

Unparalleled Salesforce - Pdf Salesforce-Slack-Administrator Format

COMPLETE SALESFORCE USER MANUAL
Sistema.bio
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Complete Salesforce User Manual

Purpose

The purpose of this manual is to describe the steps necessary to complete various procedures on Salesforce. The manual may be used for training or reference purposes.

Equipment Needed

1. Salesforce user account
2. Internet access

Context

These procedures are necessary to assure uniform and correct usage of the Customer Relationship Management tool, Salesforce. This could potentially lead to increased efficiency, communication, and sales.

Special Notices

1. Speak with Esther Altorfer or Jesús Rebollar regarding any questions/concerns
2. Do not use accent marks
3. Be mindful of spelling
4. Read the 'Help' sections (marked with a '?')
5. Always be sure to hit save
6. The fields marked with a red bar on the left are mandatory.

Definitions

Objects: Blue categories at the top of the screen



Overview of Procedures

- A. Logging in to Salesforce
- B. Creating a Client/ Potential Client Contact

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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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.
Topic 2	<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 3	<ul style="list-style-type: none"> • Channel and User Group Administration: This section measures the skills of Salesforce Administrators in setting up and managing Slack channels. Candidates will learn when to use channels versus direct messages or group DMs, as well as when to opt for public or private channels.
Topic 4	<ul style="list-style-type: none"> • Fundamentals: This section of the exam measures the skills of Salesforce Administrators and covers the key privileges and responsibilities associated with each Slack user role. Candidates will identify unique features of Slack's paid plans and understand the common responsibilities shared by Admins and Owners. Additionally, this section emphasizes the importance of workspace and organization-level settings and dashboards, focusing on how they contribute to effective Slack management.

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Salesforce Certified Slack Administrator Sample Questions (Q136-Q141):

NEW QUESTION # 136

You're a Slack admin creating a list of default prefixes. You want to provide employees with standard naming conventions to use when they create new channels.

After reviewing existing channels, you determine that there are three types of channels that are most often created:

- * Slack Connect channels for collaborating with partners.
- * Channels for groups within a line of business,
- * Channels to support collaboration on specific engagements

What are the three best prefixes to add to your default list?

(Select the THREE best answers.)

- A. #slack
- B. #proj
- C. announce
- D. #ext
- E. #help
- F. #team-

Answer: B,D,F

NEW QUESTION # 137

You provide channel strategy recommendations to your organization and want to ensure the right level of information visibility. In which situation would a private channel best suit the needs of the teams involved?

- A. A team within your organization has announced that they're kicking off a new project and will need a channel to collaborate.
- B. Your organization is globally distributed and would like to create a channel specific to events occurring at your organization's headquarters location.
- C. A cross-functional team would like to explore new ideas for providing customer value on a new product line.
- D. A team of human resources members and hiring team members need to have an ongoing discussion regarding an open role, including discussion of role requirements, compensation, and candidate information.

Answer: D

Explanation:

Slack recommends:

"Private channels are best for sensitive discussions such as hiring, compensation, or any confidential information that should not be visible to all workspace members." Projects (B), brainstorming (C), and event announcements (D) are usually better suited for public channels to maximize visibility.

(Reference: Slack Administration Study Guide - When to Use Private Channels)

NEW QUESTION # 138

Large Inc.'s HR Director wants to streamline sharing HR policy information and handling sensitive questions from hiring managers. HR has its own workspace.

How should you advise the HR Director to use Slack for this use case?

(Select the best answer.)

- A. Create an org-wide public channel for recruiting and hiring, and add all hiring managers in the organization.
- B. **Create a private channel in the HR workspace, and add all hiring managers in the organization.**
- C. Create a public channel in the HR workspace, and add all hiring managers in the organization.
- D. Create an org-wide private channel for recruiting and hiring, and add all hiring managers in the organization.

Answer: B

Explanation:

Slack recommends for sensitive HR communication:

"Use a private channel to manage sensitive communications, like hiring and recruiting questions, especially when HR policies and individual discussions are involved." A public channel (A, D) risks sensitive information exposure. Org-wide channels (B) are less appropriate for targeting a specific audience like hiring managers.

(Reference: Slack Administration Study Guide - Managing Sensitive Information in Channels)

NEW QUESTION # 139

As a Workspace Owner on the Slack Business+ plan, you need to set message retention policies for your workspace. You'd like to keep important information in Slack so that employees can search for it, but there are a few channels with messages that you don't need to save for more than one month.

How should you set up your data retention policies? (Select the best answer.)

- A. Set the retention policy for public channels to keep all messages and allow members to determine how long they'd like to keep messages in private channels.
- B. Set your global message retention policies for one month, and adjust retention settings for important channels to keep everything.
- C. Keep the default retention settings, but set a message retention policy of one month for channels with less important information.
- D. **Set the retention policy for private channels to keep everything, and set the retention policy for public channels to one month.**

Answer: D

NEW QUESTION # 140

What are two benefits of creating user groups for your workspace?

(Select the TWO best answers.)

- A. **Notifies a group of members who often need to be notified at once. For example: @managers**
- B. Assigns default Slack app integrations to users when they start working at the company.
- C. Sets permissions on who can view your workspace analytics.
- D. Sets channel management permissions at the workspace level.
- E. **Assigns default channels to users when they start working at the company.**

Answer: A,E

Explanation:

User groups provide two major benefits according to Slack official documentation:

"User groups allow you to quickly notify an entire group of people with an @mention (e.g., @designers, @managers)."

"They can also be configured so that new users assigned to the group are automatically added to default channels, streamlining onboarding." They do not control channel management permissions (B) or app integrations (E), nor do they affect workspace analytics permissions (C).

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

NEW QUESTION # 141

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