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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">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">Enabling Slack Success: This section focuses on the skills of Admins to develop a vision for Slack within their organization. Candidates will use analytics dashboards to track usage and make recommendations based on data insights, such as channel archival or promoting best practices.

Topic 5	<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 (Q31-Q36):

NEW QUESTION # 31

You're an Org Owner for your organization's Slack Enterprise Grid instance. Your organization has a number of Slack Connect channels used to communicate with your network of vendors. You're concerned that non-approved vendors will attempt to communicate with members of your organization without the proper vetting by your procurement team.

Which setting should you enable to prevent this from happening?

(Select the best answer.)

- A. Disable the Use Slack Connect with free teams option so that only paid workspaces can access your Slack Connect channels.
- B. Set up the custom messaging in Guidelines for using Slack Connect with the policy for communicating with approved vendors only.
- C. **Adjust the slack connect for direct messages settings so that only org Admins and Org Owners can send and accept direct messages (DMs) from outside organizations.**
- D. Restrict Slack Connect to a specific workspace so that only users who have access to that workspace can also access your Slack Connect channels.

Answer: C

NEW QUESTION # 32

Large Inc. is a consumer goods company that uses the Slack Enterprise Grid org.

Large Inc.'s Human Resources (HR) director is looking to streamline how they:

* Share department-specific policies, and

* Handle sensitive questions hiring managers may have regarding recruiting and candidate offers.

Each department has its own separate Enterprise Grid workspaces. How should the HR director use Slack for this use case?

(Select the best answer.)

- A. **Create a multi-workspace private channel for each department, and add the hiring managers to the appropriate channel.**
- B. Create a private channel in the HR workspace, and add the departmental hiring managers to that channel.
- C. Create a multi-workspace public channel for each department, and add the hiring managers to the appropriate channel.
- D. Create separate hiring manager group direct messages (group DMs) for each Department.

Answer: A

Explanation:

Slack recommends using multi-workspace private channels to manage sensitive information securely across workspaces.

*Multi-workspace private channels allow members from multiple workspaces to securely collaborate, making them ideal for

department-specific discussions and sensitive topics." Public channels (A) are inappropriate due to the sensitivity of the HR discussions. Private channels limited to one workspace (C) would restrict access. Group DMs (D) are not scalable or organized for ongoing collaboration.

(Reference: Slack Administration Study Guide - Managing Multi-Workspace Private Channels)

NEW QUESTION # 33

You will be managing a new product launch and have just been assigned a new team of 12 members.

You need to introduce yourself and the project scope.

What should you do?

(Select the best answer.)

- A. Create a new public channel for the project, invite the team members, and introduce yourself and the project scope.
- B. Start a direct message (DM) with each member individually, introducing yourself and the project scope.
- C. Create a new private channel for the project, invite the team members, and introduce yourself and the project scope.
- D. Start a group direct message (group DM) with the members on the team introducing yourself and the project scope.

Answer: A

Explanation:

Slack advises for project collaboration:

"Creating a public project channel enhances transparency, supports future onboarding, and allows new members to catch up easily." Private channels (A) are better for confidential projects, but transparency is key here. Group DMs (B) are limited and not suited for full project collaboration. DMs (C) are inefficient for team onboarding.

(Reference: Slack Administration Study Guide - Channel Best Practices for Project Work)

NEW QUESTION # 34

You're a Workspace Owner for a Slack Business+ workspace. Your organization's sales team expresses interest in working with their customers in Slack. Customer relationships tend to be long term, though representatives tend to transition accounts frequently. Given that the sales rep assigned to a given customer often changes, which best practice process should you establish to allow the sales team to engage with their customers in the Business+ workspace?

- A. Invite the customers to the respective existing account channels as Single Channel Guests and archive the channels when the relationship ends.
- B. Create a new free Slack workspace, and invite the sales team and the customer care teams as full members.
- C. Create new account channels and add the respective customers as Single Channel Guests with an expiration date of 1 year
- D. Create new account channels and share them with the respective customers using Slack Connect.

Answer: D

NEW QUESTION # 35

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 Slack member by default can add themselves to the Workspace Admin user group to follow along with their activities.
- 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 mention of the Workspace Admin user group will notify all of the group members, allowing any Slack member to send questions to the group.
- D. 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.

Answer: D

NEW QUESTION # 36

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