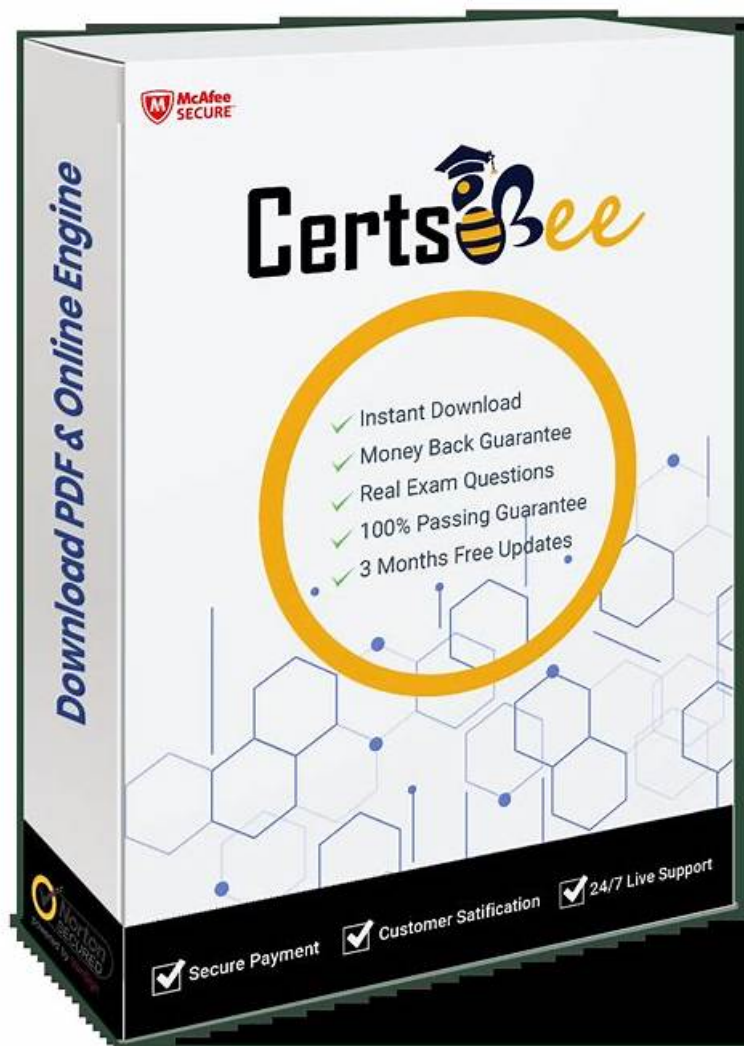


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## Salesforce Certified Slack Administrator Sample Questions (Q198-Q203):

### NEW QUESTION # 198

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

**Answer: A**

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 # 199

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

**Answer: B**

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 # 200

Which plan(s) support(s) customizable message and file retention features?

- A. Enterprise Grid only
- B. Business+ and Enterprise Grid
- **C. Pro, Business+, and Enterprise Grid**
- D. Free, Pro, Business+, and Enterprise Grid

**Answer: C**

Explanation:

Slack official plan features state:

"Customizable message and file retention policies are available on Pro, Business+, and Enterprise Grid plans." Free plan (C) does not support customizable retention. It's limited to 90 days history unless upgraded.

Enterprise Grid-only (D) is too restrictive.

### NEW QUESTION # 201

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

**Answer: C**

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)

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### NEW QUESTION # 202

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. Send an @everyone in a message to your workspace-wide #general channel.
- 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. Direct message your key contact who belongs to the connected channel, so they are directly informed.

**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)

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### NEW QUESTION # 203

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