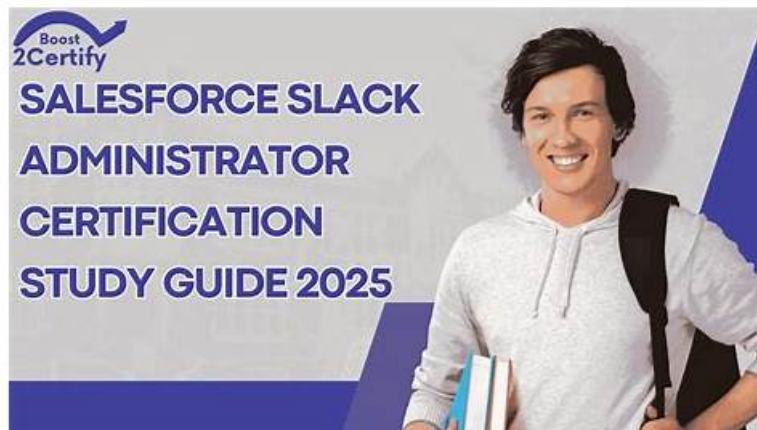


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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<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 3	<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 4	<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.
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"> 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.

Salesforce Certified Slack Administrator Sample Questions (Q61-Q66):

NEW QUESTION # 61

A few months ago, a team of developers at Blue Inc identified a new issue during testing and created a public channel called #bug-cricket to communicate about the issue.

They may need to reference the history in the future. Of note, there has not been any new activity in #bug-cricket for months, and the bug case has been closed.

What should the team do with #bug-cricket?

- A. Remove all members from the channel, and then archive it; this way, members can find messages via search but will not be able to browse the channel history itself.
- B. Delete the channel; messages from a deleted channel are still available via search.
- **C. Archive the public channel; anyone can still browse the conversation history in Slack, and messages will appear in search results.**
- D. Convert the channel to private, and then archive it; members of the channel will retain access to the files.

Answer: C

Explanation:

The best practice for completed projects that may need to be referenced later is:

"Archive the public channel. Archived channels remain searchable and can be browsed for historical reference, but new posts are disabled." Deleting the channel would risk losing accessibility to discussions, and unnecessary privacy changes would confuse users. (Reference: Slack Administration Study Guide - Channel Archiving and Searchability)

NEW QUESTION # 62

You provide channel strategy recommendations to your organization and want to ensure the right level of information visibility. In which situation would a private channel best suit the needs of the teams involved?

- A. A cross functional team would like to explore new ideas for providing customer value on a new product line.
- B. Your organization is globally distributed and would like to create a channel specific to events occurring at your organizations headquarters location.
- C. A team within your organization has announced that they're kicking off a new project and will need a channel to collaborate.
- **D. A team of human resources members and hiring team members need to have an ongoing discussion regarding an open role, including discussion of rote requirements, compensation, and candidate information.**

Answer: D

NEW QUESTION # 63

Teara is a Workspace Owner. She has discovered that projects and key decisions are being discussed via direct messages because public channel message retention settings are set to delete messages after 20 days.

The decision regarding this setting was made 2 years ago, and now the setting is no longer required.

Team members are experiencing difficulty creating channels. Teara is wondering if there are other settings she should review that might be contributing to the direct message conversations.

Which settings and permissions should Teara change to promote increased communication outside of direct messages?

- A. Changing the workspace's public channel message retention and deletion policy to "Keep Everything", changing the direct message retention and deletion policy to delete messages after 1 day, and allowing everyone to create channels
- B. Changing the workspace's public channel message retention and deletion policy to "Keep Everything", changing the direct message retention and deletion policy to delete messages after 1 day, and restricting the creation of channels to Owners only
- C. Changing the workspace's message retention and deletion policy for all channels and direct messages to "Keep Everything" and allowing everyone to create channels
- D. Sending an announcement in the #general channel notifying everyone to move conversations to channels and to DM Teara if you need a channel created

Answer: A

Explanation:

Slack's best practices for promoting open communication are:

"Keep everything in public channels for transparency and collaboration. Set public channel message retention to 'Keep Everything' and restrict DM retention to minimize private, siloed communication." Also:

"Allow everyone to create channels to lower barriers to collaboration and prevent bottlenecks." Restricting channel creation (Option C) would hinder users and reinforce the DM reliance problem.

(Reference: Slack Administration Study Guide - Messaging and Retention Policies)

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NEW QUESTION # 64

Which of the following would most make your company a good candidate to use Slack's Enterprise Key Management (EKM)?

- A. Your company frequently shares personally identifiable information (PII).
- B. Your company is in the public sector.
- C. Your company's employees primarily use unsecured mobile devices to access Slack.
- D. You use Azure for all of your key management.

Answer: A

Explanation:

Slack's Enterprise Key Management (EKM) provides organizations with the ability to control and revoke access to data encryption keys, ensuring protection for sensitive information such as PII (personally identifiable information).

Slack documentation states:

"Slack EKM allows customers to manage and control access to their data in Slack by using their own encryption keys. It is ideal for industries that frequently handle sensitive data such as PII, PHI, and financial information." Using unsecured mobile devices (option A) is a mobile device management issue, Azure usage (option C) is not a sole qualifier, and being in the public sector (option D) may suggest high-security needs but does not directly relate to EKM eligibility.

(Reference: Slack Administration Study Guide - Security and Compliance - Enterprise Key Management)

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NEW QUESTION # 65

You're the Org Admin for a company's Slack Enterprise Grid organization. Currently, Workspace Admins can decide how guest invitations are managed within their workspace. You want to lock this policy so that guest invitations can only be approved by Org Owners and Admins.

What action should you take to make this change?

(Select the best answer)

- A. Ask the Org Owner to make this change because only Org Owners can change org-level policies and settings.

- B. Lock guest invitations from the org admin dashboard.
- C. Lock guest invitations from each workspace's setting page.
- D. Notify users that guest invitations must be submitted at the org level in the announcements channel.

Explanation:

"Org Admins and Org Owners can lock the guest invitation setting at the organization level from the Org Admin dashboard to prevent Workspace Admins from controlling it independently." Option A only applies to workspace-level settings (not sufficient). Option B is unnecessary because Org Admins also have permission. Option C is just communication without any enforcement. (Reference: Slack Administration Study Guide - Managing Guest Access in Enterprise Grid)

NEW QUESTION # 66

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