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## Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>Enabling Slack Success: This section focuses on the skills of Admins to develop a vision for Slack within their organization. Candidates will use analytics dashboards to track usage and make recommendations based on data insights, such as channel archival or promoting best practices.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>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.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• 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.</li> </ul>
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### >> Salesforce-Slack-Administrator Actual Questions <<

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### Salesforce Certified Slack Administrator Sample Questions (Q67-Q72):

#### NEW QUESTION # 67

You're a Support Agent on the admin team for your organization's Slack Enterprise Grid workspace.

You receive a service request from one of your employees to add 15 new members from a single external company to Slack in order to support a 12-month joint marketing partnership. The team requires multiple channels and members for external collaboration.

How should you respond to the service request?

- A. Advise the employee to set up a separate Slack workspace that is jointly owned by both organizations.
- B. Approve the employee's request, then invite the external users to your workspace as Multi-Channel Guests with a 12-month expiration date.
- C. **Advise the employee to initiate one or more Slack Connect channels to collaborate with the external organization. The external organization can set up a free Slack instance if they are not already using Slack.**
- D. Advise the employee to request the external users be added to your identity provider (IdP) so they can authenticate to your workspace with SAML single sign-on (SSO).

**Answer: C**

#### NEW QUESTION # 68

You're an Org Owner on the Slack Enterprise Grid plan responsible for posting news for your entire organization to read. You want to limit posting permissions to admins only.

Sometimes the newsletters contain important action items, so it's important that everyone in your organization sees the message.

What is the best way to post your message?

(Select the best answer)

- A. Send your newsletter in all of your department-specific channels to maximize visibility.
- B. Send your newsletter to your organization's #general channel, and use the @channel notification.
- C. **Create a default org-wide channel called #announcements, and post your newsletter in this channel.**
- D. Send your newsletter to your team's channel and then copy/paste the link to your message to each team channel in your organization.

**Answer: C**

Explanation:

Slack recommends for official, organization-wide communications:

"Create an org-wide channel (such as #announcements) where only admins and owners can post. This ensures important messages are visible to all and remain uncluttered by unrelated posts." Option B and C involve redundancy and fragmentation. Using @channel in #general (D) risks spamming and frustrating members.

(Reference: Slack Administration Study Guide - Best Practices for Org-Wide Announcements)

### NEW QUESTION # 69

You're overseeing the workspace design for your organization's launch of Slack Enterprise Grid. You want to prioritize ease of administration for channels, workspaces, users and user groups.

Which is the most important step when setting up your workspaces?

(Select the best answer.)

- A. Minimize the number of multi-workspace channels to administer.
- B. **Identify an appropriate set of Workspace Owners and Admins for each workspace**
- C. Ensure users can frequently and easily switch between workspaces throughout the day.
- D. Take into account the cultural dynamics within the company.

**Answer: B**

### NEW QUESTION # 70

You're an Org Admin responsible for managing your organization's three workspaces grouped by business vertical.

Your organization wants to increase Slack usage across departments, and you anticipate new workspace requests.

Given these business requirements, what is the best way to manage requests to create new workspaces?

- A. Encourage end users to create new workspaces themselves, then link the workspace URL to your organization via domain claiming.
- B. **Route workspace requests from an org-wide help channel to a private admin-only channel where admins can review business rationale of requests.**
- C. Review, collaborate, approve, and reject workspace requests in one public, searchable channel.
- D. Do not allow end users to request new workspaces; instead, encourage them to create more channels.

**Answer: B**

Explanation:

Slack recommends for Enterprise Grid governance:

"Workspace creation requests should be routed to a private admin team for evaluation, ensuring that new workspaces align with business needs, security policies, and organizational strategy." Public channels (A) expose sensitive administrative discussions. C and D bypass proper governance and risk fragmented Slack management.

(Reference: Slack Administration Study Guide - Workspace Creation and Governance)

### NEW QUESTION # 71

You're a Slack admin creating a list of default prefixes. You want to provide employees with standard naming conventions to use when they create new channels.

After reviewing existing channels, you determine that there are three types of channels that are most often created:

- \* Slack Connect channels for collaborating with partners.
- \* Channels for groups within a line of business,
- \* Channels to support collaboration on specific engagements

What are the three best prefixes to add to your default list?

(Select the THREE best answers.)

- A. #slack
- B. **#team-**
- C. **#proj**
- D. #help
- E. **#ext**
- F. announce

**Answer: B,C,E**

### NEW QUESTION # 72

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