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## Salesforce Certified Slack Administrator Sample Questions (Q63-Q68):

### NEW QUESTION # 63

You're a Support Agent on the admin team for your Slack Enterprise Grid workspace.

An employee requests adding 15 new members from an external company for a 12-month joint marketing partnership.

How should you respond?

- A. Advise the employee to set up a separate Slack workspace that is jointly owned by both organizations.
- B. Approve the employee's request, then invite the external users to your workspace as Multi-Channel Guests with a 12-month expiration date.
- C. Advise the employee to initiate one or more Slack Connect channels to collaborate with the external organization. The external organization can set up a free Slack instance if they are not already using Slack.
- D. Advise the employee to request the external users be added to your identity provider (IdP) so they can authenticate to your workspace with SAML single sign-on (SSO).

**Answer: C**

Explanation:

Slack recommends for external collaborations:

"Slack Connect channels are the preferred method to collaborate securely with external organizations instead of bringing external users into your workspace as full members or guests." Inviting 15 external users as Multi-Channel Guests (C) is less scalable and harder to manage. Adding them to the IdP (B) is unnecessary and risky for external contractors. Creating a new workspace (D) would complicate governance.

(Reference: Slack Administration Study Guide - Slack Connect Collaboration Best Practices)

#### NEW QUESTION # 64

You're a Workspace Owner for a Slack Business+ workspace.

The sales team wants to work with customers in Slack, but sales representatives change accounts frequently.

Which best practice process should you establish?

- A. Invite the customers to the respective existing account channels as Single Channel Guests and archive the channels when the relationship ends.
- B. Create new account channels and add the respective customers as Single Channel Guests with an expiration date of 1 year.
- C. Create new account channels and share them with the respective customers using Slack Connect.
- D. Create a new free Slack workspace and invite the sales and customer care teams as full members.

**Answer: C**

Explanation:

Slack recommends for external collaboration:

"Use Slack Connect to collaborate with external partners in shared channels rather than relying on guest accounts, especially for long-term relationships." Guests (A, C) require manual account management. A new Slack workspace (D) would fragment communication unnecessarily.

(Reference: Slack Administration Study Guide - Using Slack Connect for External Collaboration)

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#### NEW QUESTION # 65

You're a Workspace Owner for a financial organization on the Slack Business+ plan. Your Security and Compliance team requires all historical files to always be discoverable. These deleted files may need to be produced to ensure compliance for regulatory and auditing purposes.

Which file retention setting should you enable for your workspace?

(Select the best answer.)

- A. Keep all files, including deleted files
- B. Keep all files
- C. Keep all files, including all file versions
- D. Keep all files, only for a set number of days
- E. Keep all files, including deleted files, for a set number of days

**Answer: A**

Explanation:

In the Slack Business+ plan, to meet compliance requirements where deleted files must remain discoverable, you must set file retention to:

"Keep all files, including deleted files."

This ensures that even after a user deletes a file, it remains accessible for auditing and compliance purposes.

Simply keeping files (B) does not guarantee deleted files are retained. Options involving "for a set number of days" (C, E) would risk data loss after the timeframe expires, and D (all file versions) focuses on version history, not deletion recovery.

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

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#### NEW QUESTION # 66

You're a Workspace Admin looking to set up a user group for a new hire class your organization has recently hired.

What is a key benefit of setting up a user group for these individuals?

- A. When writing a message from any of their workspaces on the Enterprise Grid, any member can send a notification to the new hires with one @mention.
- **B. The user group can then be added to all relevant new-hire and onboarding channels, ensuring that no one gets left behind or is accidentally excluded from any channels they should be in.**
- C. These users will only be granted access to the channels that they've been added to, ensuring that other organization channels remain confidential until they complete their onboarding.
- D. Admins can foster a sense of community by creating a group-only direct message (DM).

**Answer: B**

Explanation:

Slack recommends user groups for onboarding because:

"User groups allow admins to easily manage membership in multiple channels by adding the user group to those channels, ensuring no member is missed and simplifying onboarding processes." Options A and D misrepresent how access is managed (user groups do not automatically restrict channel access), and C is incorrect because mentions depend on group settings and channel memberships. (Reference: Slack Administration Study Guide - Managing User Groups for Onboarding)

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### NEW QUESTION # 67

The Sales team at Large Inc is having trouble figuring out the role Slack should play in their work day. The Sales team travels often and prioritizes time with customers. They don't have a lot of time to attend training.

Which two of the four strategies would help increase adoption on the Sales team? (Choose two.)

- **A. Survey the Sales team to understand what currently makes their job difficult and determine which apps /integrations and workflows to prioritize.**
- **B. Run a campaign promoting the Slack mobile app, so the Sales team understands the value of mobility and persistent communications.**
- C. Send out a weekly email campaign for two months to use Slack with the warning that Slack access will be denied to anyone that joins Slack after the two-month email campaign is finished.
- D. Install the Salesforce app in the Sales workspace immediately, as this is the number one integration for Sales teams using Slack.

**Answer: A,B**

Explanation:

Two critical elements in Change Management are understanding user needs and promoting solutions that fit their workflows.

\* Running a campaign promoting Slack's mobile app addresses their need for mobility. Slack documentation notes:

"Promoting the Slack mobile app to teams that are highly mobile ensures they remain connected to important communications and workflows."

\* Surveying the Sales team will help prioritize relevant integrations and workflows based on real-world challenges they face:

"Understanding end-user pain points is crucial for designing Slack solutions that users find genuinely helpful." Simply installing the Salesforce app without understanding their needs may not be effective, and using threats (option B) is contrary to Slack's recommended adoption strategies.

(Reference: Slack Administration Study Guide - Driving Slack Adoption and Change Management)

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### NEW QUESTION # 68

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