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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> • 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.
Topic 2	<ul style="list-style-type: none"> • 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.
Topic 3	<ul style="list-style-type: none"> • 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.
Topic 4	<ul style="list-style-type: none"> • Security: This domain targets Salesforce Security specialists in identifying Slack product security features that meet organizational needs. Candidates will describe how Slack addresses security governance, risk management, and compliance while recommending features that protect sensitive data.
Topic 5	<ul style="list-style-type: none"> • 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.
Topic 6	<ul style="list-style-type: none"> • 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.

Salesforce Certified Slack Administrator Sample Questions (Q143-Q148):

NEW QUESTION # 143

You're a Workspace Admin, and you want all new users to be added to several important channels when they first log in.

What should you do to ensure new users automatically join these channels?

(Select the best answer.)

- A. Add important channels to your workspace's default channels.
- B. Post and pin all of the important channels in your #general channel for new users to see when they first log in to Slack.
- C. Train managers to add their new hires to the important channels as part of the new employee onboarding process.
- D. Create a workflow that sends a welcome message promoting the most important channels within your company to new users.

Answer: A

Explanation:

Slack officially supports configuring Default Channels for workspaces:

"Default channels are channels that new members will automatically join when they first sign in to Slack." Creating workflows (A) or pinning channels (B) are helpful for awareness but don't enforce automatic joining.

Training managers manually (C) is inefficient and prone to errors.

(Reference: Slack Administration Study Guide - Managing Default Channels)

NEW QUESTION # 144

You're an Org Owner hoping to help your admins implement an automated approval process for app and integration requests.

What is the best approach to take?

- A. * Create a list of trusted members for app and integration approvals.
- * Enable custom approval status notifications to approvers.
- * Create rules at both the Enterprise Grid and workspace level.

- B. * Create rules to approve apps and integrations based on their licensing cost.
 - * Enable custom approval status notifications to requesters.
 - * Create rules at the workspace level.
- C. * Create an ordered list of conditional rules for app and integration approvals.
 - * Enable custom approval status notifications to requesters.
 - * Create rules at both the Enterprise Grid and workspace level.

Answer: C

Explanation:

Slack automation for app approvals suggests:

"Admins can define conditional rules to automatically approve or restrict apps and integrations and notify requesters of the approval status, while creating rules both at the org and workspace level for flexibility." Listing trusted members (B) does not automate the process. Cost-based approvals (C) are too narrow and risky.

(Reference: Slack Administration Study Guide - Automating App and Integration Approvals)

NEW QUESTION # 145

You're a Workspace Admin cleaning up inactive channels.

You find a channel inactive for nine months with important content and one member remaining.

What should you do?

- A. Notify the one channel member, then rename the channel and add #archived as a prefix.
- B. **Notify the one channel member, then archive the channel.**
- C. Notify the one channel member, then delete the channel.
- D. Notify the one channel member that you are keeping the channel active, but limiting posting permissions to admins only.

Answer: B

Explanation:

Slack's guidance for handling inactive channels states:

"Archiving a channel preserves its content and history, allowing it to remain searchable without accepting new posts." Deleting (A) would permanently remove the content. Renaming or limiting posting (C, D) are not standard clean-up procedures for inactive channels.

(Reference: Slack Administration Study Guide - Channel Lifecycle Management)

NEW QUESTION # 146

During a re-org within your organization, the IT department is renamed to Business Technology (BT). Many channels will need to change their prefixes from #it- to #bt-.

The original channel creators are no longer at the organization.

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

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

Answer: C

Explanation:

Slack API best practices specify:

"The channels.rename method within the Slack API allows admins to programmatically rename channels, making bulk updates efficient and standardized." Manually managing through Channel Manager roles (B) or joining channels (D) is slow and error-prone. Keyword notifications (A) don't rename channels.

(Reference: Slack Administration Study Guide - Managing Channels and Using APIs)

NEW QUESTION # 147

You're an Org Admin for your company's Slack Enterprise Grid org. Your organization uses an identity provider (IdP) with SCIM

provisioning. Today is the last day of employment for a manager at your company who is a Workspace Admin. What is the best strategy to ensure the account is no longer active after this Workspace Admin's departure? (Select the best answer.)

- A. Deactivate the departing Workspace Admin from all Enterprise Grid workspaces from each workspace's Manage Members page.
- B. **Deactivate the Workspace Admin's account in the IdP, and automatically sync deactivated members from your organization's IdP.**
- C. Request an Org Owner deactivate the departing Workspace Admin from the Org Admin dashboard.
- D. Manually delete the departing Workspace Admin from your organization's IdP.

Answer: B

Explanation:

According to Slack's official SCIM documentation:

"Deactivating a user in the identity provider (IdP) automatically deactivates the user's Slack account through SCIM provisioning." This ensures the Workspace Admin is promptly deactivated across the Enterprise Grid without needing manual action in Slack itself. Options A, C, and D are manual or inefficient approaches when SCIM is available.

(Reference: Slack Administration Study Guide - SCIM Provisioning and Lifecycle Management)

NEW QUESTION # 148

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