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

Topic	Details

Topic 1	<ul style="list-style-type: none"> <li>• <b>App Administration:</b> 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 2	<ul style="list-style-type: none"> <li>• <b>Workspace Administration:</b> 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>
Topic 3	<ul style="list-style-type: none"> <li>• <b>Enabling Slack Success:</b> 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 4	<ul style="list-style-type: none"> <li>• <b>Fundamentals:</b> 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>

## Salesforce Certified Slack Administrator Sample Questions (Q42-Q47):

### NEW QUESTION # 42

You're an Org Admin who is tasked with auditing all guest accounts in your company's Slack Enterprise Grid organization. The organization consists of two workspaces.

What is the most efficient way for you to gather this information?

(Select the best answer.)

- **A. Export the data from the Members section of the org analytics dashboard.**
- B. Gather the data from the Manage Members section of each workspace's administration dashboard.
- C. Export the data using the Export Data tab in the org administration dashboard.
- D. Open a ticket with Slack's Customer Experience team to see which guest accounts are active.

**Answer: A**

Explanation:

Slack Enterprise Grid provides an Org-level Members analytics section where you can view and export detailed information about all users, including guest accounts.

"Org Admins and Org Owners can export member lists from the Org analytics dashboard, including guest account details like type (single-channel or multi-channel), status, and associated workspaces." Gathering from each workspace (A) is inefficient and manual. Exporting from the Export Data tab (D) relates to message and file exports, not member data. Opening a ticket with Slack (B) is unnecessary for this standard administrative task.

(Reference: Slack Administration Study Guide - Org Analytics and Member Exports)

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### NEW QUESTION # 43

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

Explanation:

The proper course of action involves:

- \* Deleting the file through an integrated Data Loss Prevention (DLP) solution.
- \* Reviewing access through the Audit Logs API.

Slack documentation confirms:

"A DLP integration allows detection and remediation (e.g., deletion) of sensitive files or messages. The Audit Logs API provides detailed logs of user activity, including file downloads." Mobile Device Management (MDM) focuses on device security, not file tracking, and EKM controls encryption but doesn't show file download actions.

(Reference: Slack Administration Study Guide - Security and Compliance - Data Loss Prevention and Audit Logs)

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#### NEW QUESTION # 44

Andrew is a Workspace Owner and head of HR for a government agency in Munich, Germany. As the head of HR, he manages all aspects of human resources in order to create an engaged workforce and resilient organization.

The HR teams use a variety of technologies, and leadership is implementing a new integrated tool to improve collaboration and productivity. While the tool has many benefits, the adoption rate has been slow due to a lack of internal awareness.

Andrew wants to convince leadership that he needs internal Slack advocates who can lead and support co-workers through the transition. He has a few people in mind who he would nominate as Champions.

Which options appropriately describe Champions? (Choose all that apply.)

- A. They are Slack Administrators, so they have the correct permissions to help the company manage change.
- B. They actively communicate and promote transparency to reinforce the purpose and value of the tool.
- C. They identify and implement key use cases for the tool and modify them over time to improve the team's workflows.
- D. They model best practices, and they can rally the team toward common goals.

**Answer: C**

#### NEW QUESTION # 45

Large Inc. is a consumer goods company that uses the Slack Enterprise Grid org.

Large Inc.'s Human Resources (HR) director is looking to streamline how they:

- \* Share department-specific policies, and
- \* Handle sensitive questions hiring managers may have regarding recruiting and candidate offers.

Each department has its own separate Enterprise Grid workspaces. How should the HR director use Slack for this use case? (Select the best answer.)

- A. Create a multi-workspace public channel for each department, and add the hiring managers to the appropriate channel.
- B. Create a private channel in the HR workspace, and add the departmental hiring managers to that channel.
- C. Create a multi-workspace private channel for each department, and add the hiring managers to the appropriate channel.
- D. Create separate hiring manager group direct messages (group DMs) for each Department.

**Answer: C**

Explanation:

Slack recommends using multi-workspace private channels to manage sensitive information securely across workspaces.

"Multi-workspace private channels allow members from multiple workspaces to securely collaborate, making them ideal for department-specific discussions and sensitive topics." Public channels (A) are inappropriate due to the sensitivity of the HR discussions. Private channels limited to one workspace (C) would restrict access. Group DMs (D) are not scalable or organized for ongoing collaboration.

(Reference: Slack Administration Study Guide - Managing Multi-Workspace Private Channels)

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#### NEW QUESTION # 46

Marianne, an Org Admin, hears feedback that it's difficult for her members to find channels. She regularly receives requests in the #help-slack channel from members who accidentally created duplicate channels because they weren't aware there was already a channel on a certain topic.

Which action should Marianne's team take first to address the problem?

- A. Change her workspace settings to allow all members to archive channels.
- **B. Standardize and communicate channel naming conventions.**
- C. Restrict new channel creation to admins only.
- D. Encourage members to add a channel purpose and topic.

**Answer: B**

Explanation:

The first step to addressing duplicate channels and improving discoverability is:

"Standardizing channel naming conventions, making it easier for members to find existing channels and understand their purpose."

Slack best practices emphasize that a standardized naming system helps with searchability and organization.

Although adding channel topics and purposes (Option C) is also good practice, naming conventions are the first priority.

(Reference: Slack Administration Study Guide - Channel Management and Naming Best Practices)

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## NEW QUESTION # 47

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