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## Salesforce Certified Slack Administrator Sample Questions (Q86-Q91):

### NEW QUESTION # 86

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?

(Select the best answer.)

- A. Advise the employee to set up a separate Slack workspace that is jointly owned by both organizations.
- B. Advise the employee to request the external users be added to your identity provider (IdP) so they can authenticate to your workspace with the same single sign-on (SSO).
- **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. Approve the employee's request, then invite the external users to your workspace as Multi-Channel Guests with a 12-month expiration date.

**Answer: C**

Explanation:

Slack recommends using Slack Connect for external collaboration across companies.

According to Slack Connect official guidelines:

"Slack Connect lets you securely collaborate with external organizations in channels or direct messages, without needing to add external users as guests in your workspace." Rather than creating guest accounts (A) or modifying your IdP (C), the correct and scalable method is setting up Slack Connect channels. Option D (setting up a separate Slack workspace) is not necessary and would complicate governance.

(Reference: Slack Administration Study Guide - Slack Connect Best Practices)

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#### **NEW QUESTION # 87**

As an Org Admin at a healthcare company, you've been tasked with simplifying the experience for getting an upcoming communications project Slack-ready. A team of your organization's employees will work with a dozen rotating consultants at a communications agency to manage several communications campaigns over the next 6 to 8 months.

You'll manage this external collaboration using guests or Slack Connect.

What is the best method for managing this collaboration?

- A. Use Slack Connect in order to automatically sunset the external access to the shared Slack channels after the 8 months is completed.
- B. Provide the communications agency with guest accounts so that they can invite additional external users to the channels as needed.
- **C. Use Slack Connect to allow each organization to manage privacy settings, oversee channel naming, and add their own team members as project needs shift.**
- D. Provide the communications agency with guest accounts so that you can block file uploads/downloads for this work.

**Answer: C**

Explanation:

Slack recommends using Slack Connect for secure, flexible external collaboration:

"Slack Connect enables organizations to manage their own members, privacy settings, and security policies while sharing channels with external partners." Using guest accounts (B, D) would require you to manage all external users yourself, which is burdensome and inflexible. Option C incorrectly implies that Slack Connect automatically sunsets access - expiration must be manually managed.

(Reference: Slack Administration Study Guide - Slack Connect External Collaboration)

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#### **NEW QUESTION # 88**

You're an Org Owner at a financial company and administer 20 workspaces on a Slack Enterprise Grid plan.

Your company is concerned about staying in compliance with government-mandated regulatory requirements across all communication tools.

What is the first step you should take to ensure that communications remain compliant for your company?

(Select the best answer.)

- **A. Meet with your compliance and legal teams to set policies for Slack at your company.**

- B. Promote a member of your compliance team to Org Owner.
- C. Implement eDiscovery within Slack to ensure that all communications are archived.
- D. Implement a 24-hour retention policy in Slack to ensure that sensitive communications are removed within a day.

**Answer: A**

Explanation:

Slack compliance best practices state:

"Before configuring Slack for compliance, companies should meet with legal and compliance teams to set internal communication, retention, and monitoring policies tailored to regulatory requirements." Implementing eDiscovery (D) is important later, but setting policies first ensures the correct technology choices. B and C may not align with regulatory needs without first setting clear policies. (Reference: Slack Administration Study Guide - Compliance and Legal Alignment)

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### NEW QUESTION # 89

You're an Org Admin for a global organization operating in multiple time zones. In your org-wide #help-slack channel, members report they are receiving notifications outside of their working hours from other members operating in different time zones. In addition to recommending Do Not Disturb (DND) preferences, how can you help promote a digital HQ at your organization and ensure that members are receiving notifications only during working hours?

(Select the best answer.)

- A. Enable members to set reminders for themselves to send the message during shared working hours.
- **B. Enable members to use the Scheduled Send feature so that messages can be sent during shared working hours.**
- C. Enable members to view a recipient's local time within their profile before sending a message.
- D. Enable members to set their profile status to Away whenever they are not online.

**Answer: B**

Explanation:

Slack recommends using the Scheduled Send feature to respect teammates' working hours:

"The Scheduled Send feature allows members to compose a message now and schedule it to be delivered during the recipient's preferred working hours." While viewing someone's local time (C) is helpful, Scheduled Send (B) directly solves the problem by deferring the notification appropriately. Setting reminders (D) or Away statuses (A) do not proactively delay messages.

(Reference: Slack Administration Study Guide - Respecting Work-Life Balance in Global Teams)

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### NEW QUESTION # 90

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

**Answer: A,B**

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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