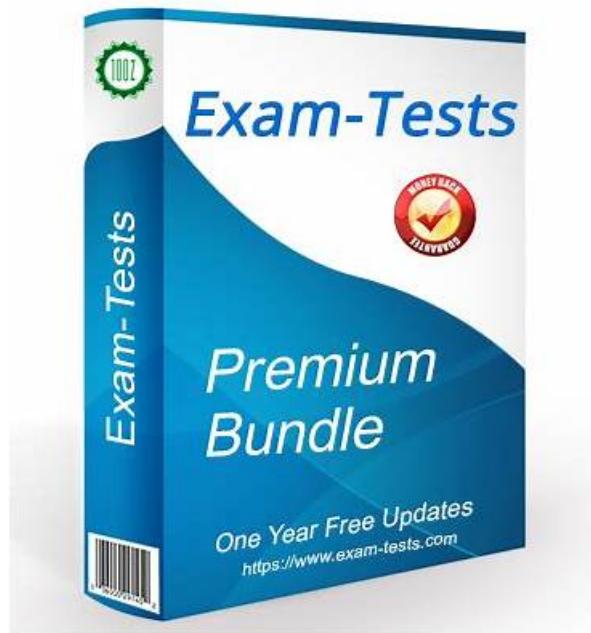


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Salesforce Certified Slack Administrator Sample Questions (Q33-Q38):

NEW QUESTION # 33

Which TWO statements are true about workflows? (Choose two.)

- A. Workspace Owners and Admins can view all published workflows created by members of their workspaces.
- B. To see all workflows in a workspace, you need to be an Owner or Admin of that workspace.
- C. It is not possible to create a custom workflow for your team in fewer than five clicks.
- D. It is currently possible for Org Owners and Admins to view all workflows created in an Enterprise Grid org.

Answer: A,D

Explanation:

Slack's Workflow Builder allows users to create workflows without writing code, and Admins have visibility over workflows to maintain governance.

According to Slack documentation:

"Workspace Owners and Admins can view and manage all published workflows in their workspace." "For Enterprise Grid organizations, Org Owners and Org Admins can see workflows across all workspaces." Option A is false - creating a workflow is a quick process requiring fewer than five clicks. Option C is inaccurate because regular members can also view workflows they have access to via Workflow Builder, not just Owners or Admins.

(Reference: Slack Administration Study Guide - Workflow Builder and Admin Controls)

NEW QUESTION # 34

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: B,C,D

Explanation:

Slack Champions are:

"Advocates who model best practices, promote transparency, identify key use cases, and adapt workflows to improve team effectiveness. Champions do not need to be administrators - their main role is to drive cultural adoption." Option A is incorrect because being a Slack Administrator is not a requirement to be a Champion.

(Reference: Slack Administration Study Guide - Building a Slack Champion Network)

NEW QUESTION # 35

You're a Slack Org Owner at Acme Inc. Several employees report that public channels are difficult to search and find. This results in channel sprawl or duplicative channels being created by employees. The Slack experience is now noisy and confusing. You need a solution to address this while still enabling members to create channels quickly.

What should you do?

(Select the best answer.)

- A. Post a list of global org-wide public channels in your Slack announcement channels to create awareness amongst employees.
- B. Pin your organization's Slack Etiquette Guide to the org-wide Slack tips and tricks channel.
- C. Create and communicate a channel naming and creation policy that includes channel structure and naming convention for your organization.
- D. Create a process to request public channel creation through Slack admins.

Answer: C

Explanation:

Slack recommends setting and communicating a strong channel naming and creation policy to improve discoverability and reduce confusion.

According to Slack best practices for channel management:

"A consistent channel naming convention helps employees find information more easily and prevents the creation of duplicative channels. A documented and communicated policy ensures that channel creators follow structure guidelines without needing admin intervention." Pinning guides (A) and posting lists (B) are helpful for awareness but do not solve the underlying structural issues.

Requiring admins for every new channel (C) is too restrictive and counter to Slack's flexibility model.

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

NEW QUESTION # 36

You're an Org Admin responsible for managing your organization's three workspaces grouped by business vertical.

Your organization wants to increase Slack usage across departments, and you anticipate new workspace requests.

Given these business requirements, what is the best way to manage requests to create new workspaces?

- A. Review, collaborate, approve, and reject workspace requests in one public, searchable channel.
- **B. Route workspace requests from an org-wide help channel to a private admin-only channel where admins can review business rationale of requests.**
- C. Encourage end users to create new workspaces themselves, then link the workspace URL to your organization via domain claiming.
- D. Do not allow end users to request new workspaces; instead, encourage them to create more channels.

Answer: B

Explanation:

Slack recommends for Enterprise Grid governance:

"Workspace creation requests should be routed to a private admin team for evaluation, ensuring that new workspaces align with business needs, security policies, and organizational strategy." Public channels (A) expose sensitive administrative discussions. C and D bypass proper governance and risk fragmented Slack management.

(Reference: Slack Administration Study Guide - Workspace Creation and Governance)

NEW QUESTION # 37

As a Workspace Owner on the Slack Business+ plan, you need to set message retention policies for your workspace. You'd like to keep important information in Slack so that employees can search for it, but there are a few channels with messages that you don't need to save for more than one month.

How should you set up your data retention policies?

(Select the best answer.)

- A. Set the retention policy for public channels to keep all messages, and allow members to determine how long they'd like to keep messages in private channels.
- B. Set the retention policy for private channels to keep everything, and set the retention policy for public channels to one month.
- **C. Set your global message retention policies for one month, and adjust retention settings for important channels to keep everything.**
- D. Keep the default retention settings, but set a message retention policy of one month for channels with less important information.

Answer: C

Explanation:

Slack recommends setting a global policy and making specific exceptions where needed:

"Setting a shorter global retention policy and then setting exceptions to keep important messages longer in specific channels gives you flexibility while controlling overall data retention." Default settings (B) would not provide an organization-wide policy. Allowing members to manage private channel retention (C) can be risky. Setting public retention short and private channels to everything (D) doesn't align with best practices for most businesses.

(Reference: Slack Administration Study Guide - Message Retention and Exceptions)

NEW QUESTION # 38

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