no ability for users to override retention settings:

"Message Retention & Deletion should be set to 'Keep everything' for public channels, private channels, and DMs, and admins should disallow users from overriding workspace-wide retention settings." Allowing overrides (Option B) would permit users to modify retention, which could lead to gaps in message history.

(Reference: Slack Administration Study Guide - Message Retention and Compliance Settings)

NEW QUESTION # 82

What is a way to determine if an external person outside of your organization also uses Slack?

- A. Search for the person's email in the "People" section of your sidebar.
- B. Invite them to a Slack Connect channel first to verify whether or not they use Slack.
- C. **Search for the person's email in the "Slack Connect" section of your sidebar.**
- D. Ask your Workspace Primary Owner if they can confirm if the person uses Slack.

Answer: C

Explanation:

Slack Connect allows you to:

"Search for external users by entering their email address in the Slack Connect section of your sidebar to verify if their organization uses Slack." Inviting first (B) is less efficient. Asking your Workspace Owner (A) is manual. The "People" section (D) only searches internal directory members.

(Reference: Slack Administration Study Guide - Using Slack Connect Discovery)

NEW QUESTION # 83

What are two reasons why a company would be interested in using SAML single sign-on (SSO) to authenticate its users on Slack?
(Select the TWO best answers.)

- A. It allows your organization to control the encryption keys to your users' data within Slack.
- B. It replaces the need for your admins to have to set up an identity provider (IdP) for Slack.
- C. It allows employees to use the same login credentials they already use for other applications.
- D. It gives organizations more control over their security policies, including password format requirements.
- E. It is a standard security feature that is available on all of Slack's paid plans.

Answer: C,D

Explanation:

SAML SSO provides:

"Organizations with more control over their authentication policies, including password requirements, session durations, and login behaviors."

"Employees can use their existing login credentials for all applications, including Slack, through SSO integration with the identity provider." Option B is wrong because SSO depends on having an IdP in the first place. Option C is incorrect because SSO is available only on certain Slack paid plans (not all). Option E refers to Enterprise Key Management (EKM), not SSO.

(Reference: Slack Administration Study Guide - Single Sign-On (SSO) Benefits)

NEW QUESTION # 84

Your Slack Governance Support model includes a group of people designated as Workspace Admins in order to distribute the workload of answering questions and fulfilling requests across multiple admins.

What is a key benefit of setting up a user group for the Workspace Admins?

- A. 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.
- B. Any Slack member by default can add themselves to the Workspace Admin user group to follow along with their activities.
- C. Any Enterprise Grid member can @mention the user group from any workspace from within the Enterprise Grid org to send a notification to all of the user group members.
- D. 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.

Answer: C

NEW QUESTION # 85

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