

# Salesforce-Slack-Administrator Real Testing Environment | Salesforce-Slack-Administrator Certification Exam Infor



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## Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 2	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 3	<ul style="list-style-type: none"> <li>Workspace Administration: This domain assesses the competencies of Salesforce administrators in creating and managing Slack workspaces to meet organizational needs. Candidates will determine when a new workspace should be created and manage the approval process for workspace creation.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>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.</li> </ul>

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### Salesforce Certified Slack Administrator Sample Questions (Q35-Q40):

#### NEW QUESTION # 35

Your organization recently purchased the Slack Pro plan. As the IT lead, you're responsible for setting up single sign-on (SSO). Which provider is required for the Pro plan? (Select the best answer.)

- A. Auth0
- B. Azure SAML
- C. G Suite Auth
- D. Okta

**Answer: C**

Explanation:

Slack Pro plan documentation states:

"Slack's Pro plan supports Google Workspace (formerly G Suite) authentication for single sign-on without needing a third-party SAML provider." Azure SAML, Auth0, and Okta are typically used with the Business+ and Enterprise Grid plans where SAML SSO is needed.

(Reference: Slack Administration Study Guide - Authentication and SSO by Plan)

#### NEW QUESTION # 36

Anastasia is an Org Owner on the Enterprise plan. In the Sales Workspace, Anastasia has noticed a large drop in the percentage of views in public channels. What should Anastasia do next?

- A. Instruct Sales managers to use more @channel's and @here's in their announcements.
- B. Ask the Sales team to react with :eyes: when they have read a message.
- C. Identify the most active members and ask them to post more in public channels.
- D. Provide additional learning and host a Slack day.

**Answer: D**

#### NEW QUESTION # 37

Andrew is a Workspace Owner and head of HR for a government agency in Munich, Germany. As the head of HR, he manages all aspects of human resources in order to create an engaged workforce and resilient organization.

The HR teams use a variety of technologies, and leadership is implementing a new integrated tool to improve collaboration and productivity. While the tool has many benefits, the adoption rate has been slow due to a lack of internal awareness.

Andrew wants to convince leadership that he needs internal Slack advocates who can lead and support co-workers through the transition. He has a few people in mind who he would nominate as Champions.

Which options appropriately describe Champions? (Choose all that apply.)

- A. They actively communicate and promote transparency to reinforce the purpose and value of the tool.
- B. They are Slack Administrators, so they have the correct permissions to help the company manage change.

- C. They identify and implement key use cases for the tool and modify them over time to improve the team's workflows.
- D. They model best practices, and they can rally the team toward common goals.

**Answer: C**

### NEW QUESTION # 38

GoodAdvertisements Inc works with several companies to support global advertising campaigns and are on a paid plan. They are preparing for a campaign launch that requires input from multiple companies.

GoodAdvertisements Inc wants the ability to coordinate effectively with the companies before and during their respective launch in a private channel, but it is not clear whether the companies use paid Slack plans.

The Admins at the company want to take security precautions before inviting any outside individuals into their Slack workspace.

What is the best way for the Admins to have the individuals from the outside companies join the Slack workspace and ensure the process scales for future launches with other companies?

- A. Require that invitations get approval via a #guest-invitation-approval channel so Admins can action the requests and inform project leaders to invite individuals from outside companies as Multi-Channel Guests. Set expiry dates for the Multi-Channel Guests.
- B. Ask the outside companies to upgrade to the paid plan. Then, share the launch channel externally to the companies, and set a reminder to unshare the channel when the launch is complete.
- C. Have the Admins individually send out Single-Channel Guest invitations.
- D. Require that invitations get approval via a #guest-invitation-approval channel so Admins can action the requests and inform project leaders to invite individuals from outside companies as Single-Channel Guests. Set expiry dates for the Single-Channel Guests.

**Answer: D**

Explanation:

The best practice in Slack for securely collaborating with external partners is:

"Use Single-Channel Guests for external users when collaboration is limited to specific channels. Admins should control guest approvals, ideally via a private approval workflow, and set expiry dates for guest accounts to ensure access is revoked after projects end." Multi-Channel Guests (Option B) provide broader access than necessary, and manually inviting guests (Option C) does not scale well. Asking companies to upgrade (Option D) is unrealistic for scalable collaboration.

(Reference: Slack Administration Study Guide - Guest Management and External Collaboration)

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### NEW QUESTION # 39

Your organization is in the process of determining its Slack Enterprise Grid design. The latest draft proposal is a multi-workspace design that includes:

-focused workspaces for each of the organization's major business functions

\* a Global (welcome workspace) and Social workspace where all organization members will be added.

\* The organization also has a number of ongoing partner projects. There are plans to add workspaces for each major partner to ensure streamlined and secure external collaboration.

The organization also has a number of ongoing partner projects. There are plans to add workspaces for each major partner to ensure streamlined and secure extern. collaboration. The admin team has also been well-trained and staffed to support all org and workspace-level admin roles.

You need to evaluate the current proposal and communicate potential issues to the team leading the Enterprise Grid design and launch.

What is the most relevant issue to communicate to the team about the challenges of the current proposal?

- A. It presents issues from a Slack Connect security perspective.
- B. It create challenges related to context switch and scalability in your Enterprise Grid.
- C. It has high risk of notification and message noise compared to a single workspace design.
- D. It presents challenges from both admin control and user management perspectives.

**Answer: D**

### NEW QUESTION # 40

