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## Salesforce Certified Slack Administrator Sample Questions (Q110-Q115):

### NEW QUESTION # 110

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 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.
- 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 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.

**Answer: A**

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 # 111**

Your company has just hired 10 new employees in the Los Angeles (LA) region. All 10 of these employees are currently working remotely as there is no physical office. You need to enable the LA employees, as well as other employees visiting LA, to discuss events, meetups, and volunteer opportunities.

What is the best way to facilitate this conversation?

(Select the best answer.)

- A. Create a Slack Connect channel with the 10 people aligned to the LA region.
- B. Create a group direct message (DM) with the 10 employees in the LA region.
- C. Initiate direct messages (DMs) with each of the 10 employees aligned to the LA region.
- D. **Create a public channel (ex. #social-LA) and add the 10 people aligned to the LA region.**

**Answer: D**

Explanation:

Slack recommends using public channels for community-building and location-specific discussions:

"Public channels allow easy discoverability and participation by members who might also be interested, even if they aren't part of the initial group." DMs (A, C) are not scalable or discoverable. Slack Connect (B) is for external collaboration, not internal teams.

(Reference: Slack Administration Study Guide - Best Practices for Organizing Community Channels)

**NEW QUESTION # 112**

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

**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 # 113

You're an Org Admin working on your Slack Enterprise Grid design. You expect a high volume of new workspace requests, and all requests will require admin review.

What should you do to manage this process?

(Select the best answer.)

- A. Turn off the workspace request process, and require users to direct message (DM) their workspace admin.
- B. **Allow all users to request new workspaces, and route the requests into an admin channel where admins can action the requests as a team.**
- C. Allow all users to request new workspaces, and manually route requests to the correct admin via direct message (DM).
- D. Turn off the workspace request process, and create a private channel. Only add members who you want to request new workspaces.

#### Answer: B

Explanation:

The best practice outlined in Slack Enterprise Grid documentation:

"Enable workspace creation requests, so users can request new workspaces that will be routed to Org Admins via an internal channel for review and approval." This approach scales better for high-volume requests, allowing multiple admins to track and approve them efficiently from a centralized channel, rather than relying on manual direct messages.

(Reference: Slack Administration Study Guide - Enterprise Grid Workspace Management)

### NEW QUESTION # 114

In which scenario would the Clips feature be the most useful to support asynchronous work?

(Select the best answer.)

- A. A manager is actively brainstorming with the leadership team on new department initiatives.
- B. A manager schedules time to thoroughly review a product release with their team.
- C. A service representative is troubleshooting a time-sensitive issue in channel with their tier support team.
- D. **A project manager is showing their work to the rest of their project team and asking for feedback before the end of the week.**

#### Answer: D

Explanation:

Slack Clips are designed for:

"Recording and sharing video, voice, and screen recordings asynchronously to allow teams to consume and respond on their own schedule." A project manager sharing updates for review (B) is a perfect use case. Time-sensitive troubleshooting (A) and active brainstorming (D) are better suited for synchronous tools like Huddles. Scheduling reviews (C) suggests a live meeting rather than asynchronous communication.

(Reference: Slack Administration Study Guide - Using Clips for Asynchronous Collaboration)

### NEW QUESTION # 115

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