

Salesforce-Slack-Administrator Relevant Answers & Salesforce-Slack-Administrator Most Reliable Questions



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Salesforce Certified Slack Administrator Sample Questions (Q100-Q105):

NEW QUESTION # 100

A 5,000-employee company with multiple international offices is planning to launch Slack to its entire organization. Their goal is to increase collaboration and build a stronger company culture. The CIO is hesitant to allow members to upload custom emoji to Slack, but she doesn't want to burden her Workspace Admin team with requests for custom emoji uploads.

Which solution addresses the CIO's concerns?

- A. Do not allow any custom emoji creation to minimize the risk of members uploading inappropriate imagery.
- B. Prior to launch, pre-load a set of custom emoji voted on by a council of leaders, and do not allow anyone to request customer emoji uploads.
- C. Allow all members access to upload custom emoji, but communicate and document the appropriate emoji use and uploads.
- **D. Restrict custom emoji uploads to Workspace Owners and Admins, and do not allow anyone to request custom emoji uploads.**

Answer: D

NEW QUESTION # 101

Your organization's Head of Customer Service wants to better support internal collaboration between service agents working through high-priority customer tickets.

As a Workspace Admin, what recommendation should you provide to help service agents collaborate more efficiently in Slack and reduce meetings?

- **A. Encourage service agents to use Huddles when troubleshooting high-priority customer tickets.**
- B. Enable service agents to post Clips in team channels to provide troubleshooting demos for high-priority customer tickets.
- C. Advise service agents to ask for help in their team channel and troubleshoot high-priority customer tickets in thread.
- D. Enable service agents to create a new channel for each high-priority customer ticket and use emoji reactions to expedite responses.

Answer: A

Explanation:

Slack recommends:

"Use Huddles for lightweight, real-time, informal discussions to troubleshoot quickly without needing to schedule formal meetings." This directly helps service agents collaborate live without adding overhead.

Options A and C are good for async work but do not replace real-time collaboration. Threads (D) are useful but are slower than live discussions.

(Reference: Slack Administration Study Guide - Using Huddles for Efficient Team Collaboration)

NEW QUESTION # 102

What are two reasons why a company would be interested in using SAML single sign-on (SSO) to authenticate its users on Slack? (Select the TWO best answers.)

- A. It allows your organization to control the encryption keys to your users' data within Slack.
- B. It is a standard security feature that is available on all of Slack's paid plans.
- **C. It gives organizations more control over their security policies, including password format requirements.**
- **D. It allows employees to use the same login credentials they already use for other applications.**
- E. It replaces the need for your admins to have to set up an identity provider (IdP) for Slack.

Answer: C,D

Explanation:

SAML SSO provides:

"Organizations with more control over their authentication policies, including password requirements, session durations, and login behaviors."

"Employees can use their existing login credentials for all applications, including Slack, through SSO integration with the identity provider." Option B is wrong because SSO depends on having an IdP in the first place. Option C is incorrect because SSO is available only on certain Slack paid plans (not all). Option E refers to Enterprise Key Management (EKM), not SSO.

(Reference: Slack Administration Study Guide - Single Sign-On (SSO) Benefits)

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NEW QUESTION # 103

You're a Slack Workspace Owner responsible for setting up an app-approval process.

In order to set up this process, which two actions are recommended?

(Select the TWO best answers.)

- A. Restrict apps that aren't already used by your organization.
- **B. Turn on app approval so members can only install apps that have been pre-approved.**
- C. Instruct app requestors to post a business justification in #help-admins when requesting apps.
- **D. Send all notifications to a specific channel that includes all app managers for app approval.**
- E. Send all app approval requests to app managers in a Slackbot message.

Answer: B,D

Explanation:

According to Slack App Management best practices:

"Turn on app approval to restrict app installation to only those apps that have been reviewed and approved."

"Notifications about app requests should be sent to a specific Slack channel where app managers can easily review and approve or deny requests." Options A and C suggest manual, ad-hoc processes, which are not scalable or officially recommended for structured app management. Option B incorrectly describes app restrictions not tied to a formal approval process.

(Reference: Slack Administration Study Guide - App Management and Approvals)

NEW QUESTION # 104

You're an Org Owner hoping to help your admins implement an automated approval process for app and integration requests.

What is the best approach to take?

- A. * Create a list of trusted members for app and integration approvals.
* Enable custom approval status notifications to approvers.
* Create rules at both the Enterprise Grid and workspace level.
- B. * Create an ordered list of conditional rules for app and integration approvals.
* Enable custom approval status notifications to requesters.
* Create rules at both the Enterprise Grid and workspace level.
- C. * Create rules to approve apps and integrations based on their licensing cost.
* Enable custom approval status notifications to requesters.
* Create rules at the workspace level.

Answer: B

Explanation:

Slack automation for app approvals suggests:

"Admins can define conditional rules to automatically approve or restrict apps and integrations and notify requesters of the approval status, while creating rules both at the org and workspace level for flexibility." Listing trusted members (B) does not automate the process. Cost-based approvals (C) are too narrow and risky.

(Reference: Slack Administration Study Guide - Automating App and Integration Approvals)

NEW QUESTION # 105

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