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## Salesforce Certified Slack Consultant Sample Questions (Q80-Q85):

### NEW QUESTION # 80

For a rapidly growing startup client looking to use Slack, which grid design consideration should be emphasized to support their scalability and evolving needs?

- A. Designing a highly complex grid with numerous channels to prepare for all future scenarios
- B. Creating a flexible and scalable grid design that can easily be adapted as the company grows and evolves

- C. Setting up a basic grid with limited channels and functionality to minimize initial costs
- D. Recommending that the startup uses Slack only for informal communication until they are larger

**Answer: B**

Explanation:

For a growing startup, it is important to design a Slack grid that is both flexible and scalable. This means creating a structure that can easily adapt to the company's evolving needs, supporting growth without requiring a complete redesign as new teams form or projects develop.

#### NEW QUESTION # 81

An Org Owner wants to assess the effectiveness of their teams' communication within Slack to improve productivity. Which feature of the Slack analytics dashboard should they primarily use to get insights into team communication patterns?

- A. Frequency of Slack app integrations used
- B. Total number of Slack messages sent company-wide
- C. The number of files shared in channels
- D. Active channels and their engagement levels

**Answer: D**

Explanation:

Analyzing active channels and their engagement levels provides valuable insights into how teams are communicating, highlighting which channels are most effective and potentially identifying areas for improvement.

#### NEW QUESTION # 82

During your discovery, you notice that your client has challenges with triage and issue resolution. Employee questions are answered in many different channels, which makes it difficult for a "search first" culture to be promoted. You determine that creating channel naming conventions and dedicated triage and issue resolution channels will help solve these challenges.

Which channel prefix will best signal to employees that the channel is dedicated to answering their questions?

- A. #security
- B. #hello
- C. #search-first
- D. #help

**Answer: D**

Explanation:

The correct answer is A. #help. The purpose of a channel prefix is to create predictable navigation and signal the function of the channel before users even open it. In this scenario, the client has scattered employee questions across many channels, which weakens searchability and makes issue triage inefficient. A #help prefix clearly tells users that the channel is intended for questions, support, troubleshooting, and service requests. For example, the organization can later scale this pattern into channels such as #help-it, #help-hr, #help-security, or #help-slack. Option B, #security, identifies a department or subject area, but it does not clearly indicate a general help or question-intake function.

Option C, #hello, sounds social and does not support triage. Option D, #search-first, promotes a behavior but is not a clean support-channel prefix. The consultant should recommend a naming convention that reinforces channel purpose, reduces duplicate questions, and supports a searchable support model.

#### NEW QUESTION # 83

For a client in the financial services sector with stringent regulatory compliance requirements, what initial grid design recommendation should be made based on discovery findings?

- A. Recommending a grid that segregates departments into isolated channels with no cross- departmental communication
- B. Proposing a grid with a heavy reliance on public channels to enhance transparency within the organization
- C. Designing the grid with a focus on channels that facilitate secure, compliant communication and information sharing
- D. Encouraging the use of direct messages for all sensitive communications to avoid creating too many channels

**Answer: A**

Explanation:

For a client in the financial services sector, it's important to prioritize regulatory compliance in the grid design. A recommendation to segregate departments into isolated channels without cross-departmental communication can be necessary to meet stringent compliance requirements. This approach ensures that sensitive information is contained within specific departments, reducing the risk of non-compliant information sharing.

#### **NEW QUESTION # 84**

When finalizing a vision statement for a client's adoption of Slack, what key element should it reflect to ensure alignment with their objectives?

- **A. A clear and strategic alignment with the client's broader business goals and objectives**
- B. The specific technical features of Slack that the client finds most appealing
- C. A comprehensive list of all Slack integrations currently available
- D. The expected increase in the number of Slack users within the client's organization

**Answer: A**

Explanation:

The vision statement should reflect a clear and strategic alignment with the client's broader business goals and objectives. This ensures that the adoption of Slack is seen as part of a larger strategy to achieve specific business outcomes, rather than just a technical upgrade or tool change.

#### **NEW QUESTION # 85**

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