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Salesforce Certified Slack Administrator Sample Questions (Q84-Q89):

NEW QUESTION # 84

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

Answer: B

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 # 85

You're a Workspace Owner and you just launched Slack across your entire organization.

You notice that most communication is happening in DMs instead of public channels.

Which two actions should you take to promote the usage of channels?

(Select the TWO best answers.)

- A. Turn off the ability for users to create channels, so they can collaborate only in the existing channels.
- B. Send a company-wide email asking members to use Slack channels for collaboration.
- **C. Ask your Slack Champions to model the behavior, and encourage others to post in channels.**
- D. Create default channels, so that employees have more options in the channels they can use for collaboration.
- **E. Publish a Slack Etiquette guide that includes a rule of defaulting to using channels.**

Answer: C,E

Explanation:

Slack best practices for culture change recommend:

"Publishing a Slack Etiquette guide that promotes channel-first communication and encouraging Slack Champions to model this behavior help shift cultural habits effectively." Simply emailing (C) is passive and less effective. Turning off channel creation (A) stifles collaboration.

Default channels (E) help onboarding, but not necessarily behavior change after adoption.

(Reference: Slack Administration Study Guide - Change Management Best Practices)

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NEW QUESTION # 86

Anastasia is an Org Owner on the Enterprise plan. In the Sales Workspace, Anastasia has noticed a large drop in the percentage of views in public channels.

What should Anastasia do next?

- A. Instruct Sales managers to use more @channel's and @here's in their announcements.
- B. Identify the most active members and ask them to post more in public channels.
- **C. Provide additional learning and host a Slack day.**
- D. Ask the Sales team to react with :eyes: when they have read a message.

Answer: C

Explanation:

When engagement in public channels drops, Slack recommends education and re-engagement campaigns like hosting a "Slack day" to showcase best practices.

Slack documentation highlights:

"Slack Days are opportunities to encourage better usage patterns, provide learning sessions, and reinforce the importance of open communication through public channels." Option A and D focus on short-term fixes and notifications, not improving behavior sustainably. Option B alone is not a complete strategy.

(Reference: Slack Administration Study Guide - Driving Adoption and Maintaining Engagement)

NEW QUESTION # 87

Your organization is choosing an identity provider (IdP) and preparing to launch Slack Enterprise Grid.

You want users to start working in Slack as soon as possible.

What is the best way to create new users so they can start working on your Enterprise Grid?

- A. Choose and configure your IdP before configuring single sign-on (SSO), since end users can't sign in to Enterprise Grid without SSO.
- B. Use Slack's built-in authentication, which will prompt members to sign in using their email address and Slack password.
- C. Add all new users to your Enterprise Grid as guests, so their sign-in process is not disrupted after you choose an IdP and configure SSO.
- D. Downgrade your Slack plan to Business+ and turn off SSO.

Answer: A

Explanation:

Slack requires:

"Enterprise Grid must use an identity provider (IdP) to manage authentication via SSO before users can sign in. SSO must be configured first for member access." Options A and B bypass the necessary authentication process and would create user confusion later.

Downgrading to Business+ (C) defeats the purpose of deploying Enterprise Grid.

(Reference: Slack Administration Study Guide - Preparing Identity Management for Enterprise Grid)

NEW QUESTION # 88

As a Workspace Owner on the Slack Business+ plan, you need to set message retention policies for your workspace. You'd like to keep important information in Slack so that employees can search for it, but there are a few channels with messages that you don't need to save for more than one month.

How should you set up your data retention policies?

(Select the best answer.)

- A. Keep the default retention settings, but set a message retention policy of one month for channels with less important information.
- B. Set the retention policy for public channels to keep all messages, and allow members to determine how long they'd like to keep messages in private channels.
- C. Set your global message retention policies for one month, and adjust retention settings for important channels to keep everything.
- D. Set the retention policy for private channels to keep everything, and set the retention policy for public channels to one month.

Answer: C

Explanation:

Slack recommends setting a global policy and making specific exceptions where needed:

"Setting a shorter global retention policy and then setting exceptions to keep important messages longer in specific channels gives you flexibility while controlling overall data retention." Default settings (B) would not provide an organization-wide policy. Allowing members to manage private channel retention (C) can be risky. Setting public retention short and private channels to everything (D) doesn't align with best practices for most businesses.

(Reference: Slack Administration Study Guide - Message Retention and Exceptions)

NEW QUESTION # 89

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