

# 2026 Salesforce Unparalleled Slack-Con-201 Valid Study Guide



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### Salesforce Certified Slack Consultant Sample Questions (Q213-Q218):

#### NEW QUESTION # 213

A large corporation with a diverse employee base is adopting Slack. What approach should be taken in designing a learning curriculum for these users to ensure comprehensive understanding and adoption of the platform?

- A. Focus solely on the most basic features of Slack, ignoring any department-specific use cases or advanced functionalities
- **B. Create a diverse learning curriculum that starts with Slack basics and gradually introduces more advanced features, tailored to different departments and user roles**
- C. Provide one large, detailed manual on Slack and expect all employees to self-learn from it without any guided training
- D. Assume all employees have a similar level of technical proficiency and provide a uniform advanced- level training for all

**Answer: B**

Explanation:

Designing a diverse learning curriculum that begins with basic functionalities and progresses to more advanced features, while also

being tailored to specific department needs and user roles, ensures a comprehensive and effective learning experience. This approach accommodates varying levels of tech proficiency and job-specific requirements, promoting thorough understanding and adoption of Slack across the corporation.

#### NEW QUESTION # 214

In a growing startup, there is a need to assign a role responsible for managing day-to-day operations in Slack, such as user permissions and channel management, but without access to sensitive billing information. Which role should they assign?

- A. Org Owner, who has full control over all administrative and billing settings
- **B. Workspace Admin, who can manage daily operations like user permissions and channel settings but does not have access to billing information**
- C. External IT Support, hired to handle technical aspects of Slack management
- D. Guest Admin, focused on managing guest accounts and permissions

**Answer: B**

Explanation:

The Workspace Admin role is appropriate for managing day-to-day operations such as user permissions and channel settings in a startup environment, and importantly, they do not have access to sensitive billing information, which aligns with the startup's requirement.

#### NEW QUESTION # 215

During a migration to Slack, who should be the primary point of contact for addressing technical issues related to Slack's functionality?

- **A. The Partner's consulting team, who then liaises with Slack if necessary**
- B. A third-party IT service provider not initially involved in the migration project
- C. The client's IT department, as they handle all technical issues internally
- D. Direct all technical queries to Slack's general customer service hotline

**Answer: A**

Explanation:

The Partner's consulting team should be the primary point of contact for technical issues. They have the expertise to address many issues directly and can efficiently liaise with Slack's technical team for more complex problems, providing a streamlined experience for the client.

#### NEW QUESTION # 216

In a startup environment, how should the Slack learning curriculum be executed to ensure that the rapidly changing team is able to keep up with Slack's functionalities?

- A. Conduct a single comprehensive training session during the initial rollout and no follow-up sessions thereafter
- B. Encourage employees to learn Slack functionalities informally from their colleagues as needed, without structured training
- **C. Implement an ongoing learning program with regular updates and training sessions as new Slack features are released and as the team evolves**
- D. Limit training to only the technical aspects of Slack, excluding practical applications in daily operations

**Answer: C**

Explanation:

For a startup with a rapidly changing team, implementing an ongoing learning program is crucial.

Regularly updated training sessions accommodate new Slack features and adapt to the evolving team dynamics. This approach ensures that all team members, regardless of when they join, receive up-to-date training that is relevant to their work with Slack.

#### NEW QUESTION # 217

A large corporation is implementing Slack and wants to ensure that employee access is securely managed in line with their internal IT

policies. Which identity management setting should they prioritize for this purpose?

- **A. Implement SAML-based single sign-on (SSO) integration with their existing identity provider**
- B. Require periodic password changes for Slack accounts
- C. Allow users to sign up and create accounts independently
- D. Enable email domain-based automatic user invites

**Answer: A**

Explanation:

Implementing SAML-based SSO with their existing identity provider ensures secure and centralized management of user access, aligning with the corporation's internal IT policies and offering streamlined access control.

## NEW QUESTION # 218

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