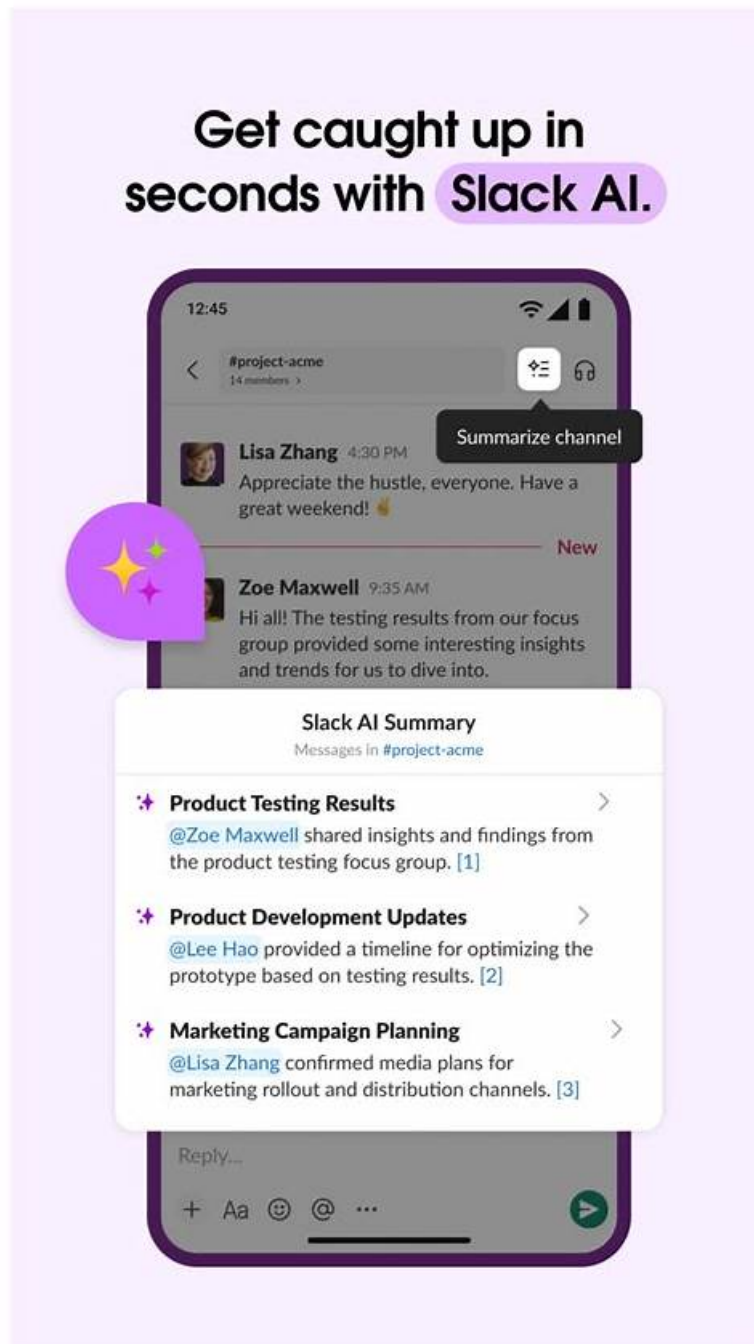


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### Salesforce Certified Slack Consultant Sample Questions (Q76-Q81):

#### NEW QUESTION # 76

In establishing success metrics for Slack implementation, what factor is crucial to consider for them to be effective and meaningful?

- A. The total cost savings achieved by the organization after implementing Slack
- B. The number of third-party apps integrated with Slack within the first month
- C. The speed at which employees adopt Slack as their primary communication tool
- **D. Metrics should be specific, measurable, achievable, relevant, and time-bound (SMART) to accurately assess the implementation's success**

**Answer: D**

Explanation:

Success metrics for Slack implementation should be SMART (specific, measurable, achievable, relevant, and time-bound). This ensures that the metrics are clear, attainable, directly tied to specific objectives, and can be evaluated within a defined timeframe, providing a meaningful assessment of the implementation's success.

#### NEW QUESTION # 77

During the enablement discovery call, your client confirmed that organization-wide communications are announced to employees by the executive leadership team. Subsequent communications are sent by department and/or director-level leadership with the expectation that they will optimize communications to align with the change management needs of their departments. Which recommendation should be included in your client's Communication Plan to meet these needs?

- **A. Identify one stakeholder to facilitate general communications, as well as others to carry out department-specific communications.**
- B. Do not allow threading in any announcement channels.
- C. Designate a department Slack channel dedicated to Slack announcements for each department at the organization.
- D. Create both custom emojis and workflows that can be used to gauge employee sentiment and feedback.

**Answer: A**

Explanation:

The correct recommendation is to identify one stakeholder for general communications and additional stakeholders for department-specific communications. The scenario describes a layered communication model: executive leadership owns broad organizational messaging, while department or director-level leaders adapt follow-up communications to the needs of their own teams. A strong Slack communication plan must mirror that operating model by defining communication owners, audiences, message responsibilities, and delivery channels. Option A may be useful in some organizations, but simply creating department announcement channels does not solve ownership and coordination. Option B is too rigid; threading can be useful for keeping questions and discussion organized depending on the channel's purpose. Option D focuses on engagement tools, but sentiment capture is secondary to the core requirement: structured communication ownership across enterprise and department levels. Option C directly supports change management because it assigns accountability for enterprise-wide communications and localized reinforcement. This prevents message gaps, duplicate announcements, and inconsistent guidance during launch.

Reference topic: Learning and Enablement - communication planning, stakeholder ownership, change management, department-level reinforcement, and launch communications.

#### NEW QUESTION # 78

You are designing your client's grid recommendation. They are currently switching between multiple workspaces and often report feeling overwhelmed.

Which best practice will be most effective to decrease the movement between channels?

- A. Design with future growth as a key consideration.
- B. Ensure all workspaces are created out of necessity.
- C. Enable multi-workspace channels.
- **D. Follow the 80/20 rule working in a primary workspace versus additional workspaces.**

**Answer: D**

Explanation:

The correct answer is D . The scenario says users are switching between multiple workspaces and feeling overwhelmed. The most effective grid-design recommendation is to apply the 80/20 rule , where users spend most of their time in a primary workspace and only move into additional workspaces for specific, intentional needs. This reduces cognitive load, lowers context switching, and gives users a clearer home base for daily work. Option A is a good design principle, but it is broad and does not directly solve the user behavior problem of frequent workspace movement. Option B is important for scalability, but future growth planning does not immediately reduce workspace-switching friction. Option C, multi-workspace channels, can help certain cross-functional conversations span workspaces, but it is not the best overarching practice for reducing user overwhelm across the grid. The primary-workspace model gives the user a predictable operating pattern: most work happens in one main workspace, while additional workspaces are exceptions for specialized collaboration. Reference topic: Grid Design - workspace movement reduction, 80/20 rule, primary workspace model, user experience, and Enterprise Grid usability.

#### NEW QUESTION # 79

A marketing agency is looking to improve team collaboration and project management using Slack. Which use case should be recommended to them?

- A. Using only direct messages for all project-related communications
- **B. Creating dedicated channels for each project to centralize communication and file sharing**
- C. Encouraging clients to join all project channels to provide continuous feedback
- D. Limiting Slack usage to general announcements and updates

**Answer: B**

Explanation:

Creating dedicated channels for each project allows the agency to centralize all communications, updates, and file sharing related to that project, which enhances team collaboration and project management.

#### NEW QUESTION # 80

What does "Salesforce for Slack" allow teams to do?

- A. Automatically update Salesforce records via Slack messages
- **B. View and edit Salesforce records directly in Slack**
- C. Manage Salesforce dashboards within Slack
- D. Create reports within Slack

**Answer: B**

Explanation:

Salesforce for Slack enables teams to view and interact with Salesforce records directly in Slack, allowing them to update records, collaborate, and stay informed without leaving Slack.

#### NEW QUESTION # 81

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