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Salesforce Certified Slack Administrator Sample Questions (Q144-Q149):

NEW QUESTION # 144

You're an Org Admin for an airline's Slack Enterprise Grid. The airline's customer support team uses a ticketing tool to monitor customer support tickets for booking inquiries and issues. The team also uses Slack to discuss these support tickets. The customer support team wants to create a custom workflow that will post new and urgent tickets in the support team's channel. Which TWO steps should you take to allow the customer support team to create the workflow?

- A. Enable a policy that allows any user role to utilize steps from installed apps when using Workflow Builder.
- B. Add a Workflow creation policy to allow "Everyone, except Guests" to create workflows in your Enterprise Grid.
- C. Add members of the customer support team as App Managers under workspace App Management settings.
- D. Enable channel email addresses to forward support emails to their dedicated channel.
- E. Enable Workflow Builder and webhooks in Workflow Builder.

Answer: A,E

Explanation:

According to Slack Enterprise Grid documentation:

"To allow users to integrate external tools into workflows, admins must enable steps from apps and allow workflows to include webhook triggers." Also,

"Enabling Workflow Builder and allowing users to create workflows (except Guests) ensures flexibility." While A (App Managers) grants permission to approve apps, it is not needed for creating workflows. Channel emails (C) are unrelated. Workflow creation policy (E) is important too but the critical steps for app usage and webhook integration are B and D.

(Reference: Slack Administration Study Guide - Workflow Builder with External Integrations)

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NEW QUESTION # 145

Asher manages a global workplace and facilities team. Currently, his team receives all global requests in a channel called #help-workplace. Because the channel now receives hundreds of requests per day, the support team asks Asher if they can create regional channels to make triaging requests more manageable.

How should Asher respond to this request?

- A. Create a private channel for the global workplace team to triage requests from #help-workplace into the appropriate regions.
- B. Allow each region to create new channels and name them after famous landmarks in their region, then assign regional team members to monitor each channel.
- C. Create new regional channels and name them using the #help-workplace-region format, then assign regional team members to monitor each channel.
- D. Continue to use one centralized channel to minimize confusion for channel members on where workplace requests should be submitted, but require that members start posts with the name of the region where they're requesting assistance.

Answer: C

Explanation:

Slack best practices for managing high-volume help channels recommend:

"Creating regional help channels following a clear, consistent naming convention, such as #help-workplace- region, so requests are easier to route and monitor." This method ensures that requests are properly triaged without confusing users and keeps the support experience scalable.

(Reference: Slack Administration Study Guide - Best Practices for Managing High-Volume Support Channels)

NEW QUESTION # 146

A team member is managing a long-term project that involves collaborating with internal and external users via Slack.

Which statement is true about users managing the channel once the project work concludes?

- A. Other users must be prevented from posting in the channel so that it's automatically archived due to inactivity once the project ends.
- B. The team member will need to be promoted to a Workspace Admin so they can manage the current project channel and any future project channels.
- C. Other users should set an automatic expiration timeline for the channel so that it's automatically deleted after a certain date.
- D. The team member who created the channel will automatically be assigned the Channel Manager role and can archive the channel.

Answer: D

Explanation:

Slack's policy specifies:

"When a user creates a channel, they are automatically assigned the Channel Manager role for that channel and can manage actions such as archiving when the project is complete." There is no need to promote the user to Workspace Admin (A). Slack does not automatically archive channels based on inactivity (B) unless using external tools. Slack doesn't have a native automatic expiration feature for channel deletion (D).

(Reference: Slack Administration Study Guide - Channel Manager Roles and Responsibilities)

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NEW QUESTION # 147

Medium Inc is on a Standard Slack plan and has recently hired Preethi as a contractor to take care of their food & beverage service. Preethi is on a six-month contract, supporting many teams within the food & beverage department. Each team has set up a public channel to triage requests, and Preethi is responsible for responding to these requests. What type of workspace access would be most suitable for Preethi?

- A. Member with no deactivation time
- B. Member with deactivation time in six months
- **C. Multi-channel Guest with deactivation time in six months**
- D. Single-channel Guest with deactivation time in six months

Answer: C

Explanation:

Since Preethi needs access to multiple channels but only for a limited time:

"A Multi-channel Guest is the best choice when someone needs access to more than one channel but does not need full member access across the workspace. You can also set an expiration date for their access." Single-channel Guest would be too limiting, and full Member access would provide more access than necessary, posing a security risk.

(Reference: Slack Administration Study Guide - Managing Guest Access)

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NEW QUESTION # 148

A 5,000-employee company with multiple international offices is planning to launch Slack to its entire organization. Their goal is to increase collaboration and build a stronger company culture. The CIO is hesitant to allow members to upload custom emoji to Slack, but she doesn't want to burden her Workspace Admin team with requests for custom emoji uploads.

Which solution addresses the CIO's concerns?

- A. Do not allow any custom emoji creation to minimize the risk of members uploading inappropriate imagery.
- **B. Allow all members access to upload custom emoji, but communicate and document the appropriate emoji use and uploads.**
- C. Prior to launch, pre-load a set of custom emoji voted on by a council of leaders, and do not allow anyone to request custom emoji uploads.
- D. Restrict custom emoji uploads to Workspace Owners and Admins, and do not allow anyone to request custom emoji uploads.

Answer: B

Explanation:

To balance security, culture building, and minimize admin burden, the best practice is to allow members to upload emojis with clear guidelines.

Slack documentation recommends:

"Allowing users to upload custom emoji fosters creativity and engagement. Setting clear policies and communicating acceptable use ensures that the benefits are realized while minimizing the risk." Restricting uploads entirely or centralizing all requests would hinder the cultural goal of promoting collaboration.

(Reference: Slack Administration Study Guide - Change Management and Culture Building with Slack)

NEW QUESTION # 149

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