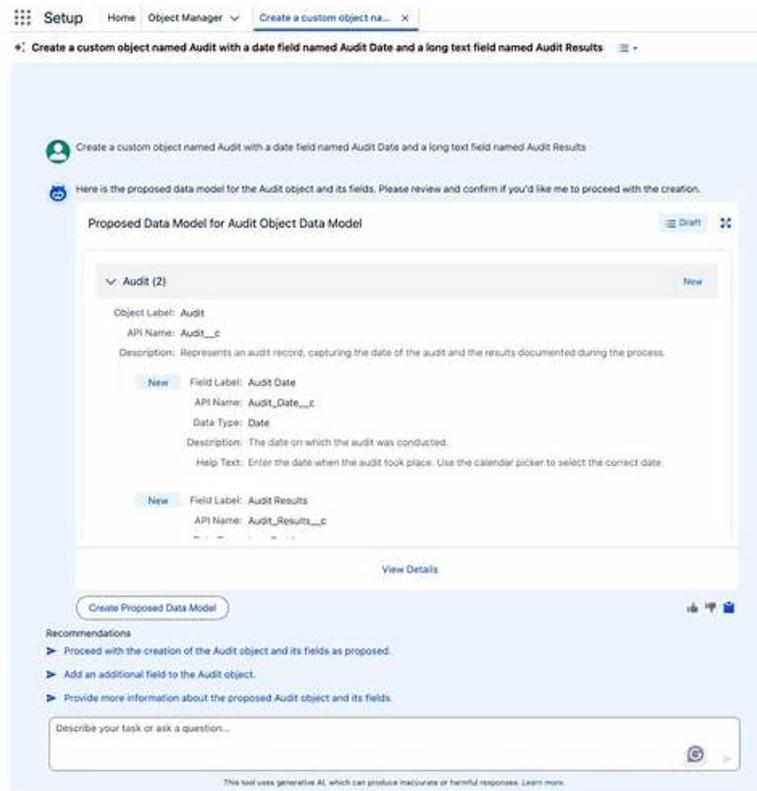


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## Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

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>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 3	<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>
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>Enabling Slack Success: This section focuses on the skills of Admins to develop a vision for Slack within their organization. Candidates will use analytics dashboards to track usage and make recommendations based on data insights, such as channel archival or promoting best practices.</li> </ul>
Topic 6	<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>

## Salesforce Certified Slack Administrator Sample Questions (Q137-Q142):

### NEW QUESTION # 137

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

**Answer: D**

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)

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### NEW QUESTION # 138

Amy is an Org Owner on an Enterprise Grid plan.

A workspace Admin informs Amy that a confidential file has been uploaded to a public channel by mistake. Amy needs to remove the file and determine who has downloaded it.

What should Amy do to accomplish this goal?

- A. Using an integrated Data Loss Prevention (DLP) solution, delete the file, and then review the Audit Logs API to see who downloaded the file.
- **B. Using Slack Enterprise Key Management (EKM), revoke key access for the file, and review the EKM logs to see who downloaded the file.**
- C. Using MDM, disable file downloads and then use session management to see who was logged in and downloaded the file.
- D. Using a third-party eDiscovery app, delete the file and use data exports to determine who downloaded the file.

**Answer: B**

### NEW QUESTION # 139

Mayim, the Chief Human Resources Officer at Large Inc, is concerned that her team communicates mostly via direct messages rather than channels. She wants to know if the HR workspace is lagging behind the rest of the organization.

What information should the Workspace Admin provide to help Mayim?

- A. The statistic that HR is typically a more confidential function than other teams and should expect to have more information in direct message
- B. The number of messages posted in the #help-hr triage channel over the past 30 days
- C. Instructions on how to conduct a poll in channel asking members if they've been using channels or direct messages, using emoji for responses
- **D. The percentage of messages sent via direct message in the HR workspace to the organization's overall percent of direct messages**

**Answer: D**

Explanation:

The most accurate approach is to use Slack's analytics to compare direct message usage across different workspaces.

Slack documentation states:

"Workspace-level analytics allow Admins to view the percentage of messages sent via direct messages versus public or private channels. Comparing this across teams highlights differences in Slack usage patterns." Only option A directly provides a comparative analysis to see if HR's behavior is different from the rest of the org.

(Reference: Slack Administration Study Guide - Workspace Analytics and Communication Patterns)

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### NEW QUESTION # 140

Brian, an Org Owner on Enterprise Grid, needs to ensure that all Slack data is archived and stored outside of Slack.

What does Brian need to do?

- A. Enable DLP and quarantine all messages and files that need to be archived.
- B. Turn on Corporate exports to retrieve private data and store it elsewhere.
- C. Contact Slack to set message and file retention policies at the Organization level to "Keep all messages".
- **D. Use a third-party eDiscovery app to retrieve and store data in a data warehouse.**

**Answer: D**

Explanation:

For ongoing external data archiving and retrieval:

"Slack recommends using a third-party eDiscovery or archiving app to pull Slack data and store it securely in a separate data warehouse or compliant system." Corporate exports (Option A) are manual and not continuous, retention policies (Option B) keep data inside Slack, and DLP (Option C) manages risk but not long-term archiving externally.

(Reference: Slack Administration Study Guide - Data Governance and eDiscovery Options)

### NEW QUESTION # 141

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

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

Answer: A,B,C

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 # 142

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