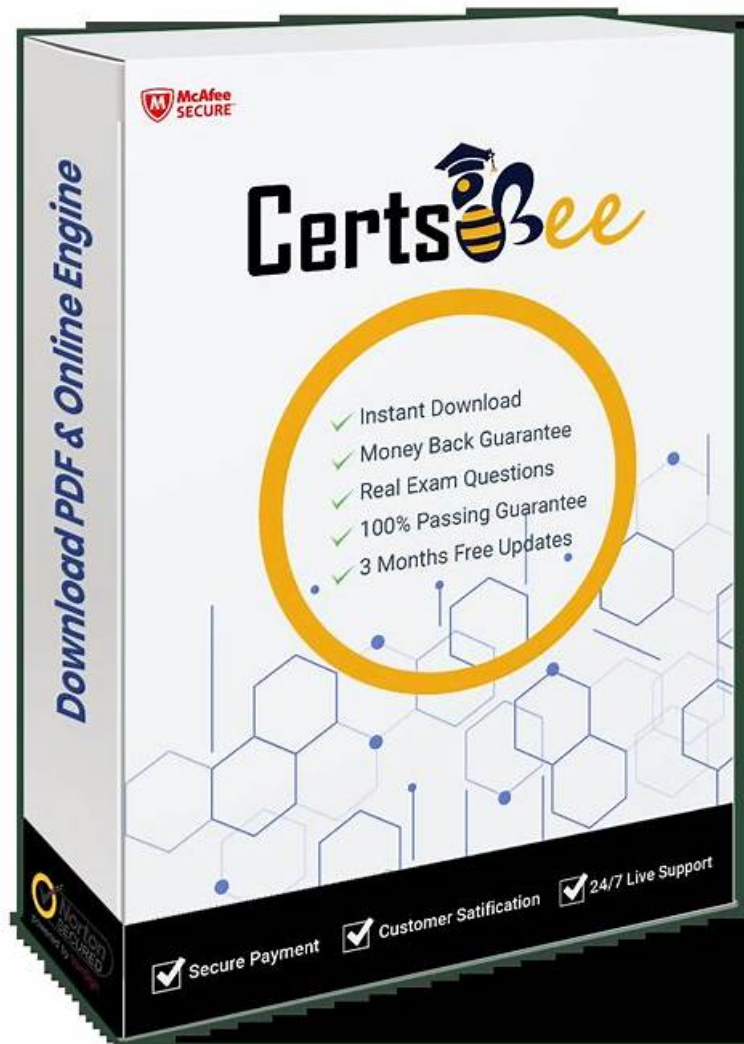


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Salesforce Certified Slack Administrator Sample Questions (Q177-Q182):

NEW QUESTION # 177

You're a Workspace Admin for your organization's Slack instance. A new member in your workspace posts a question about a specific project in a #general channel and tags all project members.

What should you ask the member to do?

(Select the best answer.)

- A. Start a group direct message (DM) with project team members who may know the answer to the member's question.
- B. Start a direct message (DM) to the project team members individually to see if they know the answer.
- C. Delete the message, and direct the member to the help channel.
- **D. Post the question in a channel related to the project.**

Answer: D

Explanation:

Slack recommends organizing discussions into appropriate channels for clarity and relevance:

"Questions or discussions about specific projects should happen in project-related channels to maintain topic focus and ensure all relevant stakeholders can view and contribute."

#general should be reserved for organization-wide announcements or broad discussions, not for project-specific questions. DMing individuals (A, B) bypasses team collaboration. Deleting the message (C) is unnecessarily punitive.

(Reference: Slack Administration Study Guide - Best Practices for Channel Organization)

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NEW QUESTION # 178

Your Slack Governance Support model includes a group of people designated as Workspace Admins to distribute the workload.

What is a key benefit of setting up a user group for the Workspace Admins?

- A. Any Enterprise Grid member can @mention the user group from any workspace within the Enterprise Grid org to send a notification to all of the user group members.
- B. Any Slack member by default can add themselves to the Workspace Admin user group to follow along with their activities.
- C. People that the team works with in Slack Connect can be added to the user group in order to work more closely with the Workspace Admins on certain issues.
- **D. Any @mention of the Workspace Admin user group will notify all of the group members, allowing any Slack member to send questions to the group.**

Answer: D

Explanation:

Slack user group functionality explains:

"When a user group is @mentioned, all members of the user group are notified, making it easy for others to reach all members at once for questions or updates." Option A is misleading because visibility of user groups depends on workspace settings. B and C are inaccurate - external users cannot be added, and users cannot add themselves to user groups.

(Reference: Slack Administration Study Guide - Using User Groups)

NEW QUESTION # 179

Any is an Org Owner on an Enterprise Grid plan.

A workspace Admin informs Any that a confidential file has been uploaded to a public channel by mistake.

Any needs to remove the file and determine who has downloaded it.

What should Any do to accomplish this goal?

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

Answer: C

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 # 180

Kathleen is a Workspace Owner who leads the marketing department at a mid-sized company in Pune, India.

She keeps receiving new campaigns at her desk to review and approve, but she has never heard of these initiatives. Many of her colleagues are equally confused. She has a few key public channels where she has explained to her team that marketing conversations should take place, so she wonders where her team is communicating. Upon investigation, she discovers that users are creating their own unique channels for each marketing campaign. Subsequently, important employees have been excluded, duplicate projects exist, and information is fragmented.

To enhance transparency and collaboration, Kathleen emphasizes that users should discuss projects together in the agreed-upon channels, as they often involve the same people.

Which settings and permissions should Kathleen change to reinforce this message?

- **A. Change the channel management permission for creating private and public channels to Workspace Admins/Owners only.**
- B. Change the invitations permission to require Workspace Admins/Owners approval.
- C. Change the channel management permission for managing posting permissions in all channels to Everyone.
- D. Change the setting for join and leave messages, so they do not show in channels when employees come and go.

Answer: A

Explanation:

Slack's best practice for controlling fragmentation of discussions is:

"Restrict who can create public and private channels to Workspace Admins and Owners to maintain governance and reduce channel sprawl." This ensures that projects stay visible in agreed-upon channels and minimizes unnecessary duplication.

(Reference: Slack Administration Study Guide - Channel Management Governance)

NEW QUESTION # 181

You're an Org Owner on the Slack Enterprise Grid plan responsible for posting news for your entire organization to read. You want to limit posting permissions to admins only.

Sometimes the newsletters contain important action items, so it's important that everyone in your organization sees the message.

What is the best way to post your message?

(Select the best answer)

- **A. Create a default org-wide channel called #announcements, and post your newsletter in this channel.**
- B. Send your newsletter to your team's channel and then copy/paste the link to your message to each team channel in your organization.
- C. Send your newsletter to your organization's #general channel, and use the @channel notification.
- D. Send your newsletter in all of your department-specific channels to maximize visibility.

Answer: A

Explanation:

Slack recommends for official, organization-wide communications:

"Create an org-wide channel (such as #announcements) where only admins and owners can post. This ensures important messages are visible to all and remain uncluttered by unrelated posts." Option B and C involve redundancy and fragmentation. Using @channel in #general (D) risks spamming and frustrating members.

(Reference: Slack Administration Study Guide - Best Practices for Org-Wide Announcements)

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