

# Reliable Slack-Con-201 Practice Questions & Exam

## Slack-Con-201 Outline



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### Salesforce Certified Slack Consultant Sample Questions (Q192-Q197):

#### NEW QUESTION # 192

A corporation is planning to introduce Slack to its employees. What approach should be taken in their rollout communication plan to

ensure a smooth transition and strong adoption of Slack?

- **A. Develop a comprehensive communication plan that includes pre-launch awareness, training sessions, and post-launch support**
- B. Send a single email announcement on the day of the launch and leave employees to self- navigate Slack
- C. Launch Slack without prior communication to surprise employees and encourage exploration
- D. Focus only on technical aspects of Slack in communications, avoiding information on practical use cases and benefits

**Answer: A**

Explanation:

A comprehensive communication plan that encompasses pre-launch awareness, detailed training sessions, and robust post-launch support is essential for a smooth transition to Slack. This approach ensures that employees are well-informed, trained, and supported, which encourages strong adoption and effective use of the platform.

### NEW QUESTION # 193

You are preparing for a consultation with a new client who is interested in adopting Slack. What is the most important information to research about the client's organization beforehand?

- **A. The organizational structure, communication flow, and collaboration tools currently in use**
- B. The financial performance of the client's organization over the past year
- C. The personal preferences of the CEO regarding communication tools
- D. The market share and competitive position of the client's organization

**Answer: A**

Explanation:

Understanding the client's organizational structure, current communication flow, and the collaboration tools they are using is crucial. This information helps in tailoring the Slack solution to their specific needs, addressing any gaps or inefficiencies in their current system.

### NEW QUESTION # 194

A company is integrating Slack as a new communication tool and wants to streamline the process of onboarding new team members. Which workflow in Slack would be most effective for this purpose?

- A. Creating a single channel where all new members post their introductions and questions
- **B. Setting up an automated onboarding workflow that provides new members with essential resources, guidelines, and team introductions**
- C. Relying on manual, individual introductions and resource sharing for each new team member
- D. Encouraging new members to independently navigate Slack to find relevant information and resources

**Answer: B**

Explanation:

An automated onboarding workflow in Slack streamlines the process by ensuring that all new members receive consistent information, resources, and introductions, making the onboarding process more efficient and welcoming.

### NEW QUESTION # 195

During a Slack migration, the client requests a custom feature that is not currently available in Slack. What is the best way to handle this request?

- A. Inform the client that it's impossible to add custom features in Slack and continue with the standard features
- **B. Discuss the request with Slack's support team to explore potential solutions or alternative approaches that can meet the client's needs**
- C. Directly modify Slack's codebase to accommodate the client's request
- D. Ignore the client's request and proceed with the migration as originally planned

**Answer: B**

Explanation:

Engaging with Slack's support team to discuss the client's custom feature request is the most effective approach. It allows exploration of potential solutions or alternative methods to meet the client's needs within the constraints of the Slack platform.

### NEW QUESTION # 196

When conducting a live Slack training session for a newly formed team in a corporation, what is the most effective way to create an experiential learning environment?

- A. Present a detailed PowerPoint presentation on Slack features without any interactive elements
- **B. Engage participants in a hands-on workshop where they actively use Slack to collaborate on a simulated project, with real-time guidance and feedback**
- C. Have participants observe a demonstration by an expert, without giving them an opportunity to practice themselves
- D. Provide a lecture on the theoretical aspects of Slack without practical application or user interaction

**Answer: B**

Explanation:

Engaging participants in a hands-on workshop where they actively use Slack to collaborate on a simulated project is key to experiential learning. This approach allows participants to practically apply what they learn in a real-world context, enhancing their understanding and skills. The addition of real-time guidance and feedback from the instructor further reinforces learning and skill development.

### NEW QUESTION # 197

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