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Salesforce Certified Slack Administrator Sample Questions (Q115-Q120):

NEW QUESTION # 115

In Large Inc's Enterprise Grid design, each business unit has its own workspace, and everyone is also a member of the Global workspace. The Sales team at Large Inc are slow adopters of Slack and have been using email instead of Slack to communicate with peers.

Which of these strategies should the Sales team AVOID using to connect cross-functionally more effectively with Slack?

- A. Create an org-wide #help-sales channel where cross-functional partners can turn to Sales with questions and requests for help.
- **B. Move their channels into the Global workspace and convert the default channels to private, to ease the Sales team's fears about privacy.**
- C. Create a #customer-feedback channel for Sales to convey customer concerns to the Product and Engineering teams.
- D. Create an org-wide #sales-wins channel so that account representatives can share updates on new customers and celebrate big deals.

Answer: B

Explanation:

Moving sales channels into the Global workspace and making default channels private would:

* Create confusion and friction in adoption.

* Reduce transparency and cross-functional collaboration.

Slack documentation highlights:

"Workspaces should be structured to align naturally with how teams operate. Making core channels private may limit discoverability and collaboration, which contradicts Slack's goals for connection and transparency." Options B, C, and D promote transparency and collaboration, which is the intended use of Slack across cross-functional teams.

(Reference: Slack Administration Study Guide - Change Management and Slack Adoption Strategies)

NEW QUESTION # 116

Pawnee Technologies is a global cloud software company that uses Slack Enterprise Grid to communicate and collaborate. You're a Slack Workspace Admin for your company's External workspace where your team collaborates with external partners. Today you're onboarding a new team member who will need to log in and join your workspace. You receive a direct message (DM) from them reporting a problem. While they had no issues joining the Global and Social workspaces, they report that Slack isn't giving them an option to join the External workspace, even though it shows up when they search for it.

Why is the new hire unable to join your workspace?

(Select the best answer.)

- A. The Workspace Admin must add the new hire as a Single Channel Guest to the workspace.
- B. The workspace requires the new member to request to join.
- **C. The workspace requires an invitation from the Workspace Admin to join.**
- D. The workspace requires approval from the external partner for new members to join.

Answer: C

Explanation:

In Slack Enterprise Grid, for workspaces set to Invite Only (especially those involving external partners), users must be explicitly invited.

According to Slack documentation:

"Invite-only workspaces require an invitation from a Workspace Admin before members can join." Because the External workspace is likely Invite Only for security reasons, the new hire must be invited to join it. Searching and seeing the workspace does not bypass the requirement.

(Reference: Slack Administration Study Guide - Workspace Visibility and Access Control)

NEW QUESTION # 117

A few months ago, a team of developers at Blue Inc identified a new issue during testing and created a public channel called #bug-cricket to communicate about the issue.

They may need to reference the history in the future. Of note, there has not been any new activity in #bug-cricket for months, and the bug case has been closed.

What should the team do with #bug-cricket?

- A. Remove all members from the channel, and then archive it; this way, members can find messages via search but will not be able to browse the channel history itself.
- **B. Archive the public channel; anyone can still browse the conversation history in Slack, and messages will appear in search results.**
- C. Delete the channel; messages from a deleted channel are still available via search.
- D. Convert the channel to private, and then archive it; members of the channel will retain access to the files.

Answer: B

Explanation:

The best practice for completed projects that may need to be referenced later is:

"Archive the public channel. Archived channels remain searchable and can be browsed for historical reference, but new posts are disabled." Deleting the channel would risk losing accessibility to discussions, and unnecessary privacy changes would confuse users. (Reference: Slack Administration Study Guide - Channel Archiving and Searchability)

NEW QUESTION # 118

The Operations team at Fire Extinguishers Ltd has recently launched Slack and wants to better collaborate when internal alerting systems notify them of a failure. In the past, it was difficult to identify where the alert was coming from and who was responding. Sometimes, the team even missed the alerts.

The Operations team and the Security team both have alerting set up with popular software tools, and the alerts get sent to multiple, unrelated teams.

What should Fire Extinguishers Ltd do to centralize their alerting identification and response?

- A. Build custom apps for all the popular tools that send the alerts to one channel.
- B. Send an announcement to the company reminding them to be more responsive when receiving alerts.
- C. Set up Slackbot custom responses to trigger when the word "alert" or "failure" is used in Slack.
- **D. Install apps from the Slack App Directory for the tools they use, and have the apps post alerts in a #alerts-all channel for the relevant teams to monitor.**

Answer: D

Explanation:

The best practice is to install official, vetted apps for each alerting tool from the Slack App Directory and configure them to post into a centralized channel (such as #alerts-all). According to Slack documentation:

"Integrating alerting tools through approved apps ensures reliable, structured, and centralized notifications.

Centralized channels allow all relevant teams to quickly monitor, identify, and respond to incidents." Building custom apps is unnecessary if existing integrations meet the needs, and reminders or Slackbot triggers do not solve the systemic problem.

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

NEW QUESTION # 119

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. 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.
- B. Set the retention policy for private channels to keep everything, and set the retention policy for public channels to one month.
- C. Keep the default retention settings, but set a message retention policy of one month for channels with less important information.
- **D. Set your global message retention policies for one month, and adjust retention settings for important channels to keep everything.**

Answer: D

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 # 120

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