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Salesforce Certified Slack Administrator Sample Questions (Q155-Q160):

NEW QUESTION # 155

Which of the following scenarios would best justify creating a channel in your company's existing workspace, rather than starting a direct message?

- A. When there is a new line of business at your company
- B. When a few questions need to be answered quickly
- C. When you need to let your manager know you are not feeling well
- D. When you need to confirm meeting times

Answer: A

Explanation:

Slack best practices advise creating a new channel:

"When you need a dedicated, transparent space for an ongoing topic, team, or project, such as a new line of business." For quick or personal conversations (Options A, C, and D), direct messages are more appropriate.

(Reference: Slack Administration Study Guide - Channel vs. Direct Message Best Practices)

NEW QUESTION # 156

The Operations team at Fire Extinguishers Ltd has recently launched Slack and wants to better collaborate when internal alerting systems notify them of a failure. In the past, it was difficult to identify where the alert was coming from and who was responding. Sometimes, the team even missed the alerts.

The Operations team and the Security team both have alerting set up with popular software tools, and the alerts get sent to multiple, unrelated teams.

What should Fire Extinguishers Ltd do to centralize their alerting identification and response?

- A. Send an announcement to the company reminding them to be more responsive when receiving alerts.
- B. Build custom apps for all the popular tools that send the alerts to one channel.
- C. Set up Slackbot custom responses to trigger when the word "alert" or "failure" is used in Slack.
- **D. Install apps from the Slack App Directory for the tools they use, and have the apps post alerts in a #alerts-all channel for the relevant teams to monitor.**

Answer: D

Explanation:

The best practice is to install official, vetted apps for each alerting tool from the Slack App Directory and configure them to post into a centralized channel (such as #alerts-all). According to Slack documentation:

"Integrating alerting tools through approved apps ensures reliable, structured, and centralized notifications.

Centralized channels allow all relevant teams to quickly monitor, identify, and respond to incidents." Building custom apps is unnecessary if existing integrations meet the needs, and reminders or Slackbot triggers do not solve the systemic problem.

(Reference: Slack Administration Study Guide - Integration Management and Best Practices)

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NEW QUESTION # 157

You're the Slack Workspace Admin at a mid-sized company. You're working on an onboarding strategy that encourages members to self-start and learn about Slack at their own pace.

Which strategy should you choose?

(Select the best answer.)

- A. Host a Slack 101 training for new hires to onboard them.
- B. Use a custom bot to pair employees up, and have onboarding buddies help train new hires on Slack.
- **C. Use Workflow Builder to create an onboarding workflow with webinars and Help Center articles.**
- D. Host a hackathon that allows new employees to learn about building Slack apps.

Answer: C

Explanation:

Slack recommends using self-paced resources and workflows for onboarding:

"Workflow Builder allows admins to create automated onboarding workflows that include links to Help Center articles, internal documentation, and recorded webinars, enabling new users to learn at their own pace." Hackathons (B) and Slack 101 live trainings (D) are great, but they are scheduled sessions, not self-paced.

Custom bots (C) add overhead and are not necessary for scalable self-service onboarding.

(Reference: Slack Administration Study Guide - Onboarding Strategies Using Workflow Builder)

NEW QUESTION # 158

You work with a team of developers who are responsible for creating a custom ticketing app at your organization.

What should you do to ensure subject matter experts (SMEs) from the developer team are able to continuously manage settings for the custom app?

- A. Promote the SMEs to Org Admin so they can manage the custom app as well as all other apps installed at your organization.
- **B. Add the SMEs as internal app collaborators so they can directly manage the app's settings.**
- C. Encourage the developer team to use Workflow Builder to automate ticketing instead of creating a custom app.
- D. Create a channel where the SMEs can submit suggested changes, and Org Admins can review and decide whether to apply the suggestions.

Answer: B

Explanation:

Slack's internal app management documentation states:

"Adding internal app collaborators allows trusted users to manage an app's configuration, including OAuth settings, scopes, and other integration behaviors without needing Org Admin privileges." There is no need to promote SMEs to Org Admins (B) - which would give them excessive permissions across the entire Slack environment. A and C do not enable them to manage the app directly.

(Reference: Slack Administration Study Guide - Managing Internal Apps and App Collaborators)

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NEW QUESTION # 159

You're an Org Owner at a financial company and administer 20 workspaces on a Slack Enterprise Grid plan.

Your company is concerned about staying in compliance with government-mandated regulatory requirements across all communication tools.

What is the first step you should take to ensure that communications remain compliant for your company?

(Select the best answer.)

- A. Promote a member of your compliance team to Org Owner.
- **B. Meet with your compliance and legal teams to set policies for Slack at your company.**
- C. Implement a 24-hour retention policy in Slack to ensure that sensitive communications are removed within a day.
- D. Implement eDiscovery within Slack to ensure that all communications are archived.

Answer: B

Explanation:

Slack compliance best practices state:

"Before configuring Slack for compliance, companies should meet with legal and compliance teams to set internal communication, retention, and monitoring policies tailored to regulatory requirements." Implementing eDiscovery (D) is important later, but setting policies first ensures the correct technology choices. B and C may not align with regulatory needs without first setting clear policies.

(Reference: Slack Administration Study Guide - Compliance and Legal Alignment)

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NEW QUESTION # 160

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