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Salesforce Certified Slack Administrator Sample Questions (Q14-Q19):

NEW QUESTION # 14

What are the main benefits of Workflow Builder? (Choose all that apply.)

- A. Templates are available for download.
- B. Developers and engineers can easily automate efficiencies in their development.
- C. It supports integration with various third-party apps for easy data transfer between services.
- D. Non-developers can easily automate business processes.

Answer: A,C,D

Explanation:

Slack's Workflow Builder is designed to:

"Allow non-developers to automate routine tasks without writing code, support integrations with apps and services for enhanced workflows, and provide templates that users can customize." While developers can use Workflow Builder, it is primarily aimed at non-technical users; developers usually prefer building custom apps or using Slack APIs.

(Reference: Slack Administration Study Guide - Workflow Builder Overview)

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NEW QUESTION # 15

You are a Workspace Owner and the product manager for a snowboard manufacturing company based in Vancouver, Canada. As product manager for the company's RebelX line, you are responsible for all aspects of production, including managing your supplier relationships. You have a connected channel called #supplier-bindings with one of your suppliers based in Osaka, Japan, and you use this channel to plan shipments of bindings and manage all interactions with this supplier.

Unfortunately, one of the supplier's deliveries has not arrived, and if you don't receive it by next week, your inventory and sales will be negatively affected.

Because of the timezone difference, you need to notify all channel members about the delay so they are aware as soon as possible or tomorrow morning at the start of the business day.

What should you do?

- A. Send an @everyone in a message to your workspace-wide #general channel.
- B. Send a message that includes an @channel and @here to #supplier-bindings.
- C. Direct message your key contact who belongs to the connected channel, so they are directly informed.
- D. Send a message that includes an @channel and @everyone to #supplier-bindings.

Answer: B

Explanation:

In Slack, @channel notifies everyone in a channel, whether or not they're currently active, while @here only notifies active members. Slack documentation explains:

"Use @channel to notify everyone in a channel of important updates. Use @here to notify only those currently online." In a case where urgent communication needs to be received either now or seen first thing in the morning, using both ensures coverage without relying only on availability.

(Reference: Slack Administration Study Guide - Using Mentions and Channel Notifications Effectively)

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NEW QUESTION # 16

Oleg is a Workspace Owner, and his company is on the Plus plan.

Oleg's company requires all messages to be saved for the history of the workspace. He has already ensured that only Owners and Admins can delete messages.

Which additional settings should be selected to maintain the message history of the workspace?

- A. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and allowing overrides
- B. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and not allowing overrides
- C. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and not allowing overrides
- D. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and allowing overrides

Answer: B

Explanation:

To ensure complete preservation of message history with no ability for users to override retention settings:

"Message Retention & Deletion should be set to 'Keep everything' for public channels, private channels, and DMs, and admins should disallow users from overriding workspace-wide retention settings." Allowing overrides (Option B) would permit users to modify retention, which could lead to gaps in message history.

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

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NEW QUESTION # 17

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

Answer: C

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)

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NEW QUESTION # 18

Your company is on the Slack Business+ plan and is interested in setting up SCIM provisioning in their identity provider (IdP) to more efficiently manage their Slack user base.

Which two benefits would the company gain from using SCIM provisioning? (Select the TWO best answers.)

- A. They can pre-provision Multi-Channel and Single-Channel Guests to their workspace.
- B. They can sync custom profile fields to obtain more useful analytics about employees' Slack usage.
- C. They do not have to pre-provision any users; employees will automatically create an account when they attempt to log in for the first time.
- D. They can deactivate users automatically from their IdP.
- E. Users only need to remember one set of credentials for all the applications they use.

Answer: A,D

Explanation:

SCIM provisioning offers two major benefits:

"Automatically deactivating user accounts when they are deactivated in the identity provider (IdP)."

"Pre-provisioning Multi-Channel and Single-Channel Guests in Slack."

SSO (Option B) relates to authentication, not provisioning. Automatic account creation upon login (Option D) is tied to Just-in-Time (JIT) provisioning with SSO, not SCIM.

(Reference: Slack Administration Study Guide - SCIM Provisioning Benefits)

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NEW QUESTION # 19

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