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Salesforce Certified Slack Administrator Sample Questions (Q56-Q61):

NEW QUESTION # 56

Jason, an Org Owner on the Enterprise Grid plan, wants to enable additional mobile security features for users who have unmanaged devices.

Which of the following mobile security features is available to Jason?

- A. Block Workspace access
- B. Restrict access based on IP
- C. Block message copying and the downloads
- D. Make VPN mandatory

Answer: C

Explanation:

Slack's mobile security features on Enterprise Grid allow:

"Blocking the ability to copy messages and download files on unmanaged devices to protect sensitive data." IP restrictions (Option B) and VPN enforcement (Option D) are broader network security strategies but not specific mobile device security features.

Blocking workspace access completely is not the goal; securing content on devices is.

(Reference: Slack Administration Study Guide - Mobile Security Features and Compliance Settings)

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NEW QUESTION # 57

You're an Org Admin for an airline's Slack Enterprise Grid. The airline's customer support team uses a ticketing tool to monitor customer support tickets for booking inquiries and issues. The team also uses Slack to discuss these support tickets.

The customer support team wants to create a custom workflow that will post new and urgent tickets in the support team's channel.

Which TWO steps should you take to allow the customer support team to create the workflow?

- A. Add a Workflow creation policy to allow "Everyone, except Guests" to create workflows in your Enterprise Grid.
- B. Enable channel email addresses to forward support emails to their dedicated channel.
- C. Enable a policy that allows any user role to utilize steps from installed apps when using Workflow Builder.
- D. Enable Workflow Builder and webhooks in Workflow Builder.
- E. Add members of the customer support team as App Managers under workspace App Management settings.

Answer: C,D

Explanation:

According to Slack Enterprise Grid documentation:

"To allow users to integrate external tools into workflows, admins must enable steps from apps and allow workflows to include webhook triggers." Also,

"Enabling Workflow Builder and allowing users to create workflows (except Guests) ensures flexibility." While A (App Managers) grants permission to approve apps, it is not needed for creating workflows. Channel emails (C) are unrelated. Workflow creation policy (E) is important too but the critical steps for app usage and webhook integration are B and D.

(Reference: Slack Administration Study Guide - Workflow Builder with External Integrations)

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NEW QUESTION # 58

Medium Inc's #hr-benefits channel is a default channel designed to educate employees on benefit information and updates. However, it is now filled with requests for benefits help. Sometimes people even post sensitive personal information when asking questions.

Which TWO options, combined, present the best solution to reduce noise in this channel? (Choose two.)

- A. Limit the posting permissions to Org Admins, plus specific people.
- B. Create a private channel and implement a personal benefits workflow, which doesn't broadcast the sensitive information in channel.
- C. Encourage employees to direct message the HR team with questions and confidential information.
- D. Archive the channel and create a new channel to eliminate the noise.

Answer: A,B

Explanation:

The best way to manage noise while protecting sensitive information includes:

* Limiting posting permissions - According to Slack's official guidance:

"You can restrict who can post to a channel by limiting posting permissions to specific people, ensuring that only authorized individuals can post while others can read."

* Creating a private channel with a personal benefits workflow:

"Private channels are suitable for discussions requiring confidentiality. Workflows can route sensitive questions to HR without public visibility." Encouraging DMs (option C) helps, but it is not a structured or scalable solution for organizational processes.

Archiving the channel (option D) would disrupt access to the historical benefits information and is unnecessary.

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

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NEW QUESTION # 59

Large Corp is shutting down its Marketing team based in Europe. Deprovisioning is supported through their IdP.

When Large Corp removes users from their IdP, what will happen to their Slack accounts?

- A. Their accounts will be deactivated, they will be signed out on all of their devices, and their accounts will be removed from channels. However, only their messages and files in direct messages will be deleted.
- B. Their accounts will be deactivated, but they won't be signed out of their devices. A session reset is also required.
- C. Their Slack accounts will be deleted permanently, and all messages and files will be deleted, as well, for compliance reasons.
- **D. Their accounts will be deactivated, they will be signed out on all of their devices, and their accounts will be removed from channels. However, their messages and files won't be deleted.**

Answer: D

Explanation:

When users are deprovisioned via SCIM or IdP integration:

"Their accounts are deactivated, they are signed out from all sessions, and their accounts are removed from channels, but their messages and files remain intact in Slack unless a separate data retention policy dictates otherwise." Slack retains historical content unless specifically configured for deletion.

(Reference: Slack Administration Study Guide - Deactivation and Deprovisioning via SCIM)

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NEW QUESTION # 60

You're a Workspace Owner at Acme Inc.

You notice that the #help-benefits channel receives a large number of off-topic payroll requests.

In which two ways can you help address this issue?

(Choose 2 answers.)

- A. Use the share feature in Slack to notify the payroll team of each request that has been posted in the #help-benefits channel via direct message (DM).
- **B. Encourage the payroll team to create their own public #help channel in Slack so employees have a place to go with their questions and requests.**
- C. Work with the benefits team to help them respond to each individual payroll-related request with a gentle reminder that this channel is for benefits questions only.
- D. Encourage channel owner(s) from the benefits team to add members of the payroll team to #help-benefits to respond to each payroll request.
- **E. Work with the benefits team to set a clear channel topic, and pin a post that includes the scope of requests/questions that belong in #help-benefits.**

Answer: B,E

Explanation:

Slack recommends:

"Setting a clear channel topic and pinned posts help define scope, and creating dedicated channels (like #help- payroll) directs users to the right place without overloading unrelated channels." Manually redirecting (A, C) or adding payroll staff into a benefits channel (D) doesn't address root cause or improves structure.

(Reference: Slack Administration Study Guide - Channel Organization Best Practices)

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