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Salesforce Certified Slack Administrator Sample Questions (Q119-Q124):

NEW QUESTION # 119
You're a Workspace Owner on the Slack Business+ plan.
Your company receives a report indicating the leak of trade secrets and needs to urgently investigate by reviewing Slack content in public channels.
What is the best way to quickly handle this request?
(Select the best answer.)

- A. Contact Slack, and request access to export the required public channel data.
- B. Use the Discovery APIs to export the required public channel data.
- C. Use the Import/Export Data tool under workspace settings to export the required public channel data.
- D. Contact Slack, and apply to export data from all channels and conversations, including private channels and direct messages (DMs).

Answer: C

Explanation:
Slack's documentation for the Business+ plan specifies:
"Workspace Owners can use the standard Import/Export Data tool to export data from public channels without needing to contact Slack or request additional permissions." Discovery APIs (D) are only available on the Enterprise Grid plan. A and B would only apply for more extensive exports (such as private channels, which would require special approval, typically for compliance or legal reasons).
(Reference: Slack Administration Study Guide - Exporting Data from Slack)

NEW QUESTION # 120
You lead a team responsible for launching Slack Enterprise Grid to all employees. Your leadership team firmly believes that Slack is currently too noisy and that a workspace dedicated to each major business unit will reduce noise. You want to be thoughtful about the workspace design and create an Enterprise Grid design that will best facilitate collaboration across your company.
What are two actions you should take?
(Select the TWO best answers.)

- A. Create an implementation and project plan with an Enterprise Grid design that includes one large workspace in order to avoid forming silos.
- B. Create a business case for focusing on a thoughtful Enterprise Grid design, and present it to the leadership team.
- C. Create and launch an employee survey to better understand how knowledge is shared across the organization and how teams are using Slack today.
- D. Create success criteria and key design principles for Enterprise Grid, and work with your Slack account team to determine the pros and cons of each Enterprise Grid design model.
- E. Create an implementation and project plan with an Enterprise Grid design focused on a multi- workspace business unit model.

Answer: B,D

Explanation:
When designing an Enterprise Grid deployment, Slack recommends a thoughtful, structured approach.
According to Slack's Enterprise Grid best practices:
"Develop a clear business case outlining why a strategic design is important, addressing key goals such as minimizing noise and maximizing collaboration.
Define success criteria and key design principles early, and work with your Slack account team to evaluate different workspace design models." The idea is to ensure leadership understands the need for a strategic design and that the team has clear success metrics. C and E describe possible implementation strategies but jump ahead without a strategic foundation. D (surveying users) is helpful later but not the first step.
(Reference: Slack Administration Study Guide - Enterprise Grid Workspace Design Best Practices)
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NEW QUESTION # 121
You are Workspace Admin of a small but fast-growing organization on Slack's Free plan.
You need to improve the security of logins and automate provisioning of Slack users to save time and expedite onboarding, while being mindful of costs.
Which Slack feature and plan will suit this need?

- A. Google Workspace single sign-on (SSO) and user groups on the Slack Pro plan
- B. SAML single sign-on (SSO) and identity provider (IdP) groups on the Slack Business+ plan
- C. Mandatory two-factor authentication (2FA) on the Slack Free plan
- D. Mandatory SAML single sign-on (SSO) and identity provider (IdP) groups on Slack Enterprise Grid

Answer: B

Explanation:
Slack best practices state:
"SAML-based SSO and SCIM provisioning (through IdP groups) are available on the Business+ plan. This enables automation of user management and enhances login security." Google Workspace SSO (A) without SAML lacks the full control needed. 2FA (B) is a good practice but doesn't automate provisioning. Enterprise Grid (C) would be overkill and costly for a small organization.
(Reference: Slack Administration Study Guide - Identity and Access Management)
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NEW QUESTION # 122
Your organization's Head of Customer Service wants to better support internal collaboration between service agents working through high-priority customer tickets.
As a Workspace Admin, what recommendation should you provide to help service agents collaborate more efficiently in Slack and reduce meetings?

- A. Enable service agents to create a new channel for each high-priority customer ticket and use emoji reactions to expedite responses.
- B. Advise service agents to ask for help in their team channel and troubleshoot high-priority customer tickets in thread.
- C. Encourage service agents to use Huddles when troubleshooting high-priority customer tickets.
- D. Enable service agents to post Clips in team channels to provide troubleshooting demos for high-priority customer tickets.

Answer: C

Explanation:
Slack recommends:
"Use Huddles for lightweight, real-time, informal discussions to troubleshoot quickly without needing to schedule formal meetings." This directly helps service agents collaborate live without adding overhead.
Options A and C are good for async work but do not replace real-time collaboration. Threads (D) are useful but are slower than live discussions.
(Reference: Slack Administration Study Guide - Using Huddles for Efficient Team Collaboration)

NEW QUESTION # 123
Your company wants to add outside consultants onto a project in Slack.
They are not allowed to set up their own Slack workspace, and your company is security-focused.
What is your best course of action?

- A. Invite the consultants as Multi-Channel Guests, and create a private channel for the consultants and the project team.
- B. Create a new workspace for external collaboration, and add the consultants as members.
- C. Add the consultants to the project channel as Multi-Channel Guests with a six-month expiration date.
- D. Create a new channel for the project, and add the consultants to the project channel as Single-Channel Guests.

Answer: D

Explanation:
Slack's recommendation for secure external collaboration is:
"Single-Channel Guests are ideal for providing external users with access to only one channel, maintaining strict control over permissions and access." Multi-Channel Guests (B, C) grant access to multiple channels, which is unnecessary and riskier. Creating a new workspace (A) adds administrative burden and is unnecessary for one project.
(Reference: Slack Administration Study Guide - Managing External Users via Guest Roles)

NEW QUESTION # 124
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