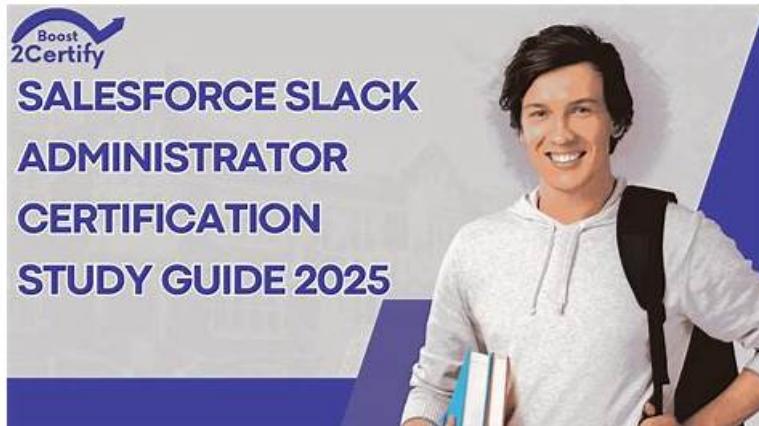


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## Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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>
Topic 2	<ul style="list-style-type: none"><li>• User Lifecycle Management: This area focuses on managing user accounts throughout their lifecycle in Slack. Candidates will implement authentication options based on organizational requirements and recommend processes for new account creation.</li></ul>

Topic 3	<ul style="list-style-type: none"> <li>• Workspace Administration: This domain assesses the competencies of Salesforce administrators in creating and managing Slack workspaces to meet organizational needs. Candidates will determine when a new workspace should be created and manage the approval process for workspace creation.</li> </ul>
Topic 4	<ul style="list-style-type: none"> <li>• Security: This domain targets Salesforce Security specialists in identifying Slack product security features that meet organizational needs. Candidates will describe how Slack addresses security governance, risk management, and compliance while recommending features that protect sensitive data.</li> </ul>
Topic 5	<ul style="list-style-type: none"> <li>• App Administration: This section evaluates the skills of Slack Administrators in managing applications within Slack. Candidates will summarize the value of interoperability for both decision-makers and end-users while learning to use Workflow Builder for automating tasks.</li> </ul>
Topic 6	<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>

## Salesforce Certified Slack Administrator Sample Questions (Q108-Q113):

### NEW QUESTION # 108

You're the Grid Owner for your sales company's Slack Enterprise Grid instance. Currently, departments are spread across multiple workspaces and collaborate with their customers through Slack Connect. Your company is growing quickly, and you want to have more control with external collaboration. You decide to set up an external workspace dedicated to Slack Connect channels. This workspace should include all current users, plus any future users.

What is the easiest and most efficient way to go about adding users to the new workspace?

(Select the best answer.)

- A. Use the workspace's admin dashboard to add all users within your organization.
- B. Make the workspace a default workspace for all current and future users.
- **C. Sync all current and future users to the workspace using identity provider (IdP) groups.**
- D. Use an org-wide default channel to introduce the new workspace and its purpose. Ask all users who are currently using Slack Connect to join the workspace.

**Answer: C**

### NEW QUESTION # 109

You're a Slack admin for SealBox, a company specializing in waterproof laptop cases. In preparation for a new product launch, SealBox partners with an advertising agency, Ad Heroes Inc. You create a Slack Connect channel and share it with Ad Heroes' Slack workspace.

The members of the Ad Heroes team are concerned about losing access to messages and files shared in the channel once the project ends and the channel is disconnected.

What will happen once the channel is disconnected?

(Select the best answer.)

- A. All organizations will retain full access to the channel's history and can continue to use it as normal.
- B. Ad Heroes will retain full control over the channel's history and can continue to post messages and files in it as normal.
- C. Ad Heroes will keep an archived version of the channel, but only files posted by Ad Heroes' workspace members will be visible in the channel.
- **D. The channel will be archived on Ad Heroes' workspace, but all messages and files shared by both organizations will remain accessible.**

**Answer: D**

### NEW QUESTION # 110

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 #sales-wins channel so that account representatives can share updates on new customers and celebrate big deals.
- 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 #help-sales channel where cross-functional partners can turn to Sales with questions and requests for help.

**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 # 111**

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

**Answer: C**

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)

#### **NEW QUESTION # 112**

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

**Answer: B**

### 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 # 113

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