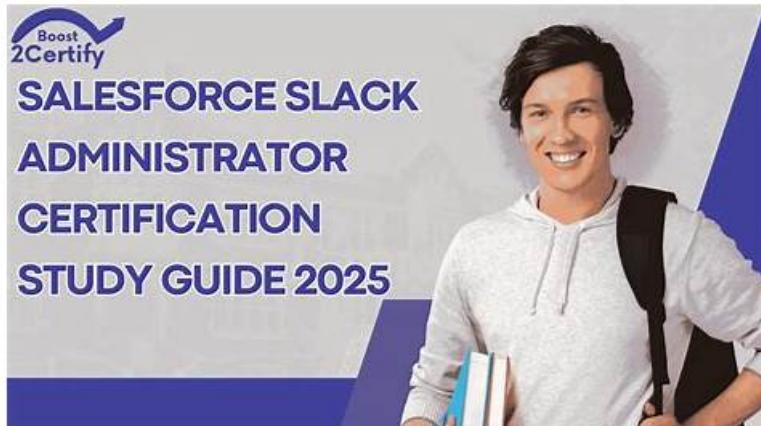


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## Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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>

Topic 2	<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 3	<ul style="list-style-type: none"> <li>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.</li> </ul>
Topic 4	<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 5	<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>

## Salesforce Certified Slack Administrator Sample Questions (Q120-Q125):

### NEW QUESTION # 120

As the Org Admin of a large corporation you've recently received an influx of requests from external people your org is connected with via Slack Connect to obtain information you need to resolve these requests, you navigate to the External People Management dashboard.

Which TWO actions can you take within this dashboard?

Choose 2 answers

- A. Remove external members from Slack Connect channels when they were invited with 'Can post & invite" permissions
- B. Approve or deny Slack Connect requests
- C. view all external people connected to your org and the slack connect channels they belong to**
- D. view all Slack Connect invitations**
- E. Remove external members from slack Connect channels when they were invited with "Can only post" permissions

**Answer: C,D**

### NEW QUESTION # 121

During a re-org within your organization, a decision is made to rename the Information Technology (IT) department to Business Technology (BT). As a result of this change, a large number of channels will need to update the prefix #it- to #bt-. The individual who created the #it-channels is no longer with the organization.

What is the most efficient strategy to ensure the channel prefixes are updated?

- A. Write a script using the channels API to rename all channels with "#it-to "#bt- in bulk.**
- B. Join all public IT channels and request access to private channels in order to update the channel settings.
- C. Use your preference menu to create an automatic keyword notification for IT and BT.
- D. Promote members leading the IT to BT department name change initiative to the Channel Manager role In the key channels.

**Answer: A**

### NEW QUESTION # 122

You're a Workspace Owner at Acme Inc.

You notice that the #help-benefits channel receives a large number of off-topic payroll requests.

In which two ways can you help address this issue?

(Choose 2 answers.)

- A. Work with the benefits team to help them respond to each individual payroll-related request with a gentle reminder that this channel is for benefits questions only.
- B. Encourage channel owner(s) from the benefits team to add members of the payroll team to #help- benefits to respond to

- each payroll request.
- C. Encourage the payroll team to create their own public #help channel in Slack so employees have a place to go with their questions and requests.
- D. Use the share feature in Slack to notify the payroll team of each request that has been posted in the #help-benefits channel via direct message (DM).
- E. Work with the benefits team to set a clear channel topic, and pin a post that includes the scope of requests/questions that belong in #help-benefits.

**Answer: C,E**

Explanation:

Slack recommends:

"Setting a clear channel topic and pinned posts help define scope, and creating dedicated channels (like #help- payroll) directs users to the right place without overloading unrelated channels." Manually redirecting (A, C) or adding payroll staff into a benefits channel (D) doesn't address root cause or improves structure.

(Reference: Slack Administration Study Guide - Channel Organization Best Practices)

### NEW QUESTION # 123

You're working with other Workspace Admins to define the criteria to approve requests to convert public channels to private. What is one example of an acceptable reason to convert a public channel to private?

- A. Channel membership is low; in the single digits
- B. Several members in the channel are also communicating by direct message (DM).
- C. Channel members need to share sensitive files which should not be accessible by the wider workspace.
- D. Members of the workspace do not wish to be notified of new content in the channel.

**Answer: C**

### NEW QUESTION # 124

A project team in charge of implementing Slack plans to check in with their executive team three months after the launch. The goal of this check-in meeting is to define the success of Slack at the organization.

What should the team do to prepare for this milestone most effectively?

- A. Meet with key business units to identify and measure opportunities to improve productivity using Slack.
- B. Display the number of weekly active members in Slack, trending from the beginning of the launch to the three-month mark.
- C. Prepare to show the executive team the admin console so they understand the depth of settings and policies available in Slack.
- D. Show the progress that has been made on configuring single sign-on (SSO) and training the IT help desk team on Slack's admin capabilities.

**Answer: A**

Explanation:

To define Slack's success, it's essential to tie usage to business outcomes and improved productivity - not just technical setup or user counts.

Slack documentation recommends:

"Engage business units to identify opportunities where Slack has improved workflows, collaboration, or response times, and measure these against baseline expectations." This makes the success conversation focused on value and business impact rather than technical completeness or adoption rates alone.

(Reference: Slack Administration Study Guide - Defining Success and ROI with Slack)

### NEW QUESTION # 125

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