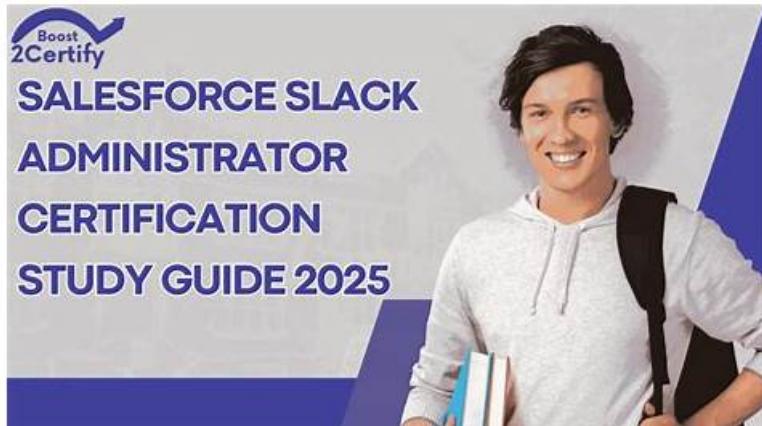


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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• 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.
Topic 2	<ul style="list-style-type: none">• 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.

Topic 3	<ul style="list-style-type: none"> 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.
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Salesforce Certified Slack Administrator Sample Questions (Q35-Q40):

NEW QUESTION # 35

You're a Workspace Owner and App Manager for your company's Slack Enterprise Grid instance. The Human Resources (HR) team at your company wants to pilot a Wellness app for all employees in your workspace.

As an App Manager, what are the two key considerations you should understand before installing the app in Slack?
(Select the TWO best answers.)

Is this app available in the Slack App Directory?

- A. What are the external services or APIs the app is connecting to?
- B. Does the app meet data security policies for your organization?
- C. Does the app have a valid business use case?
- D. Does the app connect with your HR system?

Answer: A,D

NEW QUESTION # 36

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

Answer: C

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)

NEW QUESTION # 37

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. Instructions on how to conduct a poll in channel asking members if they've been using channels or direct messages, using emoji for responses
- B. The statistic that HR is typically a more confidential function than other teams and should expect to have more information in direct message

- C. The number of messages posted in the #help-hr triage channel over the past 30 days
- 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)

NEW QUESTION # 38

You're a Slack admin for SealBox, a company specializing in waterproof laptop cases. In preparation for a new product launch, SealBox partners with an advertising agency, Ad Heroes Inc. You create a Slack Connect channel and share it with Ad Heroes' Slack workspace.

The members of the Ad Heroes team are concerned about losing access to messages and files shared in the channel once the project ends and the channel is disconnected.

What will happen once the channel is disconnected?

(Select the best answer.)

- A. Ad Heroes will retain full control over the channel's history and can continue to post messages and files in it as normal.
- B. Ad Heroes will keep an archived version of the channel, but only files posted by Ad Heroes' workspace members will be visible in the channel.
- C. All organizations will retain full access to the channel's history and can continue to use it as normal.
- D. The channel will be archived on Ad Heroes' workspace, but all messages and files shared by both organizations will remain accessible.

Answer: D

NEW QUESTION # 39

You're an Org Primary Owner on your company's Slack Enterprise Grid. You have six workspaces, each representing one line of business. Your company's Chief Information Officer (CIO) is keen on keeping all members of the organization informed about new Slack features on an ongoing basis.

How can you ensure all members are receiving ongoing enablement on new Slack features?

(Select the best answer.)

- A. Leverage an org-wide channel to announce new Slack features on a recurring basis, and bookmark useful links and learning material in channel.
- B. Advise Workspace Admins to direct all members to Slack's website to review new features.
- C. Pin messages related to new Slack features in a dedicated multi-workspace channel on a recurring basis.
- D. Direct members to a #help-slack channel to ask questions about new Slack features and receive feedback from your Slack Champions.

Answer: A

Explanation:

Slack recommends using an org-wide channel for announcements:

"An org-wide channel ensures that important updates reach every member across all workspaces.

Bookmarking learning materials in the channel also provides members with easy access to ongoing resources and updates." Options B and C place too much burden on members to seek out information. D is reactive (waiting for questions) rather than proactive enablement.

(Reference: Slack Administration Study Guide - Managing Change and Member Enablement)

NEW QUESTION # 40

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